

Portsmouth Water Limited

OUR COMMUNITY PARTNERSHIP



OUR COMMUNITY PARTNERSHIP ON ONE PAGE



FUTURE

OUR PLEDGE TO YOU

- Develop Havant Thicket Reservoir
- Ensure a reliable supply of water for future generations

WHAT WE CAN ACHIEVE TOGETHER

- Become more water conscious and use water wisely to help ensure a reliable supply of water for future generations
- Follow water saving tips

COMMUNITY

OUR PLEDGE TO YOU

- Keep bills low
- Help for vulnerable customers
- Improve information available on using water wisely

WHAT WE CAN ACHIEVE TOGETHER

- Make us aware of any vulnerable customers
- Contact us if you need extra support

ENVIRONMENT

OUR PLEDGE TO YOU

- Maintain and enhance our natural environment
- Improve the environment using innovative and collaborative technology
- Innovate and collaborate
- Reduce our waste and carbon

WHAT WE CAN ACHIEVE TOGETHER

- Recycle and reuse
- Reduce your use of single-use plastics
- Follow our tips on helping the environment
- Join one of our conservation working parties

CORE SERVICES

OUR PLEDGE TO YOU

- Improve our communication to you
- Provide clean and reliable drinking water
- Further invest in our assets
- Reduce leakage

WHAT WE CAN ACHIEVE TOGETHER

- Take part in our customer surveys
- Provide honest feedback if partaking in surveys
- Share your ideas with us to help us innovate and improve
- Let us know if you spot any leaks

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INTRODUCTION

Our Company and Our History

At Portsmouth Water we have been supplying water to Portsmouth and the surrounding areas since the 19th century. We have the lowest water bills in the country and amongst the highest levels of customer service in the water industry.

The Company today serves large towns and cities such as; Portsmouth, Gosport, Fareham, Havant, Chichester and Bognor Regis, as well as rural areas of south east Hampshire and West Sussex. Our origins date back to 1857 when the Borough of Portsmouth Waterworks Company was formed to supply water to Portsmouth. At this point the city had a population of just over 70,000. As was common in the 1800s, supplies were intermittent as not all households were connected to the mains supply.

The Company prospered after the Second World War and embarked on a period of expansion. In 1955, the statutory supply area doubled through an amalgamation with Gosport Waterworks Company. This was followed shortly afterwards by the acquisition of the Fareham Urban District Council Water Undertaking. The further acquisition of four suppliers in West Sussex was completed in 1963, again, doubling the Company's supply area. At that time this made it one of the largest water supply companies in the country.

Throughout the long history of Portsmouth Water, the commitment of the Company and its staff has remained unchanged.

We love what we do. We are a local company with a proud history of serving our customers for over 160 years

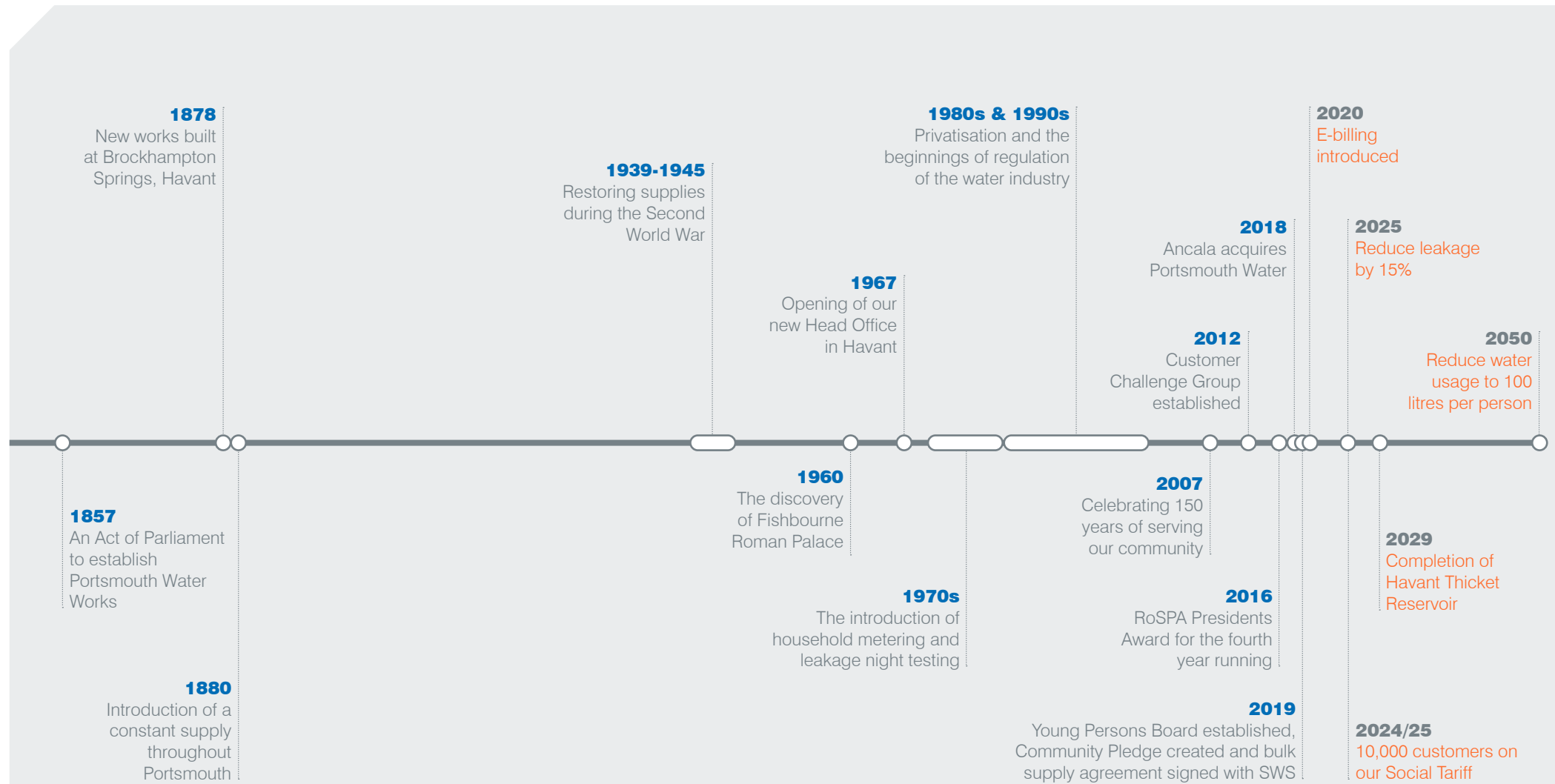
We believe the history of the Company emphasises how constant our pursuit for improvements to the supply system has been. We have been driven by a desire to provide our customers with the very highest levels of service, while keeping charges as low as possible. As events have evolved over the years, we have shown astute foresight, resulting in the continued success of the Company. This, coupled with an immense sense of pride and determination in how we serve our customers, has meant the Company still exists after more than a century and a half.

Clear leadership and the efforts of our local and committed staff have enabled the Company to adapt to changing legislation, while maintaining our focus on securing safe and reliable water supplies for customers. Through careful planning and the continued development of our staff, we have retained our independence for the last 160 years. By continuing these traditions, we hope to serve our customers for many more years.

Portsmouth Water has always concentrated on the fundamentals of being a water supplier - namely providing a first class service to customers at the lowest cost in the industry. In more recent years, we have embraced the importance of conservation, environmental sustainability and in the future look to become an exporter of water to the South East. We will look at this in more depth later in the document.



PORTSMOUTH WATER TIMELINE



WHAT IS A COMMUNITY PARTNERSHIP?

The concept of a community partnership has been around since the 16th century and ensures that the company goes beyond the aim of making a profit for its shareholders by ensuring the society benefit is considered throughout every business decision. This makes sure that our aims and objectives are in line with our communities.

We have always worked to benefit society throughout our 160+ year history by providing water to the local community. We decided to create Our Community Partnership to highlight all of the great things we have done in the past, are doing right now and plan to do in the future. With your help, Our Community Partnership will not just be another publication from Portsmouth Water but an actively changing piece of work that considers customer feedback and societal benefits during each business decision.

We have always been a community-focused company and Our Community Partnership puts this into a document that we as a company and our community can be proud of. This partnership is underpinned by a number of pledges that we make, which are detailed within this document. We hope that this shows how much we care about what we do, how we serve our community and help build trust with every single stakeholder.

We are proud to serve our community and we hope this partnership will demonstrate our commitment and our drive to continuously improve the way we work as a business and the services we provide to create a better Portsmouth Water for everyone.



We are proud of our role in the community

We are part of the local community, and the local community is part of us

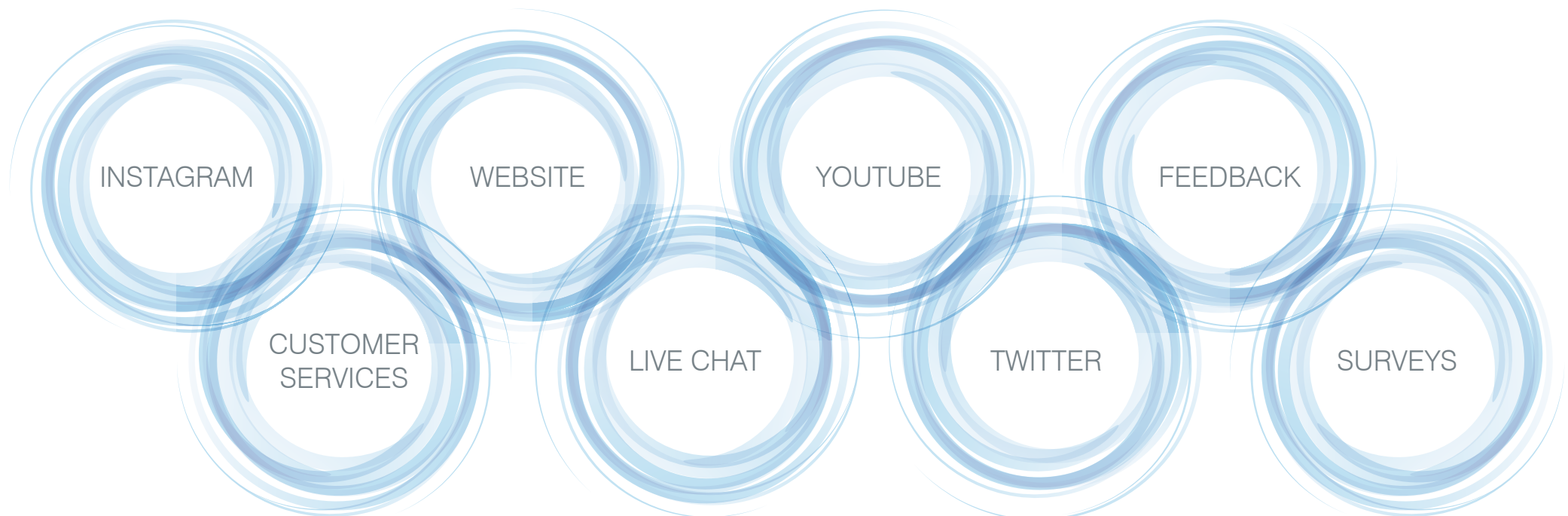
WHAT IS OUR COMMUNITY PARTNERSHIP?

Our customers' expectations are continuously evolving with a growing emphasis on sustainability. Following engagement with our community we have created this Community Partnership. Our Community Partnership lays out the foundations of who we are as a company, what we have already done, what we are currently doing and the direction in which we want to travel in the future.

But this is all about a partnership with you, our community, to achieve more. Together we can achieve more than what we can achieve alone as a company.

As part of this partnership we want to better engage with our community and learn about specific needs beyond the service we provide as a drinking water supply company. As a local company we want to work with local schools, alongside the community on new initiatives and together on biodiversity schemes to improve sustainability. We strive to improve our customer satisfaction by helping out in the community and want to understand how we can work together to further improve.

As part of our partnership we will fully engage with our employees, stakeholders, customers and local communities to ensure our partnership is a success. Let us work together within the local community and demonstrate how much we care about our community.



OUR PLEDGES TO YOU



How will it be measured and controlled?

We will measure how successful we are by continually reviewing, through the use of feedback, and emphasising the importance of our pledge to our staff. We will use our Customer Challenge Group, our employees, our customers, our Young Person's Board, our Board of Directors and our community stakeholders to continually monitor the status of our pledge. We will seek customer opinions, participation and engagement to gauge what future actions need to be taken as customer expectations continuously evolve.

OUR VISION, MISSION AND VALUES



Our Vision

Delivering excellence for our customers, our people, our environment and the communities we serve.

Our Mission

Supply drinking water of the highest quality, whilst providing excellent levels of service at the lowest price in the country.

We also work with our stakeholders, customers and local communities to safeguard vulnerable customers, protect the water supply for future generations, cut leakage, and reduce the use of single-use plastics.

Our Values

Our values of Excellence, Integrity and Respect are deeply rooted values embedded in our history. According to a 2019 staff survey 99% of staff understand what the values mean to them and 99% of staff believe they operate at all times in line with these values.

OUR PLEDGE TO YOU

This section of Our Community Partnership looks at the different promises we have made to you. We have broken this down into four main headings:

Then we break these down further, such as; Affordability, Training and Education. We will also discuss what we are currently doing to fulfil these pledges and finally our future plans to better serve our community.

We have set out in our business plan - of which some information has been included in the following section - how we will meet and exceed our customers expectations. We have also signed up to the Water UK Public Interest Commitment, which looks at Portsmouth Water to not only meet current targets but to exceed new ambitious targets. This will help us better serve not only our customers but the whole community.

The following section will highlight all of the great things we are doing and striving to achieve in the future for our community, our environment and our core services. Your water, our Company, a clearer future.

WHAT WE CAN ACHIEVE TOGETHER

This section of Our Community Partnership looks at how we can work together to achieve more. We have again broken this down in to four main headings:

Although we can play our part as a business to make commitments for the good of society there is so much more we can achieve together by making small, subtle changes to our daily routines and decisions and this section will explore these in more detail.

Here's a few **water saving tips** to help you start saving today. 

-  Place a save-a-flush bag in your toilet cistern or better still fit a new dual flush toilet.
[To order your free save-a-flush bag click here](#)
-  Turn off the tap when brushing your teeth.
[To order your free tooth timer click here](#)
-  Take a short shower rather than a bath.
[To order your free shower timer click here](#)
-  Only run washing machines or dishwashers with full loads.
-  Fix dripping taps and lag pipes to prevent leaks.
-  Use a water butt to store rainwater for the garden. In hot weather, water before 8.00am or after 8.00pm, to reduce evaporation losses.
-  Wash your car with a bucket and sponge.
-  Choose drought tolerant plants which need less watering – you'll save time too.
-  Wash vegetables and salads in a bowl rather than under a running tap.
-  Water plants around the roots and use a mulch to avoid the soil drying out.

OUR PLEDGE TO YOU

BACKGROUND	NEED	WILDLIFE
HAVANT THICKET RESERVOIR		
<ul style="list-style-type: none"> Ensuring reliable supplies of water for future generations Opportunity to provide additional amenities for the local community Enhance the local environment and provide a new wetland habitat Creates educational opportunity both during and after construction 	<ul style="list-style-type: none"> Climate change – Predicted changes in the climate (such as hotter summers) will mean that people will increase their water consumption; Environmental considerations – The water environment provides many important habitats for wildlife, which need to be preserved. Limitations are placed on the abstraction from these sensitive sources by the Environment Agency through the powers they have from the European Habitats Directive; Population increase – It is predicted that the population of the Portsmouth Water supply area will increase by an additional 50,000 people by 2035 Lifestyle changes and lower occupancy households – As a result of an increase in lower occupancy households (which have a greater water demand per individual) 	<ul style="list-style-type: none"> Avoid damage where possible and minimise the impacts of the scheme; Create new woodland areas and enhance existing woodland habitats; Create new wetland habitats; Create new scrub and grassland habitats; and Create and enhance wildlife corridors



OUR PLEDGE TO YOU



What is the plan for a new reservoir?

We are investing more than £120 million to build a new reservoir in Havant in innovative collaboration with Southern Water to help secure more reliable and resilient water resources for the wider South East.

Where will it be built?

The reservoir is planned for a 160-hectare site which has been owned by Portsmouth Water since 1965. The site is next to Rowlands Castle, Leigh Park and Warren Park as shown above. It's bordered by the Havant Thicket woodland to the north owned by Forestry England and Staunton Country Park to the south, owned by Hampshire County Council. It's currently made up of grazed grassland with small areas of trees and paths for people to walk and explore.

Why is it being built?

We are building Havant Thicket Reservoir as the South East as a whole is under 'serious water stress' and water companies are being asked to take less water from some of their sources – such as the chalk rivers in Hampshire – to keep them healthy and protect wildlife.

At the same time, water companies need to find more water to cater for the effects of climate change and a growing population. This major change is particularly going to affect Southern Water, which needs to find new water resources for the customers it supplies drinking water to in Hampshire to replace water taken from the River Test and the River Itchen.

Portsmouth Water is in a better position as our supply area is only under 'moderate water stress'. This is because there are underground springs which provide plentiful, clean water.

In winter, much of this water is surplus to our requirements and flows out to sea so we could make better use of some of it by capturing it and storing it in the reservoir until it's needed.

This will allow us to share more water with Southern Water's customers in Hampshire from our network and increase the resilience of water supplies in the South East.

- We already have agreements to share up to 30 million litres of water a day with Southern Water (in West Sussex and Hampshire).

- We can share a further nine million litres a day from 2024 from other sources (Hampshire)
- We can provide an extra transfer from a mix of sources when the reservoir is built up to 21 million litres a day (to Hampshire)
- The total would be up to 60 million litres per day to Southern Water.

Overall, building the reservoir will make the whole South East much more resilient to droughts, which are likely to happen more often in the future due to climate change.

Why has the reservoir not gone ahead before?

We first received planning permission for the reservoir back in 1964 and we carried out a lot of work towards a new planning application in 2008. However, at the time there wasn't enough demand for the water, either from our customers or across the South East. Since then, Southern Water has agreed to reduce the amount of water it takes from the Rivers Test and Itchen in Hampshire, to protect the environment, so they need to find new sources.

So we're now working in partnership with Southern Water to go ahead with the reservoir to secure more reliable water supplies for the region as a whole. It will also help cater for a growth in the population and housing and more droughts as a result of climate change.



OUR PLEDGE TO YOU



How much water will it hold?

The reservoir will be able to hold about 8,700 million litres of water when full and supply an average of 21 million litres of water each day. That's enough water to supply about 160,000 people during an average year.

What will the reservoir offer to Portsmouth Water customers?

As well as being supplied with water from the reservoir, our customers will have the benefit of a new, community leisure and environmental facility on their doorstep. The reservoir site will create a new, healthy and safe place for people to visit – with footpaths for walking, cycling and horse riding, facilities for bird watching, picnic and play areas and car parking. There will also be a visitor centre with a café, toilets and space for community and education activities. Our proposals for the site so far have been developed

over many years with the local communities, young people and organisations such as Staunton Country Park and Forestry England.

The exact facilities will be outlined in a planning application due to be submitted to Havant Borough Council and East Hants District Council in late 2020.

What will the reservoir offer to Southern Water's customers?

Building the reservoir will allow us to share water supplies with households in Hampshire (outside of our supply area) who receive their drinking water from Southern Water. This means Southern Water's customers will have reliable water supplies and less water will need to be taken from the Rivers Test and Itchen, which will be better for the environment.

Our customers in Hampshire who we supply water to are also customers of Southern Water for their wastewater services, so everyone in the area will benefit from the community and leisure facilities at the reservoir.

What will the reservoir look like?

The reservoir will be about one mile (1.6 km) long from east to west and 0.5 miles (0.8 km) wide from north to south. It will be up to 20 metres deep and have embankments on three sides.

What about the environment and wildlife on the site?

Overall, building the reservoir will bring more benefits – for the environment, wildlife and local people – than

the existing grassland and trees. As part of the project we will:

- create new woodlands and hedgerows
- improve existing woodlands next to the reservoir
- create a large wetland to support a range of wildlife, including nesting birds
- plant wildflowers on the reservoir banks
- set up a grant scheme to support biodiversity projects further afield.



Work to create new woodland on site has already started with hundreds of trees and hedgerows being planted. Four small blocks of woodland on the existing site, which are designated as ancient woodland by Natural England, will need to be removed so we have worked closely with Natural England, Forestry England, Hampshire County Council, the Environment Agency, local planning authorities and wildlife trusts to develop plans to offset this.

Extensive surveys have already been carried out to look for and monitor wildlife such as dormice and bats and new habitats will be established for wildlife to migrate to before work to build the reservoir begins.

How much will the reservoir cost and who will pay for it?

It will cost about £120 million to plan, build and fill the reservoir with water. Our joint proposal with Southern Water is that the scheme will be funded by payments

OUR PLEDGE TO YOU

from them to purchase the water they need to supply their customers. (Southern Water has considered a number of options to supply water to its customers and the reservoir is considered to be good value). Only Southern Water customers who receive drinking water supplies from Southern Water will have the cost of the reservoir reflected in their bills. So, this does not include our customers who receive drinking water from Portsmouth Water and wastewater services from Southern Water.

What is new and innovative about this reservoir?

This will be the first new reservoir to be built in the South East since the 1970s. The Government is currently calling for water companies to invest in more projects to help supply water, such as reservoirs and regional transfers. Projects like this are needed to secure reliable water supplies for the future, alongside reducing the amount of water lost through leaks and encouraging people to use less water. This will help the country tackle extremes in weather such as droughts, which are likely to happen more often and be more serious as our climate changes. It will also help us provide water supplies to more customers in the future as the population grows in the UK.

The reservoir was selected as part of work carried out by the Water Resources South East (WRSE) group, which includes six water companies in the region and their regulators. It is one of eight 'big ticket' schemes which could deliver more than 15 million litres of water each day.

The reservoir is likely to be the first regional scheme of this type to be developed in collaboration between two companies (Portsmouth Water and Southern Water) for the greater good of the region.

How are you involving local residents and communities and other organisations?

Back in 2008, when we originally planned to go ahead with the reservoir, we carried out an extensive consultation to involve the local community in choosing the shape and size of the reservoir, the access route, the pipeline route and the type of activities which would be provided. We sent letters to thousands of our customers who live near the reservoir site, held exhibitions attended by more than 850 people and gave talks to schools, community groups and business organisations.

We also worked closely with the local councils, Staunton Country Park, Forestry England and organisations like Natural England, the Environment Agency and the Hampshire and Isle of Wight Wildlife Trust. This has included a dedicated Havant Thicket Stakeholder Group, which has been meeting since 2004.

Since then, we've been building on this engagement - sharing information through a new website section www.portsmouthwater.co.uk/new-reservoir/, on social media such as Facebook and in local newspapers and council publications. We're holding public exhibitions, giving talks, taking schoolchildren on tours of the site and meeting face-to-face with interested groups.

We are also talking to lots of residents around the reservoir site to hear their views, find out the best way to share more information and involve local communities in the project.

We're meeting regularly with council representatives, environmental groups, MPs, business groups and other interested parties, as we prepare a detailed planning application to submit in late 2020.

In February 2020 we announced our partnership with Havant Borough Council to establish a new memorial woodland on the land for the proposed Havant Thicket Reservoir.

The scheme, which is part of the overall reservoir project, has already seen more than 6000 trees planted, plus a memorial woodland. Creating a memorial woodland is the brainchild of Councillor Prad Bains, Havant Borough's Deputy Mayor. Councillor Bains said: "The planting of the memorial woodland offers a peaceful place, accessible to all, that enhances local biodiversity and wildlife. Importantly, we want the woodland to be a further way of commemorating those who served in the two World Wars and other conflicts and we are developing a plan around this. This includes an educational aspect, teaching young people about our area's connection to the armed forces and their service for our country. It's a real privilege to have seen this project literally grow and I can't wait for everyone to be able to enjoy this pocket of beauty in Havant".



OUR PLEDGE TO YOU

WHEN WILL IT HAPPEN?

We plan to submit a planning application for the reservoir to Havant Borough Council and East Hampshire District Council in late 2020. Between now and then, we'll be talking to customers, community groups, environmental organisations, businesses and other interested groups about the plans, sharing information and updates and answering questions. If the planning application is successful, the timeline will be:

2021-2022

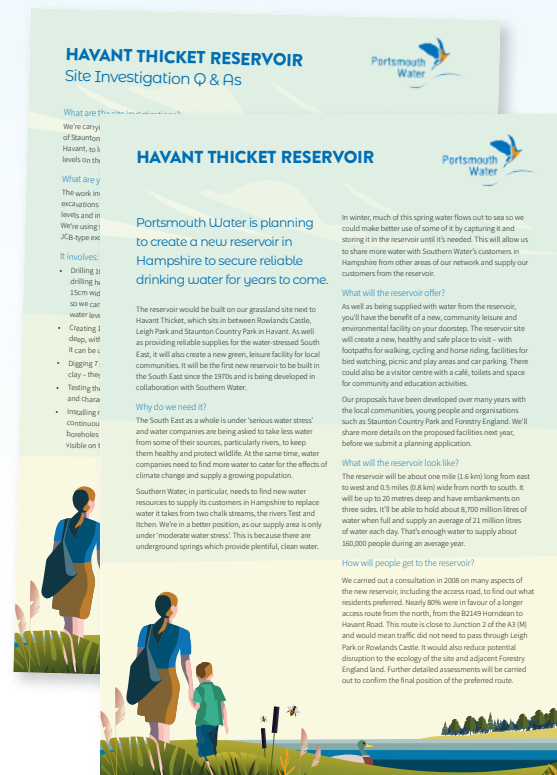
- On-going creation of new woodlands and habitats for wildlife migration
- Build the access road
- Start work to prepare the site
- Divert paths
- Community engagement

2023-2026

- Dig out the clay and move within the site to shape the reservoir bowl
- Build the embankment
- Lay the pipeline which will transfer the water from springs in Havant to the reservoir
- Community engagement

2027-2029

- Create a new network of paths
- Pump water from the springs to fill the reservoir (during winter)
- Build the visitors' centre and other facilities
- Open to the public



WHAT WE CAN ACHIEVE TOGETHER

As a society we need to become more conscious of the water footprint. There are a number of different factors making water resources scarcer than they have ever been before. The South East is under 'serious water stress' and as a result water companies are being asked to take less water from some of their sources. In addition, we need to find more water to be able to cater for the effects of climate change and a growing population. Our main response to these factors is to build a reservoir for you and our neighbouring communities. No additional costs will be added to Portsmouth Water customers' bills to enable us to build Havant Thicket but what we do ask is for our community to use water wisely. Our water saving tips can be found on our website.

The reservoir will also include leisure facilities, helping our community to stay fit and healthy whilst observing beautiful, natural surroundings.

www.portsmouthwater.co.uk/environment/saving-water/



HAVANT THICKET RESERVOIR


Site Investigation Q & As

What are the site investigations?
We're carrying out investigations on the land we own, north of Staunton Country Park and next to Havant Thicket, in Havant, to learn more about the soil and underground water levels on the site.

What are you actually doing?
The work involves drilling boreholes and creating shallow excavations so we can study the soil, measure groundwater levels and install groundwater monitoring equipment. We're using small towable or tracked drilling rigs and JCB-type excavators.

It involves:

- Drilling 10 rotary boreholes (using a powered rotary drilling head) with a small drilling rig – about 10cm to 15cm wide up to a maximum of 60 metres deep. This is so we can take samples underground to study the water levels.
- Creating 17 shallower boreholes, about 10 to 35 metres deep, with a small drilling rig to study the clay to see how it can be used to shape the reservoir.
- Digging 7 shallower holes with an excavator to study the clay – these will be between four and six metres deep.
- Testing the samples we take to understand the strength and characteristics of the soils.
- Installing monitoring equipment in the boreholes to continuously measure the groundwater levels – these boreholes will be filled in and only small 'caps' will be visible on the surface when the work is complete.




Where are the activities taking place?
The investigations are taking place across most of the proposed reservoir site, with more closest to Staunton Country Park and Warren Park, where the embankment would be built. While you may be aware of work taking place, we don't expect any major disruption and we're doing all we can to minimise the impact of the work. Key areas of sensitive habitats have been avoided and areas of woodland are not affected. The ground where the work is taking place will be restored as soon as possible after the activities have finished and the ground is dry enough.

What is on the site?
There are fenced temporary compounds with equipment and facilities for the contractors (the main one on the site is near Swanmore Road, Warren Park and there's a smaller one on the site near the Rowlands Castle roundabouts). There's also machinery – small towable drilling rigs and JCB-type excavators – moving around the site. The work is being co-ordinated and controlled by an experienced site engineer and the machinery only moves at walking speed. There is information about the work on posters and signs around the reservoir site.

Can I still access the site to walk and ride?
The footpaths around the site and the public bridleways are open. We'd just ask you to take extra care, supervise children and dogs and keep a safe distance from the machinery and temporary site compound.

How long will the work last?
The teams are due to be working on the site until December, between 8am and 6pm, Mondays to Fridays and, if needed, on Saturdays between 8am and 1pm. The actual finish date will depend on the weather during the next weeks. If the weather is very wet, then the final stages of restoring the ground may need to wait until the Spring. However, the excavations will be filled in and the site will be safe.



CONCLUSION

We are building the Reservoir to ensure a reliable source of water for future generations and provide additional amenities for the local community. During our development of Havant Thicket we will enhance the local environment, provide a new wetland habitat and create educational opportunities during and after our construction.


OUR PLEDGE TO YOU

CUSTOMER EXPECTATION	CURRENT WORK	FUTURE PLANS
KEEPING WATER AFFORDABLE		
Low price bills	<ul style="list-style-type: none"> • Lowest price bills in the industry • Average bills less than 0.5% of average household income 	<ul style="list-style-type: none"> • Consistent bills over the next 10 years • No increase in real terms
Help for low income households	<ul style="list-style-type: none"> • 8,000 customers signed up to our Social Tariff 	<ul style="list-style-type: none"> • 2024/25 Target for Social Tariffs 10,000
Different payment options	<ul style="list-style-type: none"> • Introduction of PayPoint – helping customers to be flexible in their payment arrangements 	<ul style="list-style-type: none"> • Continue to look into new ways of paying
BEING THERE TO SUPPORT YOU		
Help for vulnerable customers	<ul style="list-style-type: none"> • Priority Services Register • Dedicated Customer Support Advisor • Working closely with organisations to help the vulnerable. • Complete an annual survey for organisations to feedback about how we can progress with our vulnerability strategy. • Website 	<ul style="list-style-type: none"> • Increase to 9% - 30,000 customers by 2025 • Continued • Continued • Increased satisfaction target to 85% (currently 75%) • Develop our website to make it more accessible with translation capability, tools for those with sight restrictions and certain learning difficulties
A GREAT PLACE TO WORK		
Treat all employees fairly	<ul style="list-style-type: none"> • Equal opportunities employer • National living wage employer • Long service awards 	<ul style="list-style-type: none"> • Continue and improve
EDUCATION, SUPPORT AND CHARITY		
More community initiatives dealing with education	<ul style="list-style-type: none"> • Education Program • TeenTech Events • Stem Fairs • Staunton Country Park Affiliation 	<ul style="list-style-type: none"> • Continue and improve
Communicate better to customers about what we already do/ Continue to raise awareness of the business activities	<ul style="list-style-type: none"> • Community Fairs • Shopping Centre Roadshows • Schools Talks/Visits • School Water Bottle Project • Community Talks 	<ul style="list-style-type: none"> • Continue and improve
Work with charities	<ul style="list-style-type: none"> • Recently set up our own Water Aid Committee 	<ul style="list-style-type: none"> • Continue and improve
KEEPING US ALL SAFE AND HEALTHY		
A safe, healthy and properly equipped workforce	<ul style="list-style-type: none"> • Medical support and assistance • Wellbeing support including mental health • First aiders • Health and safety committee • RoSPA Health & Safety Award 	<ul style="list-style-type: none"> • Continue and improve • Additional focus on wellbeing


WHAT WE CAN ACHIEVE TOGETHER

We need your help to ensure that we have all vulnerable customers appropriately highlighted within our systems for a multitude of reasons, including; support and assistance during an unplanned supply interruption, appropriate planning for planned interruptions and ensuring those customers get the help they need with their water bill.

We will also work collaboratively with other important organisations to assist the vulnerable such as the Fire Brigade carrying out Safe and Well visits to vulnerable people recognised by us; www.hantsfire.gov.uk/keeping-safe/loveyourhome/safeandwell/

Priority Services
Registration Form



CONCLUSION

At Portsmouth Water we will continue our work within the community. This includes; making a positive impact; supporting education programs; participating in a range charitable acts; as well as creating awareness about our many services. We will continue to train and upskill our employees through a rigorous Continual Professional Development programme whilst making sure we are upholding our key values.

OUR PLEDGE TO YOU

CUSTOMER EXPECTATION	CURRENT WORK	FUTURE PLANS
TAKING CARE OF WILDLIFE		
Going above and beyond for the environment	<ul style="list-style-type: none"> We maintain & enhance the natural environment as well as undertake biosecurity work (invasive species control) on our own sites. 	<ul style="list-style-type: none"> To continue and enhance the natural environment on and beyond our own sites.
WATER QUALITY		
High quality drinking water & “Going above and beyond” for the environment	<ul style="list-style-type: none"> We deliver an 'on the ground action' catchment programme to protect and improve drinking water quality. We also look after the quality of local rivers and coastal waters through our catchment work. 	<ul style="list-style-type: none"> To improve on our catchment programme to enhance the natural environment of the region (e.g. increasing the amount of trees, wild flowers and insects).
	<ul style="list-style-type: none"> We run a domestic heating oil pollution prevention campaign. 	<ul style="list-style-type: none"> To continue and improve our campaign to reduce pollution risk.
PRODUCING LESS WASTE		
Reduce the amount of waste we produce	<ul style="list-style-type: none"> We are committed to recycling and run a number of initiatives to reduce waste in the wider environment such as single-use plastics. 	<ul style="list-style-type: none"> To introduce 100% recyclable paper cups in our offices and work with others to end the use of avoidable single-use plastics.
USING LESS AND CLEANER ENERGY		
Reduce the amount of carbon we produce	<ul style="list-style-type: none"> >95% of our electricity comes from renewable sources. We operate solar arrays at 6 of our sites including reservoirs and water treatment works. 	<ul style="list-style-type: none"> To achieve a 5% reduction in our carbon emissions by 2025 using new technology & innovative approaches (e.g. Artificial Intelligence). To maintain and increase (where possible) our use of renewable energy. To put specialist software in all our vehicles that helps drivers to save fuel.
USING WATER WISELY		
Our customers want to understand more about water efficiency	<ul style="list-style-type: none"> We run a 'Saving Water Challenge' for our customers. 	<ul style="list-style-type: none"> To run an enhanced programme for water efficiency awareness and education for all. To achieve an ambitious target for individual consumption of 100 litres per person per day by 2050. Currently people use around 150 litres of water a day. To run an innovative 'not-for-revenue' metering programme.
REDUCING OUR LEAKAGE		
Our customers and stakeholders want us to reduce the level of leakage	<ul style="list-style-type: none"> We have a dedicated programme to reduce our leakage. 	<ul style="list-style-type: none"> To reduce our leakage by 15% by 2025 through smart technology and innovative approaches.

WHAT WE CAN ACHIEVE TOGETHER

In our office we are actively reducing the amount of single use plastic products we use, but the impact we will have by doing this alone will be limited. If, as a society, we all work towards using less single use plastics and recycle all recyclable materials we can make a bigger impact.

YOU COULD HELP THE ENVIRONMENT WITH US BY:

- Opting to use a refillable drinks bottle rather than plastic single use bottles.
- Opting for a reusable straw.
- Opting for a reusable coffee cup. Most coffee shops will reduce the cost of your coffee if you are using a reusable container.
- Reusing carrier bags.
- Recycling carrier bags at local recycling facilities. As an incentive, some supermarkets also allow you to return plastic bags to get money off of your shop.
- Becoming aware of what can be recycled and recycle everything you can.
- Getting your milk delivered by the milkman in a returnable glass bottle. Nothing better than a freshly brewed tea or coffee with fresh milk!
- Carrying your own cutlery rather than picking up plastic cutlery. It's less likely to break!
- Using foil rather than cling film. Foil is recyclable.
- Giving up gum! Chewing gum is made from plastic. Or purchase plastic free alternatives.
- Opting for popping a cork rather than a modern screw top when choosing wine.

You can also take part in the Per Capita Consumption (PCC) 100 Challenge and reduce your water consumption to 100 litres per person per day. Helping us achieve this ambitious target will result in less water abstraction, more water for wildlife and ensure water for future generations – an invaluable way to help our environment.

CONCLUSION

We have engaged with our customers to shape the way we operate now and in the future. We have listened to the expectations of our customers on the role we have in protecting and enhancing our environment. This engagement has enabled us to create ambitious plans that are truly shaped by our customers and will deliver the results our customers expect.



OUR PLEDGE TO YOU

CUSTOMER EXPECTATION	CURRENT WORK	FUTURE PLANS
OUR SERVICE TO YOU		
To communicate with customers in a way they understand	<ul style="list-style-type: none"> Analysis into the best ways to communicate with different customers 	<ul style="list-style-type: none"> Implementation of text messaging
Be easy to contact	<ul style="list-style-type: none"> Visitor reception/local number/local people 	<ul style="list-style-type: none"> Increase our digital platforms
Offer a range of digital platforms	<ul style="list-style-type: none"> Live chat/Twitter/Instagram 	<ul style="list-style-type: none"> Paperless bills/online account management/app
Be available when the customer needs us	<ul style="list-style-type: none"> Reduce waiting times (average 30 seconds), digital (twitter etc), 24 hour telephone line 	<ul style="list-style-type: none"> Create a company Facebook account
Customer satisfaction & complaints	<ul style="list-style-type: none"> Customer services – ServiceMark from the Institute of Customer Services/analysis/panel 	<ul style="list-style-type: none"> Customer Advisory Panel/customer perception & business reputation
SAFE AND RELIABLE WATER FOR YOU		
Clean and reliable drinking water	<ul style="list-style-type: none"> Consistently close to 100% - compliance with water regulatory standards 	<ul style="list-style-type: none"> Aim for 100%
	<ul style="list-style-type: none"> Reducing average supply interruptions to properties 	<ul style="list-style-type: none"> Reducing average supply interruptions to properties by 25% in 2024/25 and 50% by 2034/35
	<ul style="list-style-type: none"> Reducing the number of properties at risk of low pressure in 2015-2020 	<ul style="list-style-type: none"> Continuing to reduce the number of properties at risk of low pressure by 2024/25
LINKS TO THE WIDER COMMUNITY		
Work with other water companies to help innovate	<ul style="list-style-type: none"> Two bulk suppliers to Southern Water to help supply 100,000 SW customers 	<ul style="list-style-type: none"> Further regional water transfers enabled 2035-2040
	<ul style="list-style-type: none"> Part of the Water Resources South East Management Plan, which looks to build on the current links in the areas water companies. In the future it aims to provide bulk supply agreements in line with the national infrastructure commission's work. 	<ul style="list-style-type: none"> A key part of the South East strategic water hub 2040-50
LOOKING AFTER OUR INFRASTRUCTURE		
Continue investment in our assets	<ul style="list-style-type: none"> Investment in renewing mains, new mains and repairing mains bursts 	<ul style="list-style-type: none"> Over £70million worth of investment in our assets between 2020-2025
Reduce Leakage	<ul style="list-style-type: none"> Currently driving to reduce our leakage figure through new innovation of leakage detection investing over £1 million in new equipment 	<ul style="list-style-type: none"> 15% reduction by 2024/25 and a further 25% from 19/20 figures by 2034/35 Leakage reduced by a total of 30% 2035-40 Target 50% leakage reduction by 2050 New Leakage technology and innovation
More Water resources	<ul style="list-style-type: none"> Plans to build a new winter storage reservoir 	<ul style="list-style-type: none"> Havant Thicket Reservoir to be completed in 10 years producing water and new community facilities
Increased water resilience	<ul style="list-style-type: none"> Start developing our network in 2020-2025 to improve our knowledge on the way our customers use water. 	<ul style="list-style-type: none"> SMART fully automated network, significant operating efficiencies Increase metering to help reduce water usage to more sustainable levels

WHAT WE CAN ACHIEVE TOGETHER

We want to provide you with the best possible service and in order to be able to do this we need to know what you want from us.

We are members of the Institute of Customer Service. The Institute survey our customers every year to assess the service that we provide and help us to identify where improvements can be made.

Although we do have employees actively detecting leakage we also need you to be our eyes and ears to help us detect more leaks. If you see water showing or hear water running please let us know so we can investigate further. You can let us know on our website; www.portsmouthwater.co.uk/customer-services/report-a-leak/ or by calling our free leak line 0800 434 6104.



CONCLUSION
We have listened to our customers across all aspects of our core service and are continuing to tackle any issues head on, invest and continue to challenge ourselves to meet the needs of our customers. We are also setting ambitious targets to go over and above these targets and the help better serve our overall community.





AN ADDITIONAL COMMITMENT

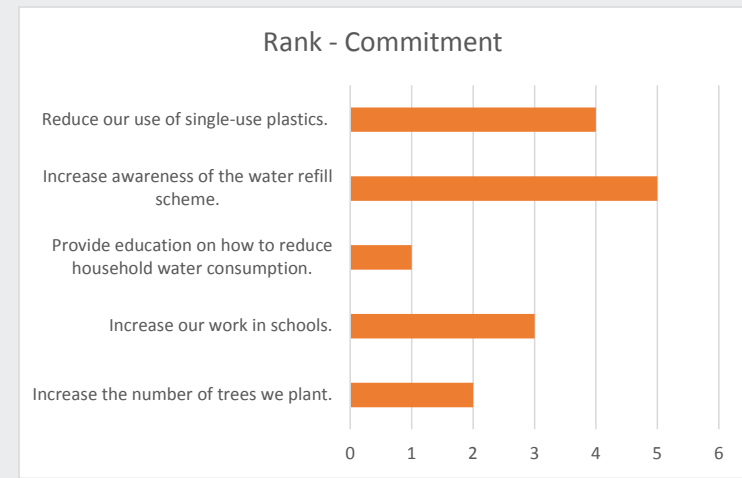
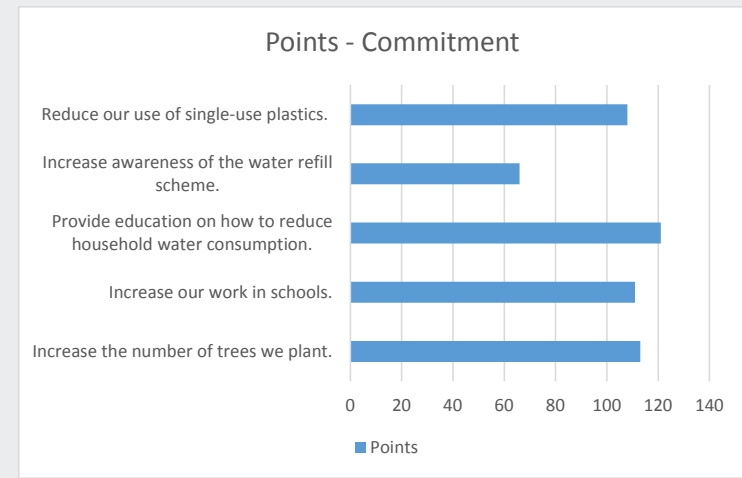
As part of our partnership we wanted to find out what our local community want us to focus on in addition to the commitments we have already made within our business plan and throughout this document.

We have carried out a survey and requested members of our local community rank the following issues in order of importance to them:

- Increase the number of trees we plant.
- Increase our work in schools.
- Provide education on how to reduce household water consumption.
- Increase community awareness of the refill scheme.
- Help to reduce the use of single-use plastics.

The most important issue to the members of the community we surveyed was for us to provide education on how to reduce household water consumption.

We are listening to our community, and will therefore ensure we provide education on how to reduce household water consumption over the next 12 months. More information on how we aim to provide such education will be available shortly, at which point this section of Our Community Partnership will be updated.



COVID-19



The Coronavirus pandemic has changed the way everyone works. Whilst we have changed the way in which we work, importantly, our service to our customers and our community has not changed. Keeping our employees and our community safe is of utmost importance.

Demand has increased dramatically, particularly at peak times of the day. This is due to the majority of people now being at home, along with the Government advice of washing hands, plus we've had a relatively warm and very dry summer. Therefore our Network team have been monitoring consumption levels by area and ensuring the supply within the Network can meet the demand.

Some further detail can be found to the right in to how we have been working during the pandemic.

Helping the community through COVID-19

Through these unprecedented times, the need for us to support the community has never been greater. With the lockdown measures in place, social isolation has had a huge detrimental effect on people's mental health and wellbeing, as well as leaving many in financial distress due to the changes in their income levels.

Throughout this document we have demonstrated the ways we have built our foundations, and how this can be adapted to meet the ever changing needs of our customers and the community around us. The current situation has highlighted the need to help our customers more than ever before. The activities below show what measures we have in place to help:

- Our engagement with stakeholders has increased, ensuring organisations that help the most vulnerable are aware of what we can offer, and can signpost to us when needed.
- We have automatically registered those who we have identified as being 70 or over onto our Priority Services Register. We will provide help if a water interruption occurs, and they are unable to leave their property to obtain water, due to lockdown restrictions or health concerns.
- Customers who are struggling financially can request a three month payment break, meaning they do not need to worry about a payment for this duration.
- Our 'Helping hand' Social Tariff can help support those customers who have had a decrease in income. Customers who are eligible will go onto our minimum water charge for the year.
- We have a dedicated Priority Services Section on our website, making it simpler to register for additional services www.portsmouthwater.co.uk/customer-services/priority-services/. We also have the 'Recite me' tool in place if you require a more tailored communication style, such as larger text, or information in a different language.
- We have partnered with other organisations to provide help to those being discharged from hospital, helping to ensure that they get all the help and support available when returning home.

We always try to improve our support mechanisms to help as many of our customers as possible.

COVID-19

Within the office

- The facilities team have been at work during the entire COVID-19 situation making sure the business is being maintained. In addition, we have distributed office chairs and IT equipment to staff at home so they can work safely. We've also installed social distancing signage and hand sanitiser stations so those working in the office remain safe.
- In order to adhere to social distancing guidelines and keep our employees safe our leakage technicians were searching for leaks in our more rural locations. This enabled us to continue to proactively locate leaks on the network whilst remaining safe.
- Our Network Technicians have continued with their training to reach accreditation so we can continue to provide the best service to the community is important. The technicians increased knowledge will help to resolve customer queries quicker.

Within the environment

- Continued management of land for biodiversity during lockdown. This includes monitoring a very rare lizard orchid, and we are pleased to report it is thriving for its second year in a row!
- Meeting with farmers virtually so we can assist farmers to deliver water quality and environmental benefits for the local community sticking to social distance rules.

Havant Thicket

- We're at a crucial point with the Havant Thicket Reservoir and it has been important to continue to drive the project forwards. We've still held our public consultation, virtually, which still attracted large numbers leading to great conversations and significant points raised. All of which will be seriously considered as part of our next phase.



SUMMARY

Our Community Partnership is a document comprising of two parts; our pledges to you, and how we can work together to achieve more. We will continue to actively track the progress we make against the pledges we have made to you, and are asking our community to partner with us and help us to:

- 1) Use water wisely.
- 2) Reduce our use of single-use plastics.
- 3) Make us aware of vulnerable customers so we can ensure they get the help they need.
- 4) Make us aware of potential leaks.
- 5) Provide honest feedback so we can continue to improve our service to you.

Our Community Partnership is a continually evolving document. We rely on feedback from our community to ensure we are making the best business decisions for the benefit of society. Feedback can be provided by:

- Contact us on social media – Twitter @PortsmouthWater or Instagram #PortsmouthWater
- Email our Young Persons Board chair, Samantha Dawson, sam.dawson@portsmouthwater.co.uk
- Click here to complete our online survey.
- By completing our 'feedback cards' which will be posted periodically.
- Through our online forum.

We look forward to working with you.





We care about the environment and wildlife

Reducing waste and recycling is important to us

We are proud of our community

We continue to have the lowest bills in England and Wales

We will continue to work in the local community

We will work to maintain and enhance our environment

Our vision, mission and values underpin everything we do

We are happy to help

We are building Havant Thicket Reservoir to provide a sustainable water supply for the future

We want to ensure clean, safe and readily available water for the future

We enjoy interacting with our community

We care about our staff and treat all employees fairly

We are part of the local community, and the local community is part of us

The health and safety of our staff and our local community is our number one priority

We care about our customers and are here to help



CONCLUSION

Our Community Partnership is for our community and an opportunity for us to demonstrate the great things we have done, are doing now and plan to do in the future. With continued support and feedback from all members of our local community, we are looking to continuously evolve our community pledge to ensure we are always considering the current challenges facing us all.

We feel privileged to work within our local community. We will continue to provide exemplary service by; visiting schools, engaging with vulnerable customers and working with colleges to promote skilled-work in the area (i.e. engineering through STEM Fair) – amongst other examples.

We will look to generate trust through our environmental and ecological efforts by becoming more transparent, communicating with customers and delivering excellent service. All of these examples are within the Portsmouth Water core, and are practiced in our company culture. Our staff always aim to provide a service that is above and beyond.

We promise to help societal and environmental challenges, such as climate change, through our promise to reduce our carbon footprint, reducing plastic through education and our school water bottle programme, reduce the stigma on Mental Health by working with Mind to educate our staff on the importance of mental health and our continued effort to help improve our water efficiency.

We as a company are always looking at societal challenges and through our business decisions trying to help. Our Community Pledge puts our promises in to words to prompt conversation with our community about what else we can do.

Our hope is that you read the pledge and learn more about a company, which we truly believe, operate to deliver excellence for our customers, our people and our environment.