

ontap

Portsmouth Water



Delivering excellence

for our customers, our people and the environment

New Logo same Mission...

Many of you will have seen our new logo on our vans. We changed it towards the end of last year. The reason was to emphasise the word Portsmouth. We are very proud that we have served the local community for over 150 years and we felt it was important that our name should be reflected more prominently.

Despite the change of logo our mission remains unchanged

“to supply high quality drinking water whilst providing excellent levels of service for our customers at the lowest price in the country”

We are a customer focussed business and in recent years have conducted a significant amount of customer research, including road shows in local shopping centres, trying to understand what your priorities are.

The results showed that you would like us to do more for the environment, metering and water efficiency advice, but without increasing bills.

By reading the newsletter you will see some of the work we have done in response to your wishes. The newsletter looks at some of our achievements during the year including the work we have undertaken to improve the environment and our work in the community whilst



always looking to ensure we deliver value for money.

Whilst our bills have gone up this year, albeit below the rate of inflation, we have still by far the lowest water bills in the country. I understand

that any increase is difficult especially in today's climate I still believe we offer value for money.

We are proud to have you as our customer and I hope you value us as your local water company. Thank you for taking time to read this newsletter.

Neville Smith
Managing Director



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delivering excellence
...for our customers

high quality drinking water

The water we supply is of excellent quality with an average of 99.97% of all samples meeting standards set by the water quality regulator, the Drinking Water Inspectorate. Last year we received 1 contact about the quality of the drinking water for every 2,000 of our customers. The average number of contacts for the industry is 4 times this level.



Our water is mainly derived from the chalk of the South Downs and is known as 'hard water'. It is excellent quality, but its chalk source means that it is moderately hard.

As a result this 'hardness' can cause a build-up of limestone (scaling) in some domestic appliances which has left some customers asking us about the possibility of softening the water. To soften the water would be a very expensive process and therefore would lead to an increase in future water bills which our research

indicates customers are unwilling to pay for. However, we can understand that some customers would still prefer their water softened.

There are a number of water softeners and water conditioners in the market that can reduce the hardness of the water. Whilst we do not supply these ourselves our research has looked at a number of those available. As a result the following are recommended:

Scaleguard www.scaleguard.co.uk 0800 528 3278
Harvey Water www.harveywater.co.uk 01483 736 891



how...

YOUR BILL IS MADE UP

Average Household Bill

Currently the average household bill for our customers is £97 per year (2014/15). This is the equivalent of 27p per day.

How the average bill is made up

- 47% Providing a safe, secure and reliable supply of drinking water
- 29% Handling customer calls and billing
- 13.7% Interest payments and dividends
- 7.5% Improving the environment
- 1.9% Managing leakage
- 0.5% Supporting the community
- 0.4% Health and Safety

“ did you know?

99.97%

of all samples taken meet water quality standards set by the drinking water inspectorate

the lowest number of complaints

Once again we have received fewer complaints per 10,000 customers about the service provided to customers than any other Water Company in England and Wales.

Information supplied from the industry regulator the Consumer Council for Water (CC Water) annual report, also shows that overall 150,942 written complaints were made to water

companies across England and Wales in the year to March 2013. We received 320 for the whole year. For the year ending March 2014 this has fallen to 236.

Overall we received 10.5 written complaints per 10,000 customers in 2012/13 which is the lowest in the industry across England and Wales. The average for the industry is 49 per 10,000 customers.

Paul Barfoot, Customer Services Manager, said: *"Whilst accepting 1 complaint is a complaint too many I am still really pleased that, once again, we have the lowest level of complaints in the industry. Our overall record sits impressively above the rest of the industry. This is testament to our team of dedicated employees who are firmly committed to providing the best customer service that they can deliver."*

the lowest bills in England & Wales

We are determined to continue to deliver a high quality water service providing a safe, secure and reliable supply of high quality drinking water aligned with excellent customer service as well as providing value for money for our customers.

Average national water bill 2014/15



With this in mind we have limited any increase to our bills for the billing year commencing 1st July 2014, to 2.4% which is less than inflation*.

Portsmouth Water average water bill 2014/15



Our average water bill for the coming year will be £97 which is considerably lower than any other water company with the national average water supply bill being £188.

“ did you know?

£97

On average our customers pay £97 per year for their water supply

Whilst it is always a difficult decision to raise prices, especially in today's economic climate, by keeping any increase below inflation we have kept our prices as low as possible. We believe this strikes the correct balance in allowing us to build on our already excellent record, as well as allowing us to continue investing in the infrastructure required to provide high quality drinking water.

* Companies are allowed to add the RPI rate of inflation to their bills on an annual basis. The inflation figure used this year is 2.7% - the retail price index annual inflation in November 2013

delivering excellence

...for the environment

the Water Vole is back in town



There have been confirmed sightings by local residents of water voles in one of our ponds off Park Road South in Havant. The good quality spring water emerging in the pond provides the ideal growing environment for the water margin plants that water voles like to eat. This is great news as water voles have been experiencing a rapid decline nationally.

It is hoped that the new ornate railings installed by Havant Borough Council along one side of the pond will help reduce the amount of litter entering the pond. In addition, we are adapting the site management to help the water vole.

The New Blendworth Centre Community Team manage the site on our behalf and they visit the pond fortnightly, mow the grass and remove large volumes of litter which is dropped and accumulates around the pond. We are asking people in the area to respect the environment and take their litter home, or place it in the bins provided by the Council.

If you stand very quietly on the path behind the new railings and wait patiently you may be lucky enough to see the water vole swimming across the pond.

FRACKING in the company's area of supply

Provision of safe and high quality water is a cornerstone of public health. It is our responsibility in this area to ensure such a service is not compromised by activities such as fracking for shale gas. There are arguments for and against fracking; it is the role of Government to balance these, not us.

Before fracking for shale gas may commence, a number of statutory applications must be made by the exploratory company. We are not currently a statutory consultee to this planning process. The Environment Agency is responsible for groundwater and environmental protection and is therefore responsible for any proposals to ensure that groundwater and the environment is protected, should hydraulic fracking be implemented.

Whilst we are not a statutory consultee, we work very closely with the Environment Agency and Hampshire County Council regarding any application.

We will continue to work closely with the Environment Agency to ensure we are able to deliver safe, high quality water to our customers both in the short and long term.

For more information regarding the statutory application process for fracking, please visit the Environment Agency website at <http://www.environment-agency.gov.uk/>

did you know?

868sq km

That's our area of supply - from the River Meon in Hampshire to the River Arun in West Sussex



Badgers get New home

A rapid expansion of a badger sett at one of our reservoir sites posed a potential risk to water quality and the safety of staff during site maintenance work. A real team effort has enabled the Company to successfully relocate the badgers to a new home outside of the site.

Badgers and their homes are protected by an act of parliament, so the first step was to complete a survey of badgers in the area and obtain a special licence from Natural England to allow us to move the sett. A specialist consultant was then appointed to design and build a new home for the badgers on

company land to the north of the site. The artificial sett has 15 chambers connected by double rimmed pipes, with 3 entrance tunnels. Peanuts and bedding material from the old sett were placed outside the new entrances, to encourage the badger family to use the new home before the old sett was removed.

“ did you know?

1.3million
litres of water saved every day by customers taking part in our ‘Saving Water Challenge’



We created a residence that was so desirable that the badgers moved in within a week. Once we were certain the new sett was occupied the old sett was sealed, with one way gates fitted for 21 days. The old sett was then removed.

STAUNTON

education partnership continues with Staunton Country Park

We are pleased to have extended our education partnership for a further 3 years. The partnership promotes water efficiency and delivers a ‘Water is Life’ programme to schools looking at the water cycle, water supply and treatment and water conservation.

Both organisations are committed to deliver a variety of fun and interesting activities to spread the word that everyone can do something to save water now and save the environment for tomorrow.

Recent additions to the park as a result of the partnership have included a World of Water (WOW) exhibit which was developed in conjunction with teachers and children from local schools and a new Water ‘I SPY’ trail aimed at nursery and primary school aged children.



Kerry Bailey, Country Park Manager said *“I am really pleased that we have extended our education partnership with Portsmouth Water. Both organisations are committed to looking after the environment and we are very happy to help spread the important message of using water wisely via the Water is Life education programme and the new WOW exhibit.”*



delivering excellence
...for our people



a RoSPA gold medal winner

Portsmouth Water are amongst the winners in the RoSPA Occupational Health and Safety Awards 2014. The award of a Gold Medal (9 consecutive Golds) in the prestigious annual scheme run by the Royal Society for the Prevention of Accidents (RoSPA) will be presented during a ceremony at ExCeL London on June 17.

RoSPA's mission to save lives and reduce injuries covers all ages and stages of life. In support of this mission, the RoSPA Awards, which date back 58 years, recognise commitment to continuous improvement in accident and ill health prevention at work. Through the scheme, which is open to businesses and organisations of all types and sizes from across the UK and overseas, judges consider entrants' overarching occupational health and safety management systems, including practices such as leadership and workforce involvement.

Managing Director Neville Smith on hearing the news said "I am delighted that we have, once again, been awarded the RoSPA Gold Award for Health and Safety. This will be the ninth consecutive year that we have received this accolade and everyone within the Company should take great credit for the work that has been done in making the Company a safer place to work."



gender equality



Think Act Report
Gender equality at work

Think, Act, Report is a light touch Government initiative promoting equality for women in the workplace. The initiative was jointly developed by the Government with the CBI and other business partners with the aim of promoting equal opportunities for women in the workplace through much greater transparency.

The framework of the initiative is to help companies consider gender equality in a systematic way, on issues such as recruitment, retention, promotion and pay. We are pleased to say that we have recently signed up to this initiative.

By signing up we are committing ourselves to thinking about how we promote equal opportunities for women; to taking action,

where a need is identified; and if necessary report our progress. This will allow us to better understand where we are on this issue and what, if anything, we need to do, to promote better opportunities for women in our workplace.

More details on the initiative can be found at www.gov.uk/think-act-report



pride in
...our past

World War 1 The Great War 1914 - 1918

40 employees served during the Great War with 38 returning.

Their return was celebrated with a dinner at the Lord Mayor Banqueting Hall hosted by the Directors. They were all given a 'roll of honour' status and the two that fell were not forgotten with a touching tribute included on the menu.

"Greater love hath no man than this, that a man lay down his life for his friends"

The menu served included Oxtail Soup, Fillet of Sole, Roast Mutton, Boiled Potatoes and Jellies for desert.

World War 2 1939 - 1945

The first inkling of the need for war precautions came at a confidential conference convened by the Lord Mayor of Portsmouth on 3 July 1934, more than five years before war eventually broke out.

As a consequence, the Company decided to carry out various works for the protection of the public water supply. The largest project was the laying of a 36 inch trunk main from Farlington to Portsea Island, to provide an alternative supply to reduce the vulnerability to bombing. A second pumping station was also built in Bedhampton.

The first bomb fell in Portsmouth on 11 July 1940, although the most of the extensive damage was largely confined to the first four months of 1941.

From a water supply perspective, by far the most serious of the raids occurred on the night of 10th and 11th January 1941, when 63 mains were fractured in Portsmouth. The extensive loss of water through broken mains etc and the heavy demand by the Fire Service caused the demand to rise from 13 to 23 million gallons a day. Large areas of Portsmouth were temporarily without water but the supply was gradually restored during the following five days.



“ did you know? ”

During World War 2 the number of mains that were broken by air raids on Portsmouth was

212

Without the dedication of staff interruptions would have lasted a lot longer.

The last bomb fell on Portsmouth on 15 July 1944.

Who do you think you are kidding Mr Hitler.....



We also had our very own home guard platoon made up of Company employees. *They didn't like it up em !!*

Source: Portsmouth Water 1857 - 2007
150 years of service by Andy Neve and Mike Hedges

maintaining our performance

The table below details our performance in key areas. Once again we have been able to combine service levels in the highest category with the lowest price in the country.

- RATING:
- ★ Good
 - ✓ Acceptable
 - ✗ Needs improvement

| Performance Levels for 2013/14 | Last Year | This Year |
|---|-----------|-----------|
| Household bills To have the lowest Water Household Bills in the country | ★ | ★ |
| Written Complaints To have the lowest number of written complaints in the industry | ★ | ★ |
| Customer Satisfaction To be rated in the top 3 within the industry in Customer Satisfaction Surveys amongst companies only supplying drinking water | ★ | ★ |
| Water Restrictions To have no restrictions on water use (i.e. Hose Pipe Bans) | ★ | ★ |
| Saving Water To meet the Ofwat Water Efficiency target of getting customers to save 290,000 litres every day | ★ | ★ |
| Water Quality To have an overall compliance of 99.95% in regard to Water Quality Standards for our drinking water | ★ | ★ |



save water, energy & money

With climate change, a growing population and increasing fuel bills, it makes sense to save water and energy. More than 25% of your fuel bills are in heating water for personal use and clothes washing, if you can reduce the time you spend in a shower for instance you will lower your gas/electric bill by heating less water.

is having a meter right for you?



If you are not supplied via a meter, why don't you try our Interactive Water Calculator as part of our **Saving Water Challenge**, you may find that you can save money on both your water and sewerage bills. It's quick, easy and you can find out in a few minutes what you could be saving.

For more information on *saving water, energy and money* visit www.portsmouthwater.co.uk



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how to contact us



Phone

FOR BILLING ENQUIRIES

023 9249 9666 (8.30 am to 4.30 pm Mon - Fri)

FOR GENERAL ENQUIRIES

023 9249 9888 (8.30 am to 4.30 pm Mon - Fri)

FOR LEAKS OR WATER SUPPLY EMERGENCIES

0800 4346 104 (24 hours)



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