

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR01a	Individual	Supply Options	I live in the area why should Southern Water always get what they want but they can't help the public with their bills for people that are suffering with the cost of living. Also, it would ruined the area with all the building work and the upheaval of the ground.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR02a	Individual	Supply Options	I wish to say how awful the Havant thicket plans are . To have a huge resevoir full of sewage effluent mixed in among a huge housing area is disgusting. Please stop this dangerous plan now.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the water treatment processes included in the proposed HWTWRP and is specifically addressed in Section 3.4, 3.5, 4.3 and 4.4 of Appendix 7F.</p>	Y	Appendix 7F	3.4, 3.5, 4.3 and 4.4
PW_SoR03a	Individual	Supply Options	I wholeheartedly object to this proposal by Southern Water. Firstly, this is Southern Water trying to achieve their goal by Stealth. This was NEVER part of the original planning approval and objections would have been made and the project would probably never have been approved.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3
PW_SoR03b	Individual	Supply Options	Secondly, the proposal is that this recycled effluent water will be supplied to Portsmouth Water customers. Portsmouth Water customers have plenty of clean water and do not need this water, moreover, it will not be supplied to Southern Water Customers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR03c	Individual	Supply Options	Thirdly, the damage to the environment and people from the infrastructure building AND the chemicals required to complete this so called purifying task is unnecessary.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.5, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 4.1, 4.2, 4.3
PW_SoR03d	Individual	Supply Options	Southern Water have a very bad track record in NOT cleaning the water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR03e	Individual	Supply Options	The foul water does not need this final chemical treatment. If it has been cleaned in the first place then it would be safe to discharge into the sea and rivers. Britain gets more than enough rain and this proposal is a step to far.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1, 3.5, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.5, 4.1, 4.2, 4.3
PW_SoR04a	Individual	Supply Options	I strongly oppose this plan... we get a lot of rain water, so why do we have to drink recycled poop?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR04b	Individual	Supply Options	We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water? (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the water treatment processes included in the proposed HWTWRP and is specifically addressed in Section 3.1, 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2, 3.3
PW_SoR04c	Individual	Supply Options	Southern Water has a very poor track record on pollution incidents and compliance with Regulations. Will you trust them to properly treat the recycled effluent? (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR04d	Individual	Supply Options	The water taken from the reservoir will taste different. If you know it contains treated recycled effluent, will you drink the water? If not, what are the impacts for you of buying bottled water and for the environment? (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.3
PW_SoR04e	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills. (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

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PW_SoR04f	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost. (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3
PW_SoR04g	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity. (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR04h	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed. (Read more) [ <a href="https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment">https://havantmatters.org/water-key-concerns/#the-water-taken-from-the-reservoir-will-taste-different-if-you-know-it-contains-treated-recycled-effluent-will-you-drink-the-water-if-not-what-are-the-impacts-for-you-of-buying-bottled-water-and-for-the-environment</a> ]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR05a	Individual	Supply Options	Good afternoon, I am writing to express my huge concern and objection to Southern Water's proposal to recycle effluent into Portsmouth Waters Havant Thicker reservoir. I feel this proposal is inappropriate for the area and unnecessary. I have grave concerns regarding the reservoir water quality and the potential of dead spots to cause problems if the whole area is not mixed properly. The effluent will have an impact on the wetland habit and may increase algal blooms. This will in turn affect biodiversity and cause odour issues. The plan is to increase the daily discharge into the reservoir from 15 million litres a day to 90 million litres, this impact is unknown as Southern Water has not modelled the effects. Wetlands are a very important environment which would be protected.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR05b	Individual	Supply Options	In addition to a small spillway there will be a compensation flow discharge from the reservoir which will flow into Hermitage Stream and Langstone Harbour. This harbour is a designated a Special area for conservation and Special Protection Area for birds. The resevoir was to have provided a benefit by reducing the amount of nitrate discharge, which is an issue in the Solent area however this benefit will change and be a significant concern. How will the nitrate reduction be delivered? Modelling is unavailable.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR05c	Individual	Supply Options	The impact on drinking water is a massive concern. Although it is deemed safe it will be different. Is there enough evidence and studies to ensure there will be no health concerns in the future? 20, 50, or 80 years time? Increase chemical exposure to humans, in particular infants is surely adverse. There has been very little public engagement on what is a extremely important matter.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR05d	Individual	Supply Options	Also, due to the taste change, there is an environmental impact as people may decide to switch to bottled water. Increase plastic bottles goes against the counties and country's goals for reducing plastic.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR05e	Individual	Supply Options	The water industry has commuted to net zero operational carbon by 2030. This project which is promoting Reverse Osmosis treatment requires enormous energy and therefore will create a large carbon footprint. This is opposite to the goal set and to move to a more environment friendly practice.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR05f	Individual	Supply Options	Climate change is predicted to give wetter winters and increase flood events and therefore why aren't we looking at ways to utilise this increase rainfall to capture and store it? Effluent recycling tends to only be used in severe drought stricken parts of the world such as Namibia and Californian, surely there are alternatives for Southern England to collect and store water in a more sustainable and environmentally friendly way?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR05g	Individual	Supply Options	[Comment in relation to Havant Thicket Water Recycling Scheme] The spring fed reservoir is to also provide a space for leisure and have a well-being benefit. This change could have adverse effects to the space.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to how the HWTWRP may influence amenity and recreation of Havant Thicket Reservoir and is specifically addressed in Section 4.4 of Appendix 7F.</p>	Y	Appendix 7F	4.4
PW_SoR05h	Individual	Supply Options	We are aware that large amounts of water is lost enough infrastructure leakages, surely it is better to fix and update the pipes which will ultimately increase the water supply first. This solution will also reduce the amount of chemicals used. In light of the above I strongly ask you to challenge Southern Water and to change their proposed plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR06a	Individual	Supply Options	How can they be aloud to do this ,when they mess up the sea water and are still doing it WHY do we really need this when you can get good water now out of taps and different bottle waters on sale I just think its another way of Southern Water making more money at the cost of the customers things are hard enough at the moment WHY OF WHY do they need to be so greedy PLUS distory the beautiful countryside in the process its totally wrong please rethink this	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.9, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.9, 4.1, 4.2, 4.3

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PW_SoR07a	Individual	Supply Options	I'm writing in regards to Souther Water's proposal to recycle effluent into Portsmouth Water's Havant Ticket reservoir. The points below summarise my reasons for being extremely concerned about this. We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR07b	Individual	Supply Options	Southern Water has a very poor track record on pollution incidents and compliance with Regulations. Will you trust them to properly treat the recycled effluent?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR07c	Individual	Supply Options	The water taken from the reservoir will taste different. If you know it contains treated recycled effluent, will you drink the water? If not, what are the impacts for you of buying bottled water and for the environment?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.2, 4.3
PW_SoR07d	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR07e	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3
PW_SoR07f	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR07g	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR08a	Individual	N/A	Something has to be done now as the situation is totally unacceptable. I live near Prinsted, one of the areas affected by sewage dumps and it is disgusting to see raw sewage and other items in the water and a threat to our flora and fauna.	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR09a	Individual	N/A	I am a user of the local harbours and beaches around the Emsworth and Havant area and therefore have a vested interest in stopping the regular and illegal dumping of raw sewage into local waters by Southern Water.	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR09b	Individual	Supply Options	[...] the proposal to upcycle it into our drinking water is madness, especially in view of the recent joint report by Brunei and Portsmouth universities which revealed traces of Cocaine and E Coli to be among samples taken from recent dumps.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR09c	Individual	Supply Options	Pure water is one of the basic elements of life and should be treated as such. The current zeal for cleaning our oceans in order to save our marine life should not be at the expense of our land or humans. I therefore urge you to come up with an alternative to this plan which I sense will cause much unease	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR10a	Individual	Supply Options	This should not go ahead, Southern water discharge enough waste into the sea. They have no solution to stop this. This problem needs to be addressed before they start making us drink crap.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR11a	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water This is particularly true currently when we have had significantly more rainfall than average over the past 2 or 3 months.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR11b	Individual	Supply Options	Why are Southern Water not increasing their storage capacity for rainwater rather than looking to use recycled and treated effluent for drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR11c	Individual	Supply Options	Southern Water has a very poor track record on pollution incidents and compliance with Regulations. In 2022/23 why is there any need to release sewage into the sea locally, unless there are VERY EXCEPTIONAL CIRCUMSTANCES, polluting our beautiful coastline and making the water unsafe for swimming and other water sports. There should be investment in sewage treatment capacity to avoid this happening before money is spent on recycling and treating effluent to add to drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR11d	Individual	Supply Options	The water taken from the reservoir will taste different. We currently are able to drink beautiful tasting clean water and have absolutely no need to buy bottled water. In the future, the taste of the water may result in my buying bottled water to drink instead of drinking tap water and that has an impact for the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR11e	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily. Invest that money on increasing water storage capacity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR11f	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR11g	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR11h	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR11i	Individual	Supply Options	There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application. This is totally unacceptable and is a breach of the local residents trust.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR12a	Individual	Supply Options	<p>I went to the consultation about the Havant thicket reservoir in 2020 and it was presented as a very environment and wildlife friendly project. We were told it would be an asset to the area and also help stop extraction of water from chalk streams. It was also going to be a new, clean venue for watersports. There was a lot of support and few objections. If you look at Portsmouth Water's site now it says in a number of places that:- Southern Water is consulting on potential new ways of using Havant Thicket Reservoir in the future. To be clear, these proposals are not part of the already approved plan for the reservoir and are subject to further consultation and planning approval.</p> <p>Havant Thicket Reservoir is first and foremost an environmentally-led scheme and Portsmouth Water will ensure that the benefits of the scheme for customers, local residents and the environment are maintained if these potential future plans do go ahead". I think the question is whether we can rely on Portsmouth Water to fulfil that pledge [to ensure the scheme benefits customers and the environment], or will their arm be twisted or their objections over-ruled? We have every reason not to trust any assurances from Southern Water, or to believe that the Environment Agency, and the Government, will act in our best interests.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR12b	Individual	Supply Options	My own view is that this issue is so important, and that so many conflicting interests are involved, that it should be the subject of a public enquiry, and not settled behind closed doors in Defra.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2



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PW_SoR13a	Individual	Supply Options	Southern water has a very poor track record on compliance with sewage regulations. They are absolutely not trustworthy and the very idea that they would be doing this, and then promising to recycle our effluent and create healthy, drinking water is absurd. [...]Why do we need to treat and recycle sewage effluent for drinking water? It is disgusting and absolutely not something that I want to happening in my community.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1, 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.8 and 4.1
PW_SoR13b	Individual	Supply Options	I think that you are taking a huge risk with the health and safety of a large number of people who will all be required to drink this treated recycled effluent.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR13c	Individual	Supply Options	This new water from the reservoir will taste completely different, with the added knowledge that it is treated effluent will not encourage people to drink the water. We will be buying water which will put an added pressure on our finances and will increase the amount of plastic waste that we are adding to the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.5, 4.1 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 4.1, 4.3
PW_SoR13d	Individual	Supply Options	So many chemicals and energy will be needed to keep this treatment up, which feels like a complete waste of time and money when there is plenty of rain to collect and store.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR13e	Individual	Supply Options	I think the impact on Hayling Island and the surrounding area and the impact on the biodiversity in the reservoir has not been assessed properly.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR14a	Individual	Supply Options	It is therefore alarming to hear that it is intended that customers receive treated effluent as part of their water supply. It is even more alarming to read that the supplier of this waste water will be Southern Water, which has a terrible record in polluting the environment and seems to accept fines from the regulator as just part of their running costs.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR14b	Individual	Supply Options	I understand that the effluent will be mixed with fresh water and will undergo treatment before it is distributed to customers. Even if this is done there is still the potential damage to wildlife in and around the reservoir if Southern Water follow their normal pattern and allow "spills" to enter the reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR14c	Individual	Supply Options	Such is the distrust of Southern Water, following years of polluting our seas, that almost everyone I have spoken to says they will use bottled water for drinking if these plans go ahead. The impact on the environment from plastic bottles and transport will be significant.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR14d	Individual	Supply Options	DEFRA may say that other areas, Thames Water taking water from the river for example, already effectively recycle effluent. This would however ignore the mistrust and anger that exists locally following Southern Water's continuing pollution.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR14e	Individual	Supply Options	Implementing this scheme will require significant infrastructure and continuing chemical treatment costs. Surely rather than spend money on this scheme Southern Water should be required by DEFRA and OFWAT to build sufficient holding tanks and treatment facilities to avoid continually polluting our seas and harbours. Only when that have got what they currently (don't) do right should they be trusted with new schemes.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1 and 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.8

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PW_SoR14f	Individual	Supply Options	I note that in Portsmouth Water's plan they write about the benefits of the Havant Thicket reservoir in providing resilience for the future. However nowhere in the plan do they tell customers that this resilience will be achieved by recycling effluent, let alone that this effluent will come from Southern Water. Portsmouth Water say it is their vision that "100% of our customers will know where their water comes from and their impact on the environment ." In keeping quiet about the issue of effluent they are already failing on that aim.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR15a	Individual	Supply Forecast	Based on the environmental damage this project has already has on the thicket itself and the ecosystem that has been destroyed I would like this project to be reconsidered. This has Not just directly effected the wildlife that used to habitat this land but the local community. [...] I do believe that some other better solution to the water problem can be found. although alot of forest has been damaged it's not to late to reconsider this project. Please reassess the situation.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.</p>	Y	Appendix 7F	2.2
PW_SoR16a	Individual	Supply Options	This proposal represents shifting sands from the original planning application; I would say that this is a deliberate and cynical attempt to circumvent local planning requirements and avoid engaging with the public. This would also avoid scrutiny by local councillors and it avoids having to consider properly factors such as the environmental impact on Langstone Harbour, which is already suffering from raw sewage discharges by Southern Water, thus clearly showing that they cannot be trusted to maintain clean water for the borough and further afield. For these reasons the plan should be rejected.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3, 3.8, 4.2, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.8, 4.2, 4.3, 5.2
PW_SoR17a	Individual	Supply Options	Southern Water are currently incapable of dealing with sewage waste, regularly pumping it out in to Langstone harbour. I do not trust that they would be capable of managing drinking water safely and would therefore transition across to bottled drinking water, having a significant environmental impact.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR17b	Individual	Supply Options	There is plenty of rain water available and other options do not seem to have been fully explored. The plant will have a detrimental impact on local biodiversity, infrastructure and the environment. I therefore ask that these plans are halted and alternatives considered.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.2, 3.3, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 4.2 and 4.3
PW_SoR18a	Individual	Supply Options	The area proposed is an SSI for starters. In an era of preserving the limited and ever reducing green spaces, let alone areas of scientific interest, this [scheme] should never even be considered a	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR18b	Individual	Supply Options	Secondl Southern water have an awful track record; [...] I understand the need to maintain our water in times of drought, but this is one of the most unsafe ways to go about it, with a company with a terrible.travk record of caring about their customers health as it is.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR18c	Individual	Supply Options	This is a terrible idea for the environment, a terrible idea for the people living in Southern Water's customer base, the only people its good for are the shareholders. Not to mention, they back handly applied for planning permission for a totally different project.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3, 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.9, 4.2, 4.3
PW_SoR18d	Individual	Supply Options	There are so many more reasons that this is a bad idea The building of the thing, the costs to run the thing, the ease of contamination,	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.6, 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.6, 3.8, 4.1
PW_SoR19a	Individual	Supply Options	My main concern is that I do not trust Southern Water to recycle water properly. Southern Water is the company that's dumping sewage in rivers[1] and bathing waters[2]. How do we know they won't take shortcuts when recycling? And how do we know they won't do it in a year, 2 years or 5 years from now, or later?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR19b	Individual	Supply Options	I'm also afraid that if shortcuts are taken, fining them after the fact won't change the fact that people might have drank unsafe water without knowing, gotten ill, or that families that might struggle financially anyway have had to buy bottled water due to fear or, I imagine, smells.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR20a	Individual	Supply Options	This was never in the original plans for the reservoir which has been promoted as a green environmentally beneficial project, it is in my opinion just a way for Southern water to shirk their responsibilities of updating [Budds Farm] sufficiently to deal with the effluent before it is discharged into Langstone Harbour in a clean and safe way.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3, 3.8, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.8, 4.2 and 4.3

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PW_SoR20b	Individual	Supply Options	Southern water have for years had a record of breaching safety requirements and <b>discharging raw sewage</b> and chemicals into the local area illegally, often denying it and trying to cover it up. Therefore I do not trust them to safely do what they say and fear for my safety and that of my local environment. It would be better to upgrade their existing facilities rather than ruin a second area of outstanding natural beauty.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR20c	Individual	Supply Options	I am also not happy about the effect on the area that building this treatment plant and pipeline would cause, it is a green belt area of Forest, fields and abundance of nature. The effect the chemicals would have on our biodiversity will be catastrophic let alone when it over flows with effluent, like this year when our Village floods, as it does frequently.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR20d	Individual	Supply Options	It will be a <b>huge hazard</b> to all concerned and a <b>health risk</b> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR20e	Individual	Supply Options	I am against using this as my drinking water due to Southern Water's <b>poor record of safety</b> , it will also have a different taste. The cost of Bottled water instead is prohibitive	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 4.1
PW_SoR20f	Individual	Supply Options	This matter should have proper consultation and planning applications as it is likely to have such a profound environmental impact	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR20g	Individual	Supply Options	[...] there are other options available. Therefore I ask for your urgent attention on this matter	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR21a	Individual	Supply Options	I am highly concerned regarding this, how are we suppose to trust southern water! They repeatedly pump sewage into our oceans and just accept the fines	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR21b	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR21c	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR21d	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR21e	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR22a	Individual	Supply Options	I object to Southern Water's proposal to recycle effluent into Portsmouth Water's Havant Thicket reservoir. You might not live in the area impacted by this proposal but I would ask you to consider how you would feel if you and your family, particularly your children, were going to be asked to use and drink water that a short while previously was effluent.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR22b	Individual	Supply Options	To make it worse, the process of converting sewage to drinking water will be managed by Southern Water. Southern Water has a very poor track record on pollution incidents and compliance with Regulations. They breach the Regulations and then apologise and pay a fine. Paying a fine will not be sufficient to address the health issues caused by errors in the process.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR22c	Individual	Supply Options	We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR22d	Individual	Supply Options	If you do want to use effluent treated water for something – why not use it for golf courses, fire fighting etc as other countries do?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR22e	Individual	Supply Options	The water taken from the reservoir will taste different. If you know it contains treated recycled effluent, will you drink the water? If not, what are the impacts for you of buying bottled water and for the environment?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.3
PW_SoR22f	Individual	Supply Options	Micro-pollutants have been identified in recycled water. What will be in recycled effluent water? Who will meet the cost and manage the impact of future health issues caused by using effluent water?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR22g	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

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PW_SoR22h	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3
PW_SoR22i	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity. <i>The impacts on Langstone Harbour have not been fully assessed.</i>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR22j	Individual	Supply Options	There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR22k	Individual	Supply Options	Who is checking that the consultation procedure being followed for this matter is meeting the legal obligations required for such an initiative?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR23a	Individual	Supply Options	I do not have confidence in Southern Water to operate such a facility without causing harm. I think that it is likely that within a short time of the project going live there would be an incident resulting in contamination of the reservoir and hence the water supply for both Portsmouth and Southern Water customers	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR23b	Individual	Supply Options	<p>Possible causes <a href="#">[for failure of Effluent Reuse]</a> include:</p> <ul style="list-style-type: none"> <li>-The project design contains flaws and/or is poorly executed.</li> <li>-The equipment is not regularly maintained.</li> <li>-The testing does not cover all contaminants</li> <li>-The effluent is not tested prior to release to Hampshire thicket. Any testing is undertaken at a later stage will be too late as the water supply would now be contaminated.</li> <li>-The source material presented to Budd's Farm changes and the processing is no longer adequate.</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1



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PW_SoR23c	Individual	Supply Options	I understand that there is a need to ensure that there is a reliable water supply. However, I am not clear whether the main aim of the project is to provide Southern Water with a supply of water or somewhere to dump its effluent. Paperwork I have seen indicates that within a relatively short space of time SW would no longer need to draw on the water stored in the reservoir. I assume that they would still be dumping their effluent. Pressure on them to ensure that quality was maintained may well fall off when their customers are no longer affected.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.	Y	Appendix 7F	3.1
PW_SoR23d	Individual	Supply Options	The proposed infrastructure project is large and makes use of considerable resource (e.g., power, cement) and will cause significant upheaval. If the true aim of the project is to supply water, then have alternatives been considered? -Spend the money on mending pipes -Building additional reservoirs or storage areas so that when it does rain more of this is retained	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR24a	Individual	Supply Options	I feel this will have a large impact on people not wanting to drink tap water in the future. You could argue that the water is going to be treated and tested before customers use the tap water but there is always going to be that nagging doubt is this going to make me ill.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR24b	Individual	Supply Options	There is also the psychological issue of knowing that your tap water has been mixed with sewage water who in there right mind would want to drink that, and why would Southern water even contemplate doing that to a natural spring water.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR24c	Individual	Supply Options	I feel people would be buying more bottled water in the future so the use of plastic would increase which is not good for the environment.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.	Y	Appendix 7F	4.3
PW_SoR24d	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Southern Water has been fined many times for pumping raw sewage into Langstone Harbour damaging the environment and wildlife in the area. They need to be stopped from doing even more damage in the future.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR25a	Individual	Supply Options	I absolutely DO NOT want to have recycled effluent water, especially with Southern Waters track record!!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 3.8 and 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.11
PW_SoR25b	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] We have plenty of rain, so I do not understand why on earth this is acceptable?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR26a	Individual	Supply Options	Southern Water have an appalling record for dealing with excess contaminated water and regularly pump sewage directly into our rivers and sea. This has proved devastating to human health, local biodiversity, and to our environment. As their recent £90m fine for this bad practice is tiny compared to the cost of modernising and increasing capacity at their plants, any pledge for better behaviour on their part will be short lived.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR26b	Individual	Supply Options	The additional chemicals required to recycle will be detrimental to microorganisms in natural water, which provide the lower level of the food chain for wild life.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR26c	Individual	Supply Options	The cost of providing the infrastructure from Southern Water plants to the Thicket will be extortionate. Those costs WILL be passed on to the customers – a vast number of whom are against the proposal and/or are impoverished.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR26d	Individual	Supply Options	Changes in drinking water quality can be harmful for the those with underlying health issues	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR26e	Individual	Supply Options	Changes in drinking water flavour can impact health with less water drunk.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR26f	Individual	Supply Options	Trust in the purity of drinking water coming from our taps will be lowered, resulting in even more cost for those who can afford to switch to bottled drinking water and stress for those who cannot.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR27a	Individual	Supply Options	I would like to express my strong objection to Southern Water's proposal to recycle effluent into Havant Thicket reservoir. If the Southern Water effluent recycling plan goes ahead, it will affect many Portsmouth Water customers who will also receive the recycled water when Portsmouth Water take water from the Havant Thicket Reservoir to supply to their customers after 2032	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR28a	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> There are more than sufficient sources of cleaner water available- in particular rainfall - and so I wish to formally lodge my objection as part of the consultation process that is currently underway	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR28b	Individual	Supply Options	<p>Please take action to stop this proposal on behalf of the people of Portsmouth. I am also copying my local MP Stephen Morgan into this correspondence to enlist his support to stop this ludicrous action.</p> <p>Please acknowledge receipt of this email.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.11, 4.1 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.11, 4.1, 5.2
PW_SoR29a	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Why is there this proposal for treating sewage, when have increasing rainfall in this country? Surely we can capture and store water more efficiently and should be developing these types of proposals.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR29b	Individual	Supply Options	This current proposal will require additional infrastructure, and one assumes, lots more chemicals in order to make the water safe to drink, so this also has a high cost environmentally. We are sure it will be us the consumers who will have to pay for this through our bills, and we would prefer to support a greener solution. Recycling sewage for drinking water happens in countries that do not have our rainfall. It's not the way forward in my view for the uk, and not for Southern Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1, 3.2, 3.3, 3.9, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2, 3.3, 3.9, 4.1, 4.2, 4.3
PW_SoR29c	Individual	Supply Options	The dumping of recycled sewage into the reservoir will also have an impact on biodiversity. One of the selling points of the reservoir was the positive impact on nature. We are losing many of these benefits with this proposal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR29d	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Finally, we have little trust in Southern Water with their track record of unauthorised sewage dumping. So trusting them to recycle sewage, no thanks.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR30a	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] It is environmentally unsound	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR30b	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] It is a health hazard to the general public	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR30c	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] Water companies have and take a lot of money from the general public to maintain and repair our sewage system.. If they were accountable as a private company They would fail at every turn .. Shareholder profits before public health and safety is disgusting!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.8, 3.9 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.9 and 4.1

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PW_SoR30d	Individual	Supply Options	I can not stress enough that I and my family do not want sanitised waste as drinking water.if we get I'll as a consequence of this proposal I will sue!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR31a	Individual	Supply Options	[Comment related to Havant Thicket water recycling scheme] Why cannot this water be collected and stored via winter storage reservoirs and/or building underground aquifers?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2
PW_SoR31b	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Secondly, Southern Water could accelerate their plan to fix leaky pipes The current plans would only lead to a 40% reduction in leaks by 2040.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR31c	Individual	Supply Options	[Comment related to Havant Thicket water recycling scheme] The laying of a 40 mile pipeline will negatively impact biodiversity	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR31d	Individual	Supply Options	There will also be a large financial cost for Southern Water customers. These pipes will go across people's land and so incur compensation costs.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR31e	Individual	Supply Options	If we are investing in a large recycling plant, which needs to be kept running, then that will require a considerable amount of energy which is likely at least in the immediate future to come from fossil fuels.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR31f	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Fourthly, Southern Water cannot be trusted they have an abismal record concerning pollution incidents and compliance with regulations.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR31g	Individual	Supply Options	This in turn will have a negative environmental impact in the distribution of bottled water and the resulting increase in waste.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR32a	Individual	Supply Options	We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water? Maybe instead of Southern Water putting all the storm releases into the local harbours, they could capture and treat this.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR32b	Individual	Supply Options	Southern Water has a very poor track record on pollution incidents and compliance with Regulations. I don't trust them to properly treat the recycled effluent	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR32c	Individual	Supply Options	The water taken from the reservoir will taste different. Knowing that the water coming from the taps is from effluent quite frankly disgusts me. I would switch to bottled water, which would have further environmental and cost impacts.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1 and 4.3
PW_SoR32d	Individual	Supply Options	It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills. We already pay them to pollute our harbours, now they want to destroy our local areas as well.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.8, 3.9, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.9, 4.1, 4.2 and 4.3
PW_SoR32e	Individual	Supply Options	It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR32f	Individual	Supply Options	The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR32g	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR32h	Individual	Supply Options	There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2

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PW_SoR33a	Individual	Supply Options	I strongly object to this proposal. Southern Water have already polluted Langstone Harbour. They cannot be trusted to supply us with clean drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR34a	Individual	Supply Options	I'm writing to add my views on the proposed scheme to use recycled sewerage in the new reservoir. This is not what was proposed or agreed to when the scheme was passed.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3
PW_SoR34b	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Southern Water do not have not a very good record when it comes to sewerage being poured into Langstone Harbour, rivers and surrounding areas. Despite being fined on numerous occasions, Southern Water ignore every warning	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR34c	Individual	Supply Options	The reservoir is needed to collect fresh water for use of the growing community not as a collection point for recycled sewerage, however cleansed it is. The original plans mooted should be upheld and not changed to suit Southern Water.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3
PW_SoR34d	Individual	Supply Options	The proposed new 40km pipeline across Hampshire is an unnecessary expense and will disrupt land across the county.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR34e	Individual	Supply Options	The moving of the recycled effluent through reversed osmosis will be active 24 hours a day all year round, using up a tremendous amount of energy.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3



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PW_SoR34f	Individual	Supply Options	A wildlife area has been planned but this will be affected by algae and other microisms as well as the reservoir itself. A reservoir should be used to collect fresh water with nearby storage for excess rain in the winter.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR34g	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Southern Water are only concerned about themselves and their profits and NOT about the impact on wildlife and the local community.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.8, 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.9, 4.2 and 4.3
PW_SoR34h	Individual	Supply Options	I have visited the site and heard from local experts about the damage that could be done if the site is used for recycled sewerage. Please consider all the facts before this project progresses too far.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR35a	Individual	Supply Options	<p>Now I am aghast to learn that there is the possibility that waste water from Southern Water is going to be added to the water I receive.</p> <p>This would be completely unacceptable. We all know what a dreadful reputation Southern Water has for contaminating rivers and sea water with untreated sewage. Around thirty or so years ago It was found that Southern Water was delivering drinking water contaminated by E.coli. It is a company that cannot be trusted.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR35b	Individual	Supply Options	I wonder that Portsmouth Water can contemplate this action as if implemented it would immediately lose its current excellent reputation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR36a	Individual	Supply Options	If the Southern Water effluent recycling plan goes ahead, many Portsmouth Water customers will also receive the recycled water when Portsmouth Water take water from the Havant Thicket Reservoir to supply to their customers after 2032. However, because the effluent recycling infrastructure will not be built by Portsmouth Water <b>it is not included in their draft plan</b> , which is also out for consultation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11

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PW_SoR36b	Individual	Supply Options	As I read it, PWC are planning to construct and use water from Havant Thicket to supply water to their customers. I do feel that SWC should not be high-jacking this facility to process effluent. This is partly due to the water being intended to supply area which are not their customers [...] and also because the company [SWS] does not have the best track record in dealing with problems [in relation to sewerage effluent].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1, 3.8, 3.9 and 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.8, 3.9, 3.11
PW_SoR37a	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] People will have to start buying more bottled water to drink as they won't like the idea of the waste and chemicals in their drinking water. This will cost more for people at times when they cannot afford more.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR37b	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] Bills from the water companies will go up ridiculously and the water companies will make more profit.+M152	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR37c	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] I am not convinced that enough safety features will be put in place to protect people, how quickly will a problem be detected,,probably not until thousands of households have Ben infected with poor water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR37d	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] Water companies will be better placed to provide more reservoirs for clean water, and to ensure that water pipelines are updated to prevent so many water main bursts which currently cause so many problems and waste so much water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR37e	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] Plans need to be out into place to, prevent flooding and this can be done by adding more reservoirs for rain water to flow into	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR38a	Individual	Supply Options	[In relation to Havant Thicket water recycling scheme] I am completely opposed to this action, I appreciate that populations are rising and water is scarce but I feel the issues lie with year on year disinvestment in infrastructure by water companies.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR38b	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] If we agree to this action we are allowing these companies to put share holders above customers and the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR38c	Individual	Supply Options	Issues to consider: Hormones from medication being introduced to the water table.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR38d	Individual	Supply Options	Issues to consider: The chemical process to "cleanse" effluent water and its impact on the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR38e	Individual	Supply Options	Issues to consider: The use of bottled water and the impact on a Net Zero target. (Plastic, transport etc). [...] If this initiative continues, I will be forced to drink bottled water which is expensive and has an adverse effect on landfill, our countryside, our carbon footprint.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR38f	Individual	Supply Options	Issues to consider: Not forcing profit making orgs to get in and invest in infrastructure stores issues for generations to come [Comment in relation to Havant Thicket water recycling scheme].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR39a	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 1. There is plenty of rainwater, which can be collected and stored, why is there a need to recycle effluent?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR39b	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 2. Unfortunately Southern Water has a very poor track record on pollution incidents, how can customers have confidence in them on this front?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR39c	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 3. As a Portsmouth Water customer if I know my water contains recycled effluent would I want to drink the water?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR39d	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 4. The project will require large amounts of infrastructure to be built, and will be expensive both in terms of treatment and operating costs, all of which will be passed on to us the customers to pay for.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

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PW_SoR39e	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> 5. It will have a very high environmental and carbon impact. Is it not be preferable to reduce environmental impacts?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR39f	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> 6. There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application, where is the oversight for local planning and for local residents to have their say?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR39g	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> 7. The planned daily discharge into Havant Ticket Reservoir will have an adverse impact on the reservoir's wetlands and biodiversity, which will have an effect for many years to come and cannot easily be reversed or repaired.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR39h	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> 8. The impacts on Langstone Harbour have not been assessed fully. There is no way of knowing what effects this plan will have on the harbour, marine life and local residents.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR40a	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> Absolutely disgusted with the plans. What future does it hold for any of us having to drink recycled water full of hormones, drugs and faeces.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR40b	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> Pollution of our water and our sea is being caused by Portsmouth water and they should be investigated <a href="#">[comment incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR41a	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> I am writing to you in my capacity as a former Technical/Engineering Director at Portsmouth Water from 1997 to 2012, and wish to express my concerns regarding the above proposal. [...] I am clearly not familiar with Southern Water's Draft plans nor am I familiar with the requirements for abstraction licence reductions to overcome environmental concerns which must presumably be driving their need to find alternative sources from those on the Rivers Test and Itchen in Hampshire.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR41b	Individual	Supply Options	What I find most disturbing is the lack of foresight by Southern Water, who have had many years to consider options for storing the vast quantities of water that flow down the Test and Itchen into the Solent during the winter, but have not sought to develop them. Yet they now appear to be expecting Portsmouth Water to provide them with a short-term solution which will ultimately have a significant impact upon not only it's customers but the much wider environment too.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR41c	Individual	Supply Options	<b>Drinking Water Quality</b> [...] <i>if wastewater is to be discharged into Havant Thicket Reservoir, despite its treatment, there will undoubtedly be an impact upon the quality of the water in the Reservoir and as this will be used to augment the spring supplies from time to time, there will inevitably be a deterioration in the quality of the drinking water supplies to the City of Portsmouth.</i>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR41d	Individual	Supply Options	<b>Impacts upon the Local Environment</b> – The discharge of wastewater effluent however much treated will inevitably impact upon the quality of the water at Havant Thicket and thus the environment within the Reservoir as well as the discharge streams and Langstone Harbour too especially as I believe that Southern Water will need to continually operate the transfer for operational reasons. At certain times of the year, the reservoir contents seem likely to be rather more wastewater effluent than was originally proposed as being filled with spring water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR41e	Individual	Supply Options	<b>Overall Environmental Impact – The construction and operation of a wastewater recycling plant at [Budds Farm] will require a massive investment in materials and energy, all of which will have a significant environmental and carbon cost which surely cannot be justified for such a limited need.</b>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3
PW_SoR41f	Individual	Supply Options	<b>Excessive Infrastructure Costs</b> – Providing the necessary supplies to other parts of Hampshire will necessitate investment in significant costs in the provision of pumping plant and pipelines if it is to be supplied from Havant Thicket. Since the water is principally needed in and around the Southampton area, then any effluent recycling plant ought to be suitably located there which would minimise the need for major pipeline transfers and thus the costs involved.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to landscape and location of the HWTWRP and is specifically addressed in Section 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.5

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PW_SoR41g	Individual	Supply Options	In summary therefore, I find it inconceivable that Southern Water cannot identify solutions in other parts of Hampshire which will have much less impact upon the overall environment as well as not impacting the local community and environment of the Portsmouth area. It is certainly something which I urged them to do privately when participating with them in the WRSE Group as it was then, albeit that as a Company we didn't make such views publicly known.  I urge the Secretary of State to direct Southern Water to reconsider their proposal and revise their Draft Water Resources Plan too.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR42a	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> I drink lots of tap water and like the taste, seems unhealthy & disgusting to introduce effluent & quantities of chemicals into our lovely spring drinking water, we know Southern Water cannot be trusted to get it right.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR42b	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> What about health issues	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR42c	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket water recycling scheme]</a> the many environmental issues that this causes at a time when we are all trying to cut down on plastics waste & not buy our water in bottles	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.	Y	Appendix 7F	4.3
PW_SoR42d	Individual	Supply Options	<a href="#">[Comment relates to Havant Thicket Water Recycling]</a> I'm appalled at this current plan & feel it should be rejected - we need to find solutions that limit the impact on our lovely reservoirs.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR43a	Individual	Supply Options	This is ridiculous - harvest rainwater not sewage for goodness sake! <a href="#">[Comment was in relation to Havant Thicket water recycling scheme]</a>	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2

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PW_SoR44a	Individual	Supply Options	[Comment relates to Havant Thicket Water Recycling] It is unnecessary, expensive (desalination cheaper) untested, unhealthy,	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR44b	Individual	Supply Options	1. Why do we need to recycle sewage? This area has plenty of rain water to store.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR44c	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] 2. Southern Water has very bad record on pollution.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR44d	Individual	Supply Options	3. I would buy bottled water rather than drink recycled sewage.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR44e	Individual	Supply Options	4. Customers bills will increase due to costs of infrastructure and chemicals [comment in relation to Havant Thicket water recycling scheme].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR44f	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 5. Construction and operation will have high environmental and carbon impact.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3



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PW_SoR44g	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 6. Impact to Langstone Harbour has not been assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR44h	Individual	Supply Options	7. Southern Water have been very underhand about this proposal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR44i	Individual	Supply Options	[Comment relates to Havant Thicket water recycling scheme] 8. Increase of PFAS in water which is detrimental to people and children in particular.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR44j	Individual	Supply Options	9. Reducing leaks would save water [Comment in relation to Havant Thicket water recycling scheme and why can't there be more leakage reduction].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR44k	Individual	Supply Options	Effluent recycling should only be used as last resort and locally there are plenty of more environmentally friendly options to consider. If effluent recycling is to be introduced it should be carried out nearer to where the water is needed and any excess production put back into local rivers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR45a	Individual	N/A	I live in the area why should Southern Water always get what they want but they can't help the public with there bills for people that are suffering with the cost of living	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A

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PW_SoR45b	Individual	Supply Options	[Comment assumed to be in relation to Havant Thicket water recycling scheme] Also it would ruine the area with all the building work and the upheaval of the ground	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR46a	Individual	Demand Forecast	After reading the plan I wondered where the cooperation between different Government agencies exists because there seem to be preventative measures that could be taken that seem to fall outside of the water companies remit. My concern here is that with population growth and the potential need for further housing and possibly businesses to create the work for people to earn their living, where are the regulations that can ensure such growth does not interfere with the water supply.	Water is fundamental for life. It impacts all areas of society and the effective planning of a resilient future water supply is impacted by numerous government departments. Section 1.5 of our main statutory plan presents the water resources management planning process in the context of the wider planning landscape. Water companies have a statutory duty to supply water. We use local authority plans to inform our demand forecasts on so that can plan sufficient water supplies to meet demand from existing and new houses and businesses in the future. An additional element of 'Headroom' is built into our plans to account for uncertainty and to accommodate growth if it is above that planned for.	N	N/A	N/A
PW_SoR46b	Individual	Other (catch all)	In particular I am aware that concreting vast areas for roads, paths, driveways as well as patios and the actual foundations for the buildings etc., does impact the runoff and ability of the ground to absorb and store water for more gradual release. It is amazing that we find flooding that was entirely predictable and that destroys both land and water resources that we have yet to properly address. Given it seem we are experiencing severe changes to weather patterns that will probably impact our water storage and use, why do we not see changes that ensure any planned hard surface that impacts water absorption is not required to provide suitable solutions to mitigate the problems it causes? This and limiting the permissions to concrete over land for non-essential use unless it can be balanced in some way with water collection needs.	<p>We agree that action should be taken to reduce rainfall runoff and help maximise the amount of rainfall that soaks into the ground and helps recharge groundwater levels. These issues are generally addressed by local authorities and Water and Sewerage Companies via their Drainage and Waste Water Management Plans.</p> <p>During our Options Appraisal for WRMP24 we considered options to capture runoff, however these options were not progressed to be 'feasible' because they did not provide a reliable water resources yield for assessment.</p> <p>Looking forward to WRMP29, during AMP8 we will be undertaking a range of catchment based investigations to assess the effects of our abstractions on the environment but will also consider wider catchment pressures. The outcome of these investigations may recommended options which seek to attenuate runoff which may improve river flows and support groundwater levels during times of the year. Further information on the catchment based investigations (which will be delivered via our WINEP) is provided in Appendix 5B.</p>	N	N/A	N/A
PW_SoR46c	Individual	Demand Options	I am also amazed that, given the savings it can achieve, that leakage still is regarded as something we can take slowly	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR46d	Individual	Other (catch all)	A more serious and national view needs to be taken about how and where we situate service runs to provide the water, gas, electricity and other services to business and domestic users. Why do we not see more directives to ensure that services are easily accessible given there are so many failures that require disruption so frequently as pavements and roads are dug up and poorly restored. This is not just a water company issue but a general 'services' issues affecting us all.	The Street Works Code of Practice requires local authorities and utility providers to minimise disruption from construction works. Further information can be found in the following link. <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/43578/street-works-code-of-practice.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/43578/street-works-code-of-practice.pdf</a>	N	N/A	N/A
PW_SoR46e	Individual	Demand Options	I hope that any new or renovated building would be required to ensure it has smart metering in place for all services that offer it, and at the owners cost and not the publics.	New buildings constructed are all subject to metering and would be fitted with a smart meter as part of the smart metering roll out detailed in our plan. Current or refurbished buildings (where possible) will also be fitted with a smart meter during the smart metering roll out. Water meters are paid for by customers via their water bills.	N	N/A	N/A
PW_SoR46f	Individual	Other (catch all)	Otherwise the plans appear to be reasonable and we can only hope that the management has the necessary skills and competence to carry them out within the timescale, which seems unlikely given that ethos in management these days. I am pessimistic having had to deal with ministers and legislation that is so poorly drafted that no-one is prepared to take responsibility to correct it or manage it so that the worst aspects do not undermine it anyway.	Comment noted. Our performance is monitored annually to regulators, such as the Environment Agency.	N	N/A	N/A
PW_SoR47a	Individual	Demand Options	No to inside home meters. They've worked outside long enough and I don't want another meter inside. Keep it as it is.	Our standard protocol for installing water meters is to fit a meter at the stopcock outside of properties. Where this is not possible we then may look to install a meter within in the front garden of the property. Installing meters within properties is often a last resort where its not possible outside and reflects an overall small number of our meters. This is generally in flats or properties with limited outside space. For more information on metering please visit our website: <a href="https://www.portsmouthwater.co.uk/customer-services/domestic-water-meters/">https://www.portsmouthwater.co.uk/customer-services/domestic-water-meters/</a>	N	N/A	N/A
PW_SoR48a	Arun District Council	Engagement and consultation	Thank you for the opportunity to comment on the consultation documents forming the Portsmouth Water draft Water Resource Management Plan. Arun District Council (Arun) welcomes strategic long term planning and investment for infrastructure and for securing resources for a sustainable future in the face of the impacts of climate change, alongside the need to deliver economic growth, housing and prosperity for existing and future generations.	Comment noted, no action required.	N	N/A	N/A
PW_SoR48b	Arun District Council	Engagement and consultation	It is noted that there is mention that it has been identified that a pumping station in West Sussex needs improvement, although it is not specified as to where this is to be located. If this is located within, or near the boundaries, with Arun it would be appreciated to be kept informed of when this is planned.	We regularly keep Arun District Council updated of any relevant construction project which may be within their region, and will continue to do this.	N	N/A	N/A
PW_SoR48c	Arun District Council	Overview	The designation of the Portsmouth Water area as being 'water stressed' is acknowledged and noted for a rollout of associated metering.	Comment noted, no action required.	N	N/A	N/A
PW_SoR48d	Arun District Council	Supply Forecast	It is also acknowledged that Havant Thicket will be operational in 2029 which will add 9MI/d to supplies, which will add resilience to available resources.	Comment noted. Havant Thicket Reservoir is now due to be operational in 2031/22.	N	N/A	N/A

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PW_SoR48e	Arun District Council	Preferred Plan	It is also noted that from 2040 transfers across to the Southern Water area will vary and may potentially stop after 2049. If you wish to discuss the contents of this letter, or if there is anything you do not understand, please contact me.	Comment noted, no action required.	N	N/A	N/A
PW_SoR49a	Rowlands Castle Parish Council	Demand Options	The PW Plan offers many positive approaches to tackling possible future water shortages but needs to place priorities on very significant leak reduction [...] The Plan needs a more challenging target for reducing leakage, a 50% reduction by 2050 still leaves far too much water that has been treated to achieve drinking standards being lost into the ground. RCPC considers that a more challenging target of 75% or even 90% reduction by 2050 should be pursued.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR49b	Rowlands Castle Parish Council	Demand Options	Supporting homeowners and businesses to save water must be a key component of achieving future water savings for all companies. Customers should be actively supported through the provision of advice and leadership by PW so that they become more aware of how they can conserve this key resource and save money [...] a major programme of education of its customers in the more efficient and reduced use of water, giving them guidance as to how best to achieve this. Caring for our water resources is everyone's responsibility.	<p>We are committed to supporting customers to reduce their water use. Our current advice and support can be found on our website (<a href="https://www.portsmouthwater.co.uk/environment/saving-water/">https://www.portsmouthwater.co.uk/environment/saving-water/</a>). Our dWRMP24 details significant demand reductions via metering and water efficiency support for customers between 2025 and 2075. We also support Government ambitions for national water efficiency incentives. As we deliver our universal metering programme we will be engaging with very community and customer we serve and with that will come help, advice and education on how best to be water efficient.</p> <p>Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail.</p>	N	N/A	N/A
PW_SoR49c	Rowlands Castle Parish Council	Demand Options	Full water metering for all households and business is fully supported. People and organisation should pay for what they use but be helped to make reductions in consumption through the guidance mentioned above.	Comment noted. We thank you for sharing your support for full water metering with us. No action required.	N	N/A	N/A
PW_SoR49d	Rowlands Castle Parish Council	Supply Options	RCPC does not support the proposal by Southern Water (SW) to pump recycled effluent into PW's Havant Thicket Reservoir (HTR) as an Environmental Buffer Lake. This will go against the considerable environmental benefits put forward at the time the original HTR planning application was put forward	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 2.2, 2.3, 3.11, 4.2, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.2, 2.3, 3.11, 4.2, 4.3, 5.2
PW_SoR49e	Rowlands Castle Parish Council	Supply Options	[The HTR recycling proposal] will also mean that PW customers will have to drink this water as it is mixed with the excellent chalk-aquifer-derived water we now enjoy. This goes against the PW stated plans to continue supplying high-quality, reliable drinking water for the next 50 years; their customers do not need to drink the recycled water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 3.11 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.11, 4.1
PW_SoR49f	Rowlands Castle Parish Council	Options Appraisal	The Council considers that PW should look seriously at storing water in confined aquifers as a contribution to holding back the water that otherwise runs out to sea in the winter. HTR alone cannot catch all the surplus water but confined aquifers by rivers can be filled in the winter months. [...] Building more reservoirs makes eminent sense. Reservoirs are not in themselves energy demanding over the long term and make for a sensible capital investment that can last for many decades and enhance their environment.	<p>During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff and winter flows, but these Aquifer storage options were screened out during the options appraisal process.</p> <p>Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.</p> <p>The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or retain. There are Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore the drilling and operational pumping of ASR boreholes would be very expensive - to determine the feasibility of this option investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.</p> <p>We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependant upon available water resources to put into them during wetter conditions.</p> <p>As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. We expect there will be an increased number of supply options available for assessment for WRMP29. This will include a review of supply options which were rejected for WRMP24.</p>	N	N/A	N/A

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PW_SoR49g	Rowlands Castle Parish Council	Demand Options	RCPC also supports the reduction of non-household water use through thorough assessments and leak detection for hundreds of high-demand water users, such as schools, colleges and businesses. Too often in large organisations, waste of all kinds occurs because individuals don't have the same feeling of responsibility as householders might to hold down on the cost of bills and use of utilities. This initiative could save very many thousands of litres per day for high demand users and should be pursued.	We are committed to supporting all customers to reduce their water demand. Since the dWRMP24 we have reviewed our non-household demand reduction options to include at least a 15% demand reduction by 2049/50. These reductions will be achieved via smart metering and dedicated NHH water efficiency audits. The key change since the dWRMP24 is that we plan to fully smart meter NHH customers. We have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail.	Y	Appendix 10B	4.5
PW_SoR49h	Rowlands Castle Parish Council	Supply Options	Water recycling is expensive in terms of infrastructure development and long term operation, it is also expensive in terms of energy use and carbon consumption.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.2 and 4.3 of Appendix 7F.	Y	Appendix 7F	4.2, 4.3
PW_SoR49i	Rowlands Castle Parish Council	Supply Options	PW should formally withdraw from such a proposal and not take this water from SW. If that company wishes to use recycled water they should plan to send it straight to an Environmental Buffer Lake to the west where it will be close to the consumers requiring it. Page 16 of the PW Plan indicates that there will, in time, be a reducing need to supply water to SW in Hampshire and in West Sussex because of new SW sources coming on line. This further obviates the need to take recycled water into HTR if in future years SW is not going to need it. The cost of the infrastructure set up to transfer the water into and then out of the reservoir will have been a huge waste of customers' money. [...] PW has proved to be a conscientious local water company and shown that it is willing to engage with, and deliver improvements to, its customers in a way that other companies do not. [...] RCPC speaks on behalf of very many residents in stating that the pumping of recycled water into HTR should not be allowed to proceed and requests that PW respect the views of its customers in this matter.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.2, 3.3, 3.9, 3.11 and 5.2 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3, 3.9, 3.11 and 5.2
PW_SoR49j	Rowlands Castle Parish Council	Overview	There is still a strong belief by many that water is a freely available resource that they don't need to protect and respect. The <u>water companies must never indicate that drought restrictions on customers will be reduced because other measures have been brought in.</u> Water companies changing their level of service so that restrictions like hose pipe bans occur less often for customers sends out completely the wrong message on the need for customers to save water.	Our dWRMP24 does not propose to reduce the frequency of restrictions (Temporary Use Bans and Non-Essential Use Bans) compared to our 2019 Water Resources Management Plan. Portsmouth Water customers will continue to have a 5% annual risk of Temporary Use Bans and 1.25% annual risk of Non Essential Use Bans throughout the planning period. We will continue to encourage and support customers to reduce their water demand.	N	N/A	N/A
PW_SoR49k	Rowlands Castle Parish Council	Supply Options	[this comment was in relation to transferring water via pipelines, canals and rivers] It is not clear how much energy will be required to move large quantities of water along pipelines and canals particularly if the latter involves pushing the water uphill at any stage and therefore there must be concern about any long term costs involved.	The long-term costing of all of WRMP options incorporates the energy required to build and operate the scheme. The costs and carbon emissions of all our supply options can be found in Table 4 of the WRMP24 Planning Tables which are published alongside their WRMP24. Water transfer costs would be depend on the size of the pipe, length of pipeline and route required. Although other Water Companies have proposed these types of options, there are no canal proposals in our WRMP, and transfer options would rely on pre-built pipelines.	N	N/A	N/A
PW_SoR49L	Rowlands Castle Parish Council	Supply Options	The other concern is that water shortages might occur widely if there are long dry periods across a large swathe of the country and so there may not be surplus water available to move about, thus the cost of developing this option [water transfer] may need careful consideration. Water transfer using various methods must be tied into increased storage capacity across the South-East in particular although it should also be looked at across the country as a whole. If storage using reservoirs or confined aquifers is increased then the building of interconnecting pipe work and use of canals and rivers makes sense. Hence building one or more pipelines to receive water from the planned Thames Water reservoir in Oxfordshire seems appropriate, should that scheme be approved.	The likelihood of national droughts or multi-region droughts was factored in when considering the viability of water transfer options. Climatic weather models considered droughts that have been experienced historically as well as 'synthetic' droughts that are worse than those experienced historically but plausible now or in the future. Large water transfer projects have been considered nationally, and within the Water Resources South East (WRSE) regional planning area. This has been carried out working with Regulators such as Ofwat and the Environment Agency. These are referred to as Strategic Resource Options (SRO's) and each option put forward is subject to a detailed assessment of the yield (considering drought periods), the costs and the environmental effects of the option.	N	N/A	N/A
PW_SoR49M	Rowlands Castle Parish Council	Supply Options	The Council believes that more work needs to done to drive down costs for this approach [water recycling] before it should be considered further	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's costing of the HWTWRP option and is specifically addressed in Section 3.6 of Appendix 7F.	Y	Appendix 7F	3.6
PW_SoR49N	Rowlands Castle Parish Council	Supply Options	Importantly, if recycled water is produced it should not be mixed with better quality ground water such as from chalk aquifers in reservoirs but be fed separately to consumers via other holding arrangements. <u>Thus RCPC does not agree with using HTR as an Environmental Buffer Lake to mix recycled water with high quality chalk-aquifer-derived water, this will degrade the water that PW consumers will drink and that is not acceptable.</u>	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1

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PW_SoR490	Rowlands Castle Parish Council	Supply Options	These new solutions, recycling and desalination, will always demand energy expenditure, sometimes to a high level over long periods with the resulting high costs to consumers. It is essential that the low-cost wins of reducing consumption and stopping unnecessary loss are prioritised so that the pursuit of high cost solutions to water management is tempered to that which is essential. The headlong pursuit of high-cost options needs to be very carefully controlled, for all we know in future years with increased temperatures we may get far more 'tropical' rain than we ever bargained for	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.2, 3.3 and 3.9 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3, 3.9
PW_SoR50a	MOSL	Demand Forecast	Having reviewed all water companies' draft plans and the best-value regional plans, we do not believe that they are currently considering the needs and potential of the NHH market sufficiently.	We are committed to supporting all customers to reduce their water demand. Since the dWRMP24 we have reviewed our non-household demand reduction options to include at least a 15% demand reduction by 2049/50. These reductions will be achieved via smart metering and dedicated NHH water efficiency audits. The key change since the dWRMP24 is that we plan to fully smart meter NHH customers. We have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail.	Y	Appendix 10B	4.5.2.7 and 4.5.2.10
PW_SoR50b	MOSL	Demand Options	We are pleased to see some commitments to the NHH market in your draft WRMP. We were, however, unable to find a specific commitment on the rollout of smart meters to NHH customers. We would like to see a clearer acknowledgement of the role the NHH market has to play to reduce water consumption and clarity on your NHH smart metering and water efficiency commitments in advance of and as part of your final WRMP.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the dWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support for NHH's. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR50c	MOSL	Demand Options	Despite Defra's guidance to consider the NHH market in companies 'best value' plans, several WRMPs make minimal reference to the market in the main statutory document. In some cases, important NHH information is found only as part of the appendices. Considering that the NHH market accounts for 30 per cent of water consumed in England, it is essential that key points are included in the Main statutory document – not only as business customers have a key role to play in supporting the industry meeting its demand reduction targets, but also because NHH customers' awareness of water security challenges remains low.	We are committed to supporting all customers to reduce their water demand. Since the dWRMP24 we have reviewed our non-household demand reduction options to include at least a 15% demand reduction by 2049/50. These reductions will be achieved via smart metering and dedicated NHH water efficiency audits. The key change since the dWRMP24 is that we plan to fully smart meter NHH customers. The rdWRMP24 will contain further information on NHH which include: - We have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 3 and 4.5 for further detail. - We have published a new supporting appendix which details how the NHH demand forecast was undertaken (please see Appendix 4B) - The main statutory document will provide further detail and cross reference to these new supporting appendices.	Y	Appendix 10B	All
PW_SoR50d	MOSL	Demand Options	<b>Maximising the Benefit of the NHH Market</b> As a market that consumes a third of the potable water in England and Wales – three billion litres per day – the NHH market can, and should, be making a proportionate contribution to your water reduction targets.	We are committed to supporting all customers to reduce their water demand. Since the dWRMP24 we have reviewed our non-household demand reduction options to include at least a 15% demand reduction by 2049/50. These reductions will be achieved via smart metering and dedicated NHH water efficiency audits. The key change since the dWRMP24 is that we plan to fully smart meter NHH customers. The rdWRMP24 will contain further information on NHH which include: - We have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 3 and 4.5 for further detail. - We have published a new supporting appendix which details how the NHH demand forecast was undertaken (please see Appendix 4B) - the main statutory document will provide further detail and cross reference to these new supporting appendices.	Y	Appendix 10B	3 and 4.5
PW_SoR50e	MOSL	Demand Options	Maximising the Benefit of the NHH Market Just one per cent of NHH customers use half of the water in the market (three per cent use nearer 70 per cent – or 20 per cent of all consumption). Just 11,000 large meters and 152,000 medium-sized meters account for 72 per cent of consumption in the market. This represents a significant opportunity for water companies to address a large proportion of the market's water usage through a targeted programme of smart meter replacements or upgrades (AMI, AMR, smart loggers, etc.). I would like to remind you of the research MOSL commissioned from Artesia Consulting in 2022, which established a strong business case for rolling out smart metering to NHH customers at the same time as domestic customers. It also recommended selected companies without large-scale meter investment programmes would benefit from replacing or upgrading selected NHH customers' meters, particularly the largest customers and/or where businesses are in close proximity.	We can confirm that we do plan to roll out smart metering to NHH customers.  Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	4.5.2.7
PW_SoR50f	MOSL	Demand Options	One million of the smaller NHH customers are virtually indistinguishable from households in terms of the amount of water they consume, how they use water (toilets, sinks, etc.) and meter sizes. We recommend that wholesalers treat the smallest NHH customers effectively as households when it comes to meter replacement programmes, water conservation advice and devices, in order to minimise operating costs and maximise the economies of scale.	Thank you for your comment. Our water efficiency approach will be tailored to groups and demographics to ensure demand reductions are maximised and effective. Our approach for WRMP24 will be developed and refined between 2023 and 2025 and this would be in conjunction with MOSL and Retailers. We can confirm that this would include a consideration of the smaller NHH customers and how we can effectively support them with water efficiency. We have provided further information on your consultation question in Section 4.5.2.10 of our new Water Efficiency Appendix (10B).	Y	Appendix 10B	4.5.2.10
PW_SoR50g	MOSL	Engagement and consultation	What We Would Like to See in Companies' Final WRMPs Ensuring references to 'customers' are clear, in terms of whether you are referring to households, NHHs or all customers.	Your comment will be taken on board to ensure that it is clear when we are referring to HH or NHH customers in all documentation as part of the rdWRMP24. This would be most clearly demonstrated in the new Water Efficiency Appendix 10B.	Y	Appendix 10B	All
PW_SoR50h	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs A clear statement regarding the recognition of the size and importance of the NHH market and the role it plays in delivering your WRMP, reducing water demand and wastage.	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Within this Appendix we have provided more information on the volume of water used by NHH within Portsmouth Water's region and the proposed reductions (please see Section 3.2). Please refer to Section 4.5.2.7 and 4.5.2.10 of Appendix 10B for further detail how these reductions would be delivered.	Y	Appendix 10B	3.2, 4.5.2.7 and 4.5.2.10
PW_SoR50i	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Reference to Defra's nine per cent water reduction target for the NHH market by 2038 and your detailed plans for achieving this target.	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Within this Appendix we have provided more information on the volume of water used by NHH within Portsmouth Water's region and the proposed reductions (please see Section 3.2). Please refer to Section 4.5.2.7 and 4.5.2.10 of Appendix 10B for further detail how these reductions would be delivered.	Y	Appendix 10B	3.2, 4.5.2.7 and 4.5.2.10

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PW_SoR50J	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Greater use of the research by MOSL and the Metering Committee to determine the business case for NHH smart metering and the benefits of making meter data available to retailers and customers.	The research has been noted and we are confident that our approach to smart metering NHH customers supports the research findings. Our WRMP24 proposes to roll out smart metering to NHH customers.  Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	All
PW_SoR50K	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Clarity on the number of smart meters you intend to deploy in AMP8 and beyond – visibility for retailers on when they will be rolled out and where will help avoid duplication of effort.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy, which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support for NHH's. Please refer to 4.5.2.7 and 4.5.2.10 of the Appendix. In addition, Annex 3 of the Appendix details the number of NHH smart meters rolled out each year between 2025 and 2034. As our smart metering plans develop ahead of 2025 we would engage in active communication with retailers to ensure they are aware of our plans. As part of our wider engagement with retailers we plan to undertake trials for water efficiency support which would be used to develop our communication plans.	Y	Appendix 10B	4.5.2.7, 4.5.2.10, Annex 3
PW_SoR50L	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Where appropriate, cross-referencing the findings of other water companies smart meter rollouts to support smart meter proposals and the scale of water saving opportunities.	We have engaged other water companies and have understood savings achieved by other water companies (where publicly disclosed) to support our ambition of full smart metering deployment. For our rdWRMP24 we have worked with Skweb to develop and refine the expected benefits our overall demand reduction programme. Skweb work with a number of other water companies in their water efficiency approaches including the SoS initiative launched by Affinity Water. We believe this partnership it Skweb has given us access to a wide range of industry experiences.	N	N/A	N/A
PW_SoR50m	MOSL	n/a	What We Would Like to See in Companies' Final WRMPs An approach that treats smallest NHH customers the same as households for the purposes of water conservation messages and devices.	This comment is a duplication of SoR50F but has been logged for consistency. Please refer to SoR50F.	N	N/A	N/A
PW_SoR50n	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Explanation of how water efficiency services would be offered to different categories of NHH customers – multi-site, industrial customers, commercial/offices etc.	NHH demand reductions will be achieved via communications and engagement, Waterfit engagement platform available to all businesses, Non-household water use assessment for schools, we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5.2.10 for further detail on how we would tailor our advice and support and the trials we plan to conduct to inform our final plans ahead of 2025.	Y	Appendix 10B	4.5.2.10
PW_SoR50o	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Explanation of how you plan to work with retailers collaboratively to engage with customers to reduce water consumption and carry out water efficiency interventions.	We already aim to work collaboratively with retailers. We contacted Retailers as part of our pre-consultation phase of developing this WRMP.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024. Please refer to Section 4.5.2.10 of this appendix.	Y	Appendix 10B	4.5.2.10
PW_SoR50p	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs Exploration of how you plan to work with retailers to avoid denial of PR24 outperformance payments – e.g., a pain/gain sharing mechanism or incentives for retailer water efficiency offerings.	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand.  Within this Appendix we detail our plans to refine our approach to working with Retailers ahead of 2025, which include a range of trials in 2024. The trials would include a review of financial incentives for retailers for mutual benefit. Please refer to Section 4.5.2.10 of this appendix. This would include outperformance payments.	Y	Appendix 10B	4.5.2.10
PW_SoR50q	MOSL	Demand Options	What We Would Like to See in Companies' Final WRMPs A country-wide approach to demand reduction, regardless of whether water company regions are designated as being 'water stressed' or not, recognising all areas have local demand challenges.	The Water Industry have UK wide targets for the reduction in demand (110 PCC) and leakage (50% reduction) by 2050 which is irrespective of water stressed status. Portsmouth Water are committed to meeting these targets. We also plan to work with the wider industry to share best practice and ideas to meet these demand reductions.	N	N/A	N/A
PW_SoR51a	Individual	Demand Options	I support the principle of extending smart water meters to as many households as practically with the potential to manage charges to provide water for essential needs at the minimum costs economically feasible but with higher charges for life-style choice uses - swimming pools, large garden ponds and saturation watering of gardens during dry spells being obvious examples.	We agree with your observation and believe that metering is the fairest way to charge for consumption.	N	N/A	N/A
PW_SoR51b	Individual	Demand Options	Measures to reduce unnecessary water use and waste are also to be applauded, particularly if these can be implemented without requiring significant impact on consumers' day-to-day behaviours. It surprises me that, to the best of my knowledge, there is no requirement in new-build housing to collect and store on site rainwater from roofs and facilitate its subsequent use for, at a minimum, watering gardens but potentially used to flush toilets - raw or mixed with a proportion of potable water. This seems to be a no-brainer easy win for everyone. I have previously written to Mr Taylor of PWC with the results of my very limited but positive experiment of using collected bath/shower water for watering plants (using tap water and collected rainwater as "controls"), again a simple solution to implement in new-builds and a low cost option for many existing homes.	We would support suitable building standards which improve water efficiency. This has been a consideration in our rdWRMP24 but has not been included because of the challenging implementation and uncertainty regarding uptake among developers. Even though the disruption and spatial footprint issues are addressed at the build stage, concern over performance and maintenance remain. Opportunities for such schemes may arise on a trial/pilot study basis for developments seeking to achieve exemplar status, especially as technologies and research into costs and benefits develop. As this option is aimed at new developments this gives opportunity to target multiple new households. However, all schemes would need to be appraised on a bespoke basis considering the relationship between potential 'demand centre' and opportunities available from which to harvest water (e.g., from collections of terraced properties, detached properties etc.) with suitability potentially varying hugely across the region between different developments.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4 which details options we considered in the rdWRMP24.	Y	Appendix 10B	4

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR51c	Individual	Demand Options	It is entirely appropriate that putting a greater emphasis on customers using water responsibly should be mirrored by water companies seeking to trace and repair leaks with as little delay as possible.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR51d	Individual	Supply Options	<p>I supported the proposal for a new reservoir at Havant Thicket and the "breathing space" this will give us through the 2030's and into the 2040's but also recognise with decreasing annual rainfall and an expanding population this can only be part of the solution. I therefore support the principle of recycling waste water and returning it to the reservoir, which will make a particularly important contribution through the dryer summer months to maintaining water levels. I'm aware there is local opposition about mixing "dirty" water with "clean" water but this argument seems to miss the point that the "clean" water may well itself be run-off from fields etc (so hardly clean) and the recycled water will have been cleaned and constantly monitored for quality. In reality it will be no different from the water people have been drinking across many areas of the country for decades and even centuries, including London taking its drinking water from the Thames.</p> <p>The respondee then provided further information on the survey:</p> <ol style="list-style-type: none"> <li>1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources? - Yes</li> <li>2. Do you support our plans to reduce leaks by half by 2050? - Yes, and hopefully new technologies will enable this to be met and exceeded.</li> <li>3. Do you support our plans to help homeowners and businesses to save water? - Yes, but I think there is scope for much more innovation here to achieve a step change in the collection and re-use of rainwater.</li> <li>4. Do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)? - Absolutely. There is no logic to water being unlimited for a fixed price when this does not apply to gas or electricity (and to a lesser extent broadband etc.)</li> <li>5. Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks? - Yes</li> <li>6. Do you support the use of smart meters? (So customers can track their water use and spot leaks) - Yes. I've found my energy smart meter valuable in sensibly reducing my use of gas and electricity.</li> <li>7. How did you hear about our consultation on our water resources plan? - I believe I had an email based on previous contact with Portsmouth Water Company.</li> </ol>	<p>Comment noted, no action required.</p> <p>In respect to innovation in Water Efficiency for the collection of rainwater we would support the development of building standards to ensure this is standard practice in all new properties. We will continue to work with the Government, regulators and the wider industry to support our wider Water Efficiency goals.</p>	N	N/A	N/A
PW_SoR52a	Individual	Supply Options	[...] the proposal by Southern Water to pump millions of litres of expensive recycled water daily into the reservoir, diminishing its value as a store of chalk-aquifer-derived water that will be beneficial to the environment, threatens to undermine the goodwill engendered by the project in the first place and is strongly opposed by us as water consumers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3, 3.1, 4.2, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.1, 4.2 and 5.2
PW_SoR52b	Individual	N/A	[comment in relation to concerns in dWRMP24 feedback] Defra is requested to recognise our concerns laid out in our letter and act accordingly.	Comment noted. Defra will receive copies of all consultation replies and this Statement of Response will be published.	N	N/A	N/A
PW_SoR52c	Individual	Demand Options	The Plan needs a more challenging target for reducing leakage, a 50% reduction by 2050 still leaves far too much water that has been treated to achieve drinking standards being lost into the ground. I consider that a more challenging target of 75% or even 90% reduction by 2050 should be pursued.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All

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PW_SoR52d	Individual	Demand Options	Supporting homeowners and businesses to save water must be a key component of achieving future water savings for all companies. Customers should be actively supported through the provision of advice and leadership by PW so that they become more aware of how they can conserve this key resource and save money.	We are committed to supporting all customers to reduce their water demand. Since the dWRMP24 we have reviewed our non-household demand reduction options to include a 9% demand reduction by 2037/38. These reductions will be achieved via smart metering and dedicated NHH water efficiency audits. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail.	Y	Appendix 10B	4.5
PW_SoR52e	Individual	Demand Options	We do support full water metering for all households and businesses. People and organisations should pay for what they use but be helped to make reductions in consumption through the guidance mentioned above.	Comment noted. We thank you for sharing your support for full water metering with us. No action required.	N	N/A	N/A
PW_SoR52f	Individual	Demand Options	The use of smart meters will add value for users to understand just what they use so as to pinpoint where savings can be achieved. The smart meters may also in time support the introduction of variable tariffs allowing for a base rate usage (calculated by evaluation of general consumption) and then one or more higher charges for additional consumption (subject to social safe guards for those who have special needs for high water use).	Smart Meters would allow customers to see their demand for water to support the identification of savings. In addition, enabled by our smart meters, we will introduce variable tariffs to encourage water efficiency for household customers. Our current approach would be to set variable tariffs that escalate with consumption, but taking account of customer vulnerability. Since the dWRMP24 we have produced a new Water Efficiency Strategy which details our approach to water efficiency, including further details on smart metering and variable tariffs. Please see Section 4.5 of Appendix 10B.	Y	Appendix 10B	4.5
PW_SoR52g	Individual	Supply Options	<u>We emphatically do not support the proposal by Southern Water (SW) to pump recycled effluent into PW's Havant Thicket Reservoir (HTR) as an Environmental Buffer Lake.</u> This will go against the considerable environmental benefits put forward at the time the original HTR planning application was put forward and will also mean that we PW customers will have to drink this water as it is mixed with the excellent chalk-aquifer-derived water we now enjoy. This goes against the PW stated plans to continue supplying <u>high-quality</u> , reliable drinking water for the next 50 years; their customers do not need to drink the recycled water.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.11, 3.12, 4.1, 4.2 and 4.3 of Appendix 7F.	Y	Appendix 7F	3.11, 3.12, 4.1, 4.2 and 4.3
PW_SoR52h	Individual	Supply Options	We would like PW to look seriously at storing water in confined aquifers and other small reservoirs as a contribution to holding back the water that otherwise runs out to sea in the winter. HTR alone cannot catch all the surplus water in this local area but confined aquifers by rivers can be filled in the winter months and it may be possible to build one or more small reservoirs to augment HTR	During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff and winter flows, but these Aquifer storage options were screened out during the options appraisal process. Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.  The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or retain. There are Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore the drilling and operational pumping of ASR boreholes would be very expensive - to determine the feasibility of this option investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.  We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependant upon available water resources to put into them during wetter conditions. As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. We expect there will be an increased number of supply options available for assessment for WRMP29. This will include a review of supply options which were rejected for WRMP24.	N	N/A	N/A
PW_SoR53a	Environment Agency	Supply Forecast	[The EA raised concerns about Environmental Destination ambition and inconsistencies and provided the following recommendations]. The company should include a scenario (or scenarios) in its plan to demonstrate how it could achieve the environment destination before 2049/50. The company need to explain the timings of abstraction reductions under the Environmental Destination to demonstrate that the plan meets the requirements of the Water Environment Regulations 2017 and Conservation of Habitats and Species Regulations 2017. This must include demonstrating that the plan prevents deterioration and meets protected area objectives and WFD objectives. If any changes are not planned as quickly as feasible, the company will need to justify why abstraction reductions cannot be delivered sooner. The company should demonstrate that the planned investigation programme enables solutions to be delivered as quickly as feasible (i.e. investigations won't unnecessarily delay delivery). The narrative and planning tables should be updated to ensure that there is consistency around the ambition and timing of sustainability changes to licences.	Since the dWRMP24, we have reviewed and agreed licence reductions with the Environment Agency. Both the planning tables and narrative have been updated to reflect these revisions in the rdWRMP24. Environmental Destination is now met by 2049/50 and the 'High' Environmental Destination scenario supports WFD objectives, while 'Low' Environmental Destination, plus annual reviews, support no deterioration.  For our rdWRMP24 we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond and includes further information on C&NB solutions. The appendix details the licence reductions, WINEP investigations, timescales over AMP9 and 10 and how risk will be managed. Please refer to this supporting appendix.	Y	Appendix 5B and WRPTables	All
PW_SoR53b	Environment Agency	Supply Forecast	[EA raised concerns over the speed at which the sources influencing the River Ems may be investigated or resolved]. We expect to see a package of measures in the next 5-10 years to show how the company can lessen the impact of Abstraction on the Ems. Given that the Ems is recognised as a top priority catchment, all abstractions that affect the River Ems Catchment should be investigated in the next AMP to allow decisions on a full solution to be reached as soon as possible.	The River Ems catchment has been included within the AMP8 No-deterioration investigation scheme with outcomes being reported before 2030. To ensure a prompt delivery of the investigation on the River Ems in AMP8, we are seeking early start funding before the start of the AMP. We are working with other stakeholders such as ARRT and Catchment Sensitive Farming to see whether any early catchment and nature-based solutions can be delivered before 2030. Our 'Low' Environmental Destination profile assumes that licence capping will take place in AMP9 to prevent deterioration in WFD water body status. The 'High' Environmental Destination assumes compliance with environmental flow indicators and therefore supports WFD objectives. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. Please refer to this supporting appendix.	Y	Appendix 5B	All, in particular Section 3.2
PW_SoR53c	Environment Agency	Supply Forecast	Source F is included in Conservation of Habitats and Species Regulations 2017 investigations in AMP8. If the investigations find abstraction reductions are required, our expectation is for these to be included in AMP9 (delivery by 2035). However, Table 33 suggests significant abstraction reductions are not being considered until AMP10 (2040). The Conservation of Habitats and Species Regulations 2017 require solutions for sites that are in unfavourable condition to be implemented "as soon as practicable". The company should demonstrate that the WRMP is able to deliver the requirements of the Conservation of Habitats and Species Regulations 2017 as soon as practicable.	Source F is included in the proposed AMP8 WINEP to address AMP9 risks, licence capping is applied within the 'Low' Environmental Destination during AMP9 and EFI compliance is applied within the 'High' Environmental Destination by 2049-50. The Environment Agency recently confirmed the evidence of no growth in AMP8 was satisfactory for Source F which minimises the risk of WFD deterioration.  The outcomes of the AMP8 Conservation of Habitats and Species Regulations 2017 investigations, along with those of all other WINEP investigations, will be considered in the preparation of our WRMP29. If reductions in abstractions are required for AMP9, or further into the Plan, these will be included in our baseline supply forecast. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. Please refer to this supporting appendix.	Y	Appendix 5B	All



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PW_SoR53d	Environment Agency	Supply Forecast	[EA raised concerns about how the risk of WFD deterioration will be managed in the plan]. The plan should be updated to clearly demonstrate that WFD deterioration will be prevented. All schemes that restrict abstraction to resolve an imminent risk of deterioration (licence capping) must be planned for implementation by 2030. The company should continue engagement with the Environment Agency on this and ensure the plan is updated accordingly. The company must demonstrate that planned/existing bulk transfers to Southern Water (including QRST Group) will not lead to increases in abstraction that could cause deterioration. The company should continue engagement with the Environment Agency, informing which source/s may be increased, and undertake the appropriate investigations and assessments. This may mean that some assessments (e.g., SEA, HRA and WFD) need updating	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which provides details on how the risk of deterioration will be managed, in particular from the bulk transfer to Southern Water. Southern Water has confirmed that it does not intend to increase the average amount taken in a normal year and we will monitor this and the associated risks with the Environment Agency via our annual review process. This process, together with the inclusion of a 'low' Environmental Destination as minimum, ensures that our plan prevents WFD-related deterioration of water bodies. Please refer to Appendix 5B, in particular Section 2.2 (the profiled licence reductions) and Section 3.2 (the planned WINEP investigations and risk management).	Y	Appendix 5B	All, Section 3.2 in particular.
PW_SoR53e	Environment Agency	Testing the plan	[EA raised a concern that the plan does not provide the information required in the Water Resources Planning Guideline for sustainability reductions (Section 5.5)]. Provide a detailed breakdown of the company's Environmental Destination and sustainability reduction scenarios at a licence level (including licence number and licence point), clearly detailing and justifying when these are expected in the plan and use sensitivity testing to consider earlier delivery to support this justification. The company should also say what outcome they expect the changes will achieve for the environment. The predicted benefits from the Environmental Destination for protected areas should be clearly explained. Where appropriate this should include: • Chalk streams • SSSIs covered by the Wildlife and Countryside Act 1981, • Sites designated under the Conservation of Habitats and Species Regulations 2017. The implications of any changes in licence quantities should be fully considered in the plan (e.g. impact on bulk quantities).	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which provide details on sustainability reductions at a licence level. These points have been addressed in supporting Appendix 5B. It is not possible to fully quantify the expected benefits of Environmental Destination and sustainability reduction scenarios as this will be assessed as part of the proposed WINEP investigations and options appraisal. However, we have added a section which details what the benefits may be.  Sensitivity Testing has been undertaken to assess an earlier adoption of Environmental Destination licence reductions. We have used the WRSE regional investment model to demonstrate that delaying sustainability reductions in the revised dWRMP24 is appropriate, via a sensitivity test. We applied a 17 MI/d sustainability reduction from 2028-29 associated with the non-renewal of time limited licence variations, which effectively brings forward possible reductions under the Environmental Destination. This scenario solved within the model (i.e. water could be moved around so that the balance of supply and demand was maintained). However, this was only achieved by decreasing treated water exports to Southern Water with an equivalent increased reliance on Southern Water drought permits and orders to take more raw water from the Rivers Itchen and Arun. We do not believe this is a viable environmental solution. This is summarised in Appendix 5B but also detailed in the Sensitivity Testing Appendix 9A.	Y	Appendix 5B	All, Section 2.2 in particular
PW_SoR53f	Environment Agency	Supply Forecast	The company should review the volumes of the licence reductions in line with National Framework and clearly set out the reasoning and the justification for any differences. The company should include the details of those sources that have been screened out for requiring sustainability changes including licence, location, and reason for screening out.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. These points have been addressed in this supporting appendix. To support the production of this Appendix we have consulted with the Environment Agency to agree the proposed licence reductions for the rdWRMP24 in line with the National Framework. The appendix details which sources were screened out for sustainability reductions.	Y	Appendix 5B	Section 2.2
PW_SoR53g	Environment Agency	Preferred Plan	[EA highlighted that the plan does not meet expectations for catchment and nature based solutions]. In addition to sustainability reductions, we expect to see complementary catchment and nature-based solutions included in the plan to deliver environmental resilience. Where there is believed to be insufficient evidence of the benefits of certain types of nature-based solutions, we expect to see pilot schemes implemented to test and understand the potential benefits.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. These points have been addressed in this supporting appendix (Section 3.2) where we detail how we will consider catchment and nature-based solutions alongside sustainability reductions.	Y	Appendix 5B	Section 3.2
PW_SoR53h	Environment Agency	Testing the plan	The plan informs of time limited conditions which expire in 2028 and will review the suitability with the Environment Agency during AM8 (section 5.4), however the plan does not inform of the risks of renewal and how any non-renewal will be managed. The company should review if these licence conditions are sustainable, and that their use does not cause environmental deterioration. The plan should be updated to inform of the risks of renewal and how any non-renewal will be managed. Any risks to supply arising from the non-renewal should be addressed directly in the plan through investigations and planning alternative supplies as necessary.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. Within this appendix we detail our assumptions regarding time limited licence variations and the assumptions used in rdWRMP24. This includes a commitment to undertake investigations to ensure these time limited licence variations do not cause environmental harm. Please refer to Section 2.4 (the assumptions in the plan), 3.4 (for investigations) and Section 4 (for timescales) within Appendix 5B.  We have used the WRSE regional investment model to demonstrate that delaying sustainability reductions in the revised dWRMP24 is appropriate, via a sensitivity test. We applied a 17 MI/d sustainability reduction from 2028-29 associated with the non-renewal of time limited licence variations, which effectively brings forward possible reductions under the environmental destination. This scenario solved within the model (i.e. water could be moved around so that the balance of supply and demand was maintained). However, this was only achieved by decreasing treated water exports to Southern Water with an equivalent increased reliance on Southern Water drought permits and orders to take more raw water from the Rivers Itchen and Arun. We do not believe this is a viable environmental solution. This demonstrates the significance of time limited licence renewal in our rdWRMP24. Please also refer to Appendix 9A.	Y	Appendix 5B Appendix 9A	Appendix 5B: 2.4, 3.4, 4 Appendix 9A
PW_SoR53i	Environment Agency	Headroom	The company have adjusted target headroom in some years (2025-26 and 2041-42 narrative says until 2047-48 but tables suggest 2046-47) to ensure there are no deficits. The maximum deficit would be -0.7MI/d if target headroom had not been adjusted. In the affected years there is an increased risk of not meeting the company's planned level of service (section 6.3, p107). We would not expect a company to manually adjust target headroom in order to stay in surplus without providing justification as to why this would be appropriate. This manual adjustment without any evidence-base is not in accordance with section 7 of the Water Resources Planning Guideline (WRPG) for allowing for uncertainty. It is not clear whether there are any alternative options available that the company has considered to ensure its supply demand balance remains in surplus throughout the planning period without having to adjust headroom. The company should reassess its supply demand balance without manually adjusting it headroom and clarify what impact this has on the plan. If there continues to be small deficits in some years, the company will need to investigate alternative options to address the deficit.	For the rdWRMP24 we have re-assessed target headroom based on updated baseline supply and demand components (however the method remains unchanged). This has overwritten the previous target headroom data, and the updated supply demand balance means the target headroom no longer contains manual adjustments. The rdWRMP24 document has been updated to reflect the revised headroom assessment and references to manual adjustments have been removed. Please refer to Section 6.3 of the main statutory document. In addition, Appendix 6Aa provides the detailed method undertaken for headroom.	Y	Main Statutory Document	Section 6.3
PW_SoR53j	Environment Agency	Headroom	The plan states that as uncertainty is expressed through the adaptive planning scenarios, uncertainty due to climate change impact is excluded from target headroom from 2040 (section 6.3). This is shown in the target headroom component of the tables as a zero value from 2039/40 onwards (lines 46 BL and 46 FP). This is logical for avoiding double counting, however, as the plan and tables only present the core pathway, they do not explain how climate change impact is accounted for in adaptive pathways/situations. We cannot be assured that the uncertainty has been adequately accounted for. The company should present a clear narrative of how climate change impacts on both supply and demand, and the level of uncertainty, are accounted for through the adaptive pathways/situations, for the entire planning period.	Since the dWRMP24 we have added a new subsection to Section 2.3 of the main statutory document to detail how climate change has been accounted for in the adaptive pathways, which include the following:  Situations 1, 4 and 7 include assumptions of high climate change impact. Situations 2, 5 and 8 include assumptions of medium climate change impact. Situations 3, 6 and 9 include assumptions of low climate change impact.  The investment needs for alternative pathways relating to each of these 9 adaptive pathways are presented in Section 10.9 of our rdWRMP24. Comparing outputs for all nine adaptive pathways for our best value plan, including pathways with high impacts of climate change, our draft Preferred Plan is resilient and largely unchanged across the variety of adaptive planning situations considered. The more costly pathways / situations to resolve (1, 4, and 7) are those defined by high climate change impact and high impact of sustainability reductions and licence capping to meet Environmental Destination.	Y	Main Statutory Document	Section 2.3

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PW_SoR53k	Environment Agency	Environmental Assessment	The HRA and WFD assessments only consider 2 schemes from the list of preferred options. The SEA report does not include any assessments on the bulk supply and import options from the preferred list of options in the dWRMP. It is not clear why the full list of feasible and preferred schemes has not been assessed (Section 8.3 of the Water Resource Planning Guidelines). Assessment should be undertaken of each preferred scheme, or the company should provide evidence and clearly justifies why this is not appropriate. The company should include assessment of the bulk supply options in the SEA, or the company should provide further evidence and clearly justifies why this is not appropriate.	The SEA, including the WFD report, and HRA have been updated to reflect all options within the preferred and alternative plans, including bulk supply and import options. A HRA Stage 1 and WFD screening assessment has been completed (by WRSE) and reported for all the options in the Plans. Where this has not been considered appropriate this has been clearly set out within the report.	Y	Appendix 1Da Appendix 1G Appendix 1G	Section 9 and Section 11. 1G
PW_SoR53l	Environment Agency	Environmental Assessment	The SEA, HRA and WFD assessments should be updated to include the River Itchen SSSI/SAC and other relevant sites outside of companies dWRMP spatial area, or the company should provide evidence and clearly justify why this is not appropriate. The SEA, HRA and WFD assessments should be updated to include the River Meon possible SAC, and address any other potential designated European sites or the company should provide evidence and clearly justify why this is not appropriate.	Your comment has been noted - the SEA, HRA and WFD assessments have been updated to ensure all relevant receptors have been captured and assessed.	Y	Appendix 1Da Appendix 1G Appendix 1G	1G
PW_SoR53m	Environment Agency	Environmental Assessment	The dWRMP omit the company's commitment to address INNS across its supply area, and specifically to protect its assets in the Itchen valley. The company agreed with us in March 2022 to conclude its INNS WINEP investigation with a commitment to dynamically address INNS across its supply area, and specifically to protect its assets in the Itchen valley through collaboration with the Test and Itchen INNS Project and other partners. The company should ensure this is included in the WRMP in order to be able to seek appropriate funding. NNS should be addressed in the dWRMP and/or the business plan. The company should demonstrate how it proposes to meet its commitment following the March 2022 INNS WINEP investigation.	We are committed to addressing Invasive Non Native Species (INNS) and we are seeking funding via PR24. The INNS measures have not been included in the WRMP24 as there is no a direct Deployable Output benefit. For the rdWRMP24 we propose to add the following updated text:  "We are committed to reducing the effects of INNS on our operations and the environment. For PR24 we are seeking funding for the continuation of our INNS programme. This includes managing our site at Source A and continuation of Portsmouth Water's 'Biodiversity Grant Scheme' to support third parties who wish to bid for funding to investigate and eradicate INNS in the Portsmouth Water Supply area. No options have been included in WRMP24 as the INNS schemes do not have a direct Deployable Output Benefit. New supply options considered for WRMP24 have been assessed against potential INNS risks to ensure there is no increased in INNS risk resulting from future operations. The INNS programme will be delivered via our PR24 WINEP".	Y	Main statutory document	5.8
PW_SoR53n	Environment Agency	Environmental Assessment	It is not clear from the SEA that plan level option alternatives have been assessed as part of the SEA. Justification for the outcomes of the assessment of plan alternatives has not been included. The assessment of alternative options needs to be assessed (if it hasn't already) and presented in the SEA so it is clear how the preferred options have been derived. The SEA should be updated to include more information to demonstrate why the 'best value' plan has been selected above the least cost and best environmental and societal plan alternatives	For the rdWRMP24, the suite of options selected from the WRSE investment model for each of the alternative plans replicated those selected for the preferred plan, with the exception of 'HT to SRN Source A spur to Reservoir C' as such an alternatives assessment has been undertaken. Further clarity has been provided within Chapter 9 on the WRSE optioneering procedure and reasoning for alternative plans.	Y	Appendix 1Da	Section 9
PW_SoR53o	Environment Agency	Environmental Assessment	Transboundary effects haven't been correctly identified. Pre-mitigation effect characteristics need to be identified. Further clarity should be provided to demonstrate no significant cross-boundary conflicts or issues that could affect the approval and adoption of the WRMP. The assessment needs to better define the geographical extent/ study area. The characteristics of effects need to be more fully identified	Transboundary effects have been considered through the scale and magnitude of effect assessment. No options were assessed as having a 'National' or 'Global' effect and are not considered to have transboundary effects due to the discreet nature of the options, however further consideration has been presented within the geographical scope section of the SEA Environmental Report.	N	N/A	N/A
PW_SoR53p	Environment Agency	Environmental Assessment	In the SEA it is unclear how the WRSE assessment fits in with the SEA and the certainty of effects isn't always clear for the in-combination effects. For the operational effect it is stated that 'cumulatively effects could be significant and of importance given that these will be implemented in a drought situation when the environment is naturally under stress' however it is not clear how certain the effect is. The assessment of other plans, projects and programmes is limited and there are some clear omissions (for example Nationally Significant Infrastructure projects such as SROs) and the summary of the effects has not been linked back to the SEA objectives, Chapter 11.4 should be split into two sub sections - one relating to the WRSE cumulative assessment and one relating to the SEA cumulative assessment. It should be made clear how the WRSE cumulative assessment feeds into the SEA cumulative assessment. If possible, certainty regarding the operational beneficial effect should be given. It is recommended the SEA is updated and the assessment of other plans, projects and programmes is undertaken. Effects should be linked back to SEA objectives so potential impact pathways can be clearly identified.	As agreed with Natural England and WRSE, Portsmouth Water have updated their in combination assessment to include: 1) impacts between options within the plan; 2) impacts between options in neighbouring water companies' plans 3) and impacts between other plans and projects in the area, including operations outside their WRMP, e.g. drought plan and NSIPs such as SROs. More clarity has been provided on the certainty of effects and effects have been linked back to SEA objectives to allow identification of potential impact pathways.	Y	Appendix 1Da	Section 13
PW_SoR53q	Environment Agency	Environmental Assessment	Section 1.3.1 and 1.4 of the Environmental Report do not set out the objectives of the draft WRMP. The Environmental Report should be updated to reflect the objectives of the draft WRMP.	Section 1.3.1 (Regional Planning) and Section 1.4 (Portsmouth Waters WRMP) of the SEA Report have been updated to include the Portsmouth Water objectives.	Y	Appendix 1Da	Section 1
PW_SoR53r	Environment Agency	Environmental Assessment	The future baseline is very generic and lacks local specifics. Baseline information and issues identified in Chapter 6 of the SEA do not always align with Appendix C. The future baseline information should be made more specific to the WRMP catchment area itself, and should focus on the evolution without the WRMP. Chapter 6 and Appendix C and should align.	Your comment has been noted - the baseline data provided in Chapter 6, has been reviewed to align with the data contained in Appendix C of the SEA Report. A greater emphasis / additional clarity has also been in relation to specific local issues.	Y	Appendix 1Da	Section 6
PW_SoR53s	Environment Agency	Environmental Assessment	Neighbouring WRMPs and River Restoration and Water Level Management Plans, Drought plans and SROs have been omitted from the SEA. Clear linkages between the Plan, policy and programme (PPP) review and the SEA Objectives haven't always been made. Further details within the PPP review should be provided on how neighbouring WRMPs could influenced the company WRMP. The review should also be updated to include Strategic Resource Options and Drought Plans. The SEA should be updated to provide details of how the PPP review has influenced the SEA framework, rather than just listing the PPP that have been reviewed. A similar table to Table 6-1 would be useful to display this.	Your comment has been noted - Additional plans and policies have been included in the SEA Report, as well as information on the SROs and Drought Plans. It was not considered necessary to update the SEA framework, though additional clarity on how PPPs have informed development of the SEA Framework is provided. Additional reference is made to neighbouring WRMPs and consideration of the potential for In-Combination effects has been made for those options located within the Plan area, as well as those located within the area of adjacent water companies. The findings of those assessments have been provided to WRSE for consideration at the Regional level.	Y	Appendix 1Da Appendix 1G	Section 5 Section 13 1G
PW_SoR53t	Environment Agency	Environmental Assessment	Uncertainties or limitations of the assessment as a whole have not been provided. The thresholds for assigning assessment scores have not been clearly set out. It is also not clear how the characteristics of effects have influenced the assessment scores. The Environmental Report does not justify the scoping in or out of topics. The report should be updated to include Uncertainties and limitations for the assessment as a whole. The report should be updated to include further detail on the assessment score thresholds and definitions of significance. In addition, it should be made clear how the characteristics of effects have influenced the assessment scores. Appendix C and the main Environmental Report should provide justification for the scoping in of topics from the assessment.	The SEA Report has been revised to provide additional clarity on uncertainties and limitations. Note that reference to level of certainty has been set out within the SEA assessment tables. Additional clarity has also been provided in relation to SEA Scoping and it is noted that no topics were scoped out. Additional clarity has been provided in relation to Assessment 'scoring', with the provision of the 'threshold table' to be included in SEA Appendices.	Y	Appendix 1Da Appendix 1G	Section 6 1G
PW_SoR53u	Environment Agency	Environmental Assessment	It is not clear how the mitigation measures will be secured and further developed. It is not clear from the plan if embedded mitigation measures have been applied, and they have not been defined. The SEA should be updated to make it clear how the mitigation will be secured and further developed. The plan should be updated to provide clarity if embedded mitigation measures have been used, and if they have, these should be defined.	Additional text has been added to the WRMP to provide further clarification on how mitigation measures will be secured and further developed. SEA Report has been updated to cross reference and provide clarity on embedded mitigation.	Y	Appendix 1Da	Section 12
PW_SoR53v	Environment Agency	Environmental Assessment	It is not clear how the SEA has influenced the WRMP, particularly regarding the assessment of alternatives and feasible options. The SEA Environmental Report should be updated to include a separate section to make it clear how the SEA has influenced the development of the WRMP.	The SEA has influenced the development of the plan at various points. The SEA results were included in the investment model as metrics for each feasible option and used as part of the best value planning framework to selected options. At company level the SEA results and identified mitigation have been used to refine option design e.g. re-routing pipelines away from sensitive sites/assets, and further mitigation and opportunities will be taken through from the SEA into detailed option design work in the future. The SEA also sets out an assessment of alternative plan including the Least Cost Plan and Best Environment and Social Plan. For further clarifications please see WRSE response.	Y	Appendix 1Da	All

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR53w	Environment Agency	Supply Options	The plan states that the Drought Permit for Source S would increase the output from its current 2.5 MI/d licence up to 11 MI/d (Appendix 7b). It is included in the plan and is proposed to be used in extreme events from 2025–26 until 2039–40. However, this yield has not yet been verified since its original pump test in 1991. There is a risk that this yield may not be obtainable in drought conditions. Given the uncertainty over the yields the company should prepare to undertake a new pump test to verify the volume of water available as soon as the conditions are appropriate. The company should provide us with an updated programme of works & timetable for completing the yield assessment. The company could consider if geophysical logging could be undertaken to determine what depth the majority of the yield is coming from at any time to add confidence in its yield assessment in a drought worse than 1992. The company should assess alternative options in case the 11MI/d is not available from Source S and include these in its revised dWRMP24.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. Within this appendix the investigations and assessments required for the drought permit, both in terms of yield but also environmental assessments, are detailed. Please refer to Section 2.3 (the assumptions in the plan), Section 3.3 (for investigations and assessments) and Section 4 (for timescales).  To manage the risk and uncertainty in the WRMP24, we have undertaken sensitivity testing where the yield benefit is capped to 50% and also excluding the option from the plan. Under this sensitivity testing, both model runs failed to solve, demonstrating our reliance upon this option at the start of WRMP24 (2025-26); beyond that year, however, demand management options allow the model to solve. This indicates we may be able to reduce our reliance on the drought permit earlier than the planning scenario. The outcomes of this additional analysis are presented in Appendix 9A.	Y	Appendix 5B Appendix 9A	Appendix 5A: 2.3, 3.3, 4 Appendix 9A
PW_SoR53x	Environment Agency	Environmental Assessment	The Source S Drought Permit EARs have highlighted a risk of temporary deterioration under WFD in the Chichester Chalk groundwater body and a number of possible environmental impacts including those on Mill Stream and WWT reserve. In addition to some uncertain cumulative impacts with Southern Water's nearby drought permit. We expect the permit to be fully application ready. Further impact assessments and mitigation measures need to be completed by the company with subsequent engagement with the Environment Agency. The company should advise on their updated timelines for their plans in updating the rest of their EARs to ensure that they are application ready.	Portsmouth Water published a Revised EAR provided to the EA in March 2022, which included further impact assessments and mitigation measures. At present we are waiting for feedback from the EA on these aspects. We will include an updated programme and timelines for assessment and collaboration with SWS, via the proposed AMP8 WINEP investigation. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction' which provides further details on the proposed WINEP investigation linked to the Source S Drought Permit.	Y	Appendix 5B	Section 2.3, 3.3, 4
PW_SoR53y	Environment Agency	Testing the plan	No sensitivity has been undertaken for a delayed Havant Thicket Classic. The company should undertake sensitivity tests to understand the implications of a delayed scheme and assess what this means for the plan and any mitigation required to maintain security of supply.	Since the draft plan, the Havant Thicket Reservoir has been delayed and is due to be operational by 2031/32. This new delivery date is now reflected in the rdWRMP24. The delay of the reservoir does not impact Portsmouth Water's supply demand balance as the water is there to support Southern Water's abstraction reductions.	N	N/A	N/A
PW_SoR53z	Environment Agency	Supply Options	It is not clear in the plan the overall direction of Havant Thicket. The feasible options in the plan mention Havant Thicket but it is not clear in the plan if this involves the water recycling plant. The feasible options and preferred scheme plan for Havant Thicket should be clarified in the narrative to inform if the Water Recycling Plan is used. Continued collaboration with Southern Water will be required, to ensure the most efficient development of the scheme including pipeline routes.	The rdWRMP24 will be updated to refer to Havant Thicket reservoir as 'Havant Thicket Reservoir' and the water recycling option as the 'Hampshire Water Transfer and Water Recycling Project' to provide clarity on the two schemes. We can confirm that Hampshire Water Transfer and Water Recycling Project is part of Southern Water's preferred plan. Since the dWRMP24, Southern and Portsmouth Water have produced a new joint appendix to provide responses to all relevant consultation comments. This appendix seeks to provide clarity on the proposed option and the interaction with the Havant Thicket Approved Scheme. Please refer to Appendix 7F for further information.	Y	Appendix 7F	All
PW_SoR53aa	Environment Agency	Decision Making (Programmes and Plans)	The narrative informs that the surplus of water available in the 2030's from Southern Waters water recycling option has currently been assigned to the company's zone and will be reviewed between the draft and final plan (section 10.7). It is not clear if there is a transfer of this water to Southern Water or if the water is not needed until a 1 in 500 year resilience. Additionally could this water be used to accelerate the Environmental Destination? The Water Environment Regulations 2017 and Conservation of Habitats and Species Regulations 2017 require known issues to be resolved as soon as feasible and affordable. Where there is an available surplus of water, we would expect it to be used to resolve flow deficits identified under the Environmental Destination, or alternatively for the company to justify why the surplus couldn't be used for this purpose.  This should be confirmed for the revised plan and the tables and narrative updated accordingly. The narrative should be updated to provide clarity on why it's been assigned to the company's zone, inform if a transfer of this water occurs to Southern Water, if this water is not needed until a 1 in 500 year resilience and if it could be used to accelerate the Environmental Destination	The supply demand balance has been reviewed and revised for the rdWRMP24 to reflect updated and newly available information, including a revised baseline demand, a revised view of existing bulk transfers and the conjunctive benefits of the Portsmouth Water and Southern Water systems working together. The rdWRMP24 and Tables have been updated to reflect this. A key change is that Southern Water's Hampshire Water Transfer and Water Recycling Project option is due to be completed in 2035/36 (compared to 2030/31 in the dWRMP24)  The benefit of the option is still assigned to our water resource zone which creates a surplus of water for around five years in the late 2030s. This surplus quickly disappears when Southern Water increases abstraction of the water. Therefore, this water cannot be utilised by Portsmouth Water for long term sustainability reductions. Further clarity has been added to Section 10.7 of the main statutory document to detail further that this water is not available to Portsmouth Water in the long term.  Since the draft plan we have undertaken Sensitivity Testing of making sustainability reductions sooner (Appendix 9A). We have also produced a new appendix which details our approach to sustainable abstraction and how we will manage risk (Appendix 5A, Section 2.2 and 3.2 in particular). Please refer to these supporting documents for further information.	Y	Main Statutory Document	10.7
PW_SoR53ab	Environment Agency	Supply Forecast	The narrative informs that the outage allowance for Havant Thicket Reservoir has been excluded from the baseline (Section 5.6). It is unclear why it has been omitted when the deployable output has been included in the baseline (section 5.2.6). Clarity is also required on why the deployable output in the table does not increase in 2029 when Havant Thicket is planned to come online. The Havant Thicket licence has also not been included in table 1e. The plan and table should be updated with the planned outage allowance for Havant Thicket, or justification provided why this is not appropriate. The plan and tables should also be updated to be consistent and ensure the deployable output is appropriately shown. The company should include Havant Thicket in table 1e	Since the dWRMP24 the outage assessment has been revised based on the updated Deployable Output assessment. As part of this review, Havant Thicket Approved Scheme has been included in the outage assessment which results in a 0.2 to 0.3 MI/d increase in the outage allowance. This will be presented in Line 9BL in the WRMP Planning Tables. Appendix 5A provides further details on the updated outage assessment.  The change in Deployable Output from Havant Thicket Reservoir coming online was captured in line 7.6BL in Table 3 of the planning tables. This is because it was modelled as a forced option within the WRSE investment model. For the rdWRMP24 Planning Tables this will be changed to be included within baseline Deployable Output (Line 6BL of Table 3).  Table 1e was not populated with the new Havant Thicket Approved Scheme licence because the guidance definition states the Table 1 is populated with base year and Table 1e specifies the current AMP period. As Havant Thicket Reservoir is not in the base year or the current AMP period it was not included for the dWRMP24. Feedback from the EA suggests it should be included and as a result, the rdWRMP24 Planning Tables will include a line for the licence. As the licence is not yet granted the licence details themselves will be left blank with commentary provided (Table 1e).	Y	WRMP24 Planning Tables & Main Statutory Document	Table 1e and 3 (Section 5.6)
PW_SoR53ac	Environment Agency	Supply Forecast	The ability to supply a 9MI/d transfer to Southern Water is dependent on the borehole investigations at Source J (Section 5.3.2), it is not clear what the implications are if no/less than 9MI/d water is available at Source J on the bulk supply and if the missing volume will be supplied from a different source. The plan should be updated with the outcome of the investigations including any revised deployable output figures. Southern Water and WRSE will need to be informed of the outcomes and implications as soon as possible. If the full 9MI/d is not achievable at the source clarity is required if the shortfall will be made up from a different source or if the bulk supply will not the full 9MI/d and only what, if any, is achieved at Source J.	Following borehole investigations at Source J, the additional 9 MI/d bulk supply to Southern Water is not considered to be viable. The enhanced deployable output at Source J and the bulk supply to Southern Water has been removed from our rdWRMP24 and the regional WRSE modelling. This has been clearly communicated with Southern Water through our ongoing discussions and via formal letter. This is detailed in Section 5.3.2 of the main Statutory Plan	Y	Main Statutory Document	Section 5.3.2
PW_SoR53ad	Environment Agency	Supply Forecast	If the company had to transport the maximum bulk transfer amount, we need clarification that this would be available because in some years there is only a small surplus. It is currently not clear with the current information if having to transport the maximum amount would create a deficit in the company's supply demand balance. A technical annex should be added which shows that the company can indeed supply the maximum contracted amounts. The annex should include details of the arrangement and the maximum rates, as currently in the plan it is uncertain what the situation is when the transfers become options. This should also consider the alternative pathways	Bulk supply commitments have been included in our baseline supply forecast, and included in the modelling to generate our supply demand balance. As such the surplus or deficit reported is assuming the full bulk supply commitment is required. Beyond the end of current commitments the bulk supplies are modelled as options at their current maximum volumes and utilisation will inform future bulk supply agreements. Since the draft plan we have developed a joint appendix with Southern Water which details and confirms our joint understanding for bulk transfers (Appendix 1C).	Y	Appendix 1C	All
PW_SoR53ae	Environment Agency	Preferred Plan	There is a bulk import of water from Southern Water by 2049 (section 10.1), however it is not clear where this water originates from. The plan should be updated to make it clear where the water is coming from.	Section 10.1 of the main statutory document has been updated in light of the rdWRMP24 but also to state where the water comes from which is SWS Hampshire Southampton East zone (SWSHSE); please refer to Section 10.1 of the main statutory document. In addition, we have produced a new joint appendix with Southern Water which details the bulk transfers between the companies for the baseline and final plan. This additional information can be found in Appendix 1C.	Y	Main Statutory Document	10.1

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PW_SoR53af	Environment Agency	Preferred Plan	The plan informs that bulk imports of water may occur (section 10.1). However, it is not clear in the plan what will happen to the exports of water that occur. The plan should be updated to make it clear what the exports of water will be when water starts to be imported. Continued collaboration with Southern Water is required to ensure plans align.	Clarification sentence to be added to Section 10.1 "We have worked collaboratively across the South East region and, to an even closer extent with our neighbour Southern Water in the development of this WRMP. This is in addition to our existing operational relationship around our ongoing existing bulk supplies, and their role as wastewater operator across our supply area. We fully intend this collaboration to continue". In addition, we have produced a new joint appendix with Southern Water which details the bulk transfers between the companies. This additional information can be found in Appendix 1C and serves to ensure consistency in assumptions and data.	Y	Main Statutory Document	10.1
PW_SoR53ag	Environment Agency	Supply Forecast	Table 1G, Existing potable transfers, row 0.7BL show three separate transfers in place with Southern Water. Each transfer listed when cross referenced with Southern Water's plan show different volumes of water. Ensure the company confirms with Southern Water the status of the transfers entitled "Potable water export to: Sussex North", "Potable water export to: Hants South Phase 1" and "Potable water export to: Hants South Phase 2". The company should ensure the volumes quoted in columns H-K in table 1G are accurate as the draft WRMP Southern Water submission shows a zero-volume value for all three transfers. If there is a genuine reason why the volumes differ the company should set out the justification in the revised draft plan.	We have reviewed the volumes of water in both Southern Water and Portsmouth Water table 1Gs. Both tables demonstrate the same volume of water for the existing 15 MI/d transfers; the Southern Water table, however, is missing the 9 MI/d 'Phase 2' transfer. Since development of the draft WRMP24, we have now confirmed with Southern Water that it will not be possible to deliver the 9 MI/d transfer. Portsmouth Water and Southern Water's WRMP tables are therefore being updated to reflect this. Additionally we have developed a joint appendix to confirm transfer assumptions and to demonstrate how the transfers operate throughout the planning horizon. Please refer to Appendix 1C which confirms and presents the agreed assumptions and values.	Y	Appendix 1C Planning Tables	All Table 1G
PW_SoR53ah	Environment Agency	WRMP Tables	Table 5 WRZ level Option benefits includes preferred options not listed in the Options appraisal Table 4. One preferred bulk supply option listed in Table 5 appears incorrectly labelled as Internal instead of External. Portsmouth Water has listed nine transfers as preferred options in table 5 however they have been omitted from Table 4 Options appraisal. Ensure the company updates and/or complete Table 4 for all options, ensuring all columns to accurately reflect these transfer options selected as preferred. The total number of rows represented in Table 5 should match those listed in Table 4 as preferred options. The company should also update the dWRMP to show the correct Option type (column E) in Table 5 for the Option name "Import: Havant Thicket - SRN Source A direct raw water transfer (90MI/d)" to External bulk supplies and not Internal. The option type can be selected from the pre-defined list using the dropdown menu, in this case we understand it should be "External raw water bulk supply/transfer".	Because of the collaborative nature of the approach to regional water resources planning that we have adopted for this plan, some of the options presented in Table 5 (Option Benefits) Preferred options were not originally Portsmouth Water Options, and as such were not reflected in the Table 4 (options appraisal). To ensure options were evaluated in a consistent way, each of the South East Companies followed a common approach to options appraisal so that the regional model can consider the options presented from each of the water companies in the South East on a level playing field with each other. The options in Table 5 largely relate to the options linked to Southern Water.  Thank you for correctly identifying that the 'Import: Havant Thicket - SRN Source A direct raw water transfer (90MI/d)' transfer in line 20 of Table 5 is incorrect defined as an 'Internal raw water transfer'. This will be corrected in the rdWRMP24 Tables to be an 'External raw water bulk supply/transfer'.	Y	WRMP24 Planning Tables	Table 5, cell E20
PW_SoR53ai	Environment Agency	Demand Forecast	Reports used to determine demand forecast have not been provided. Thus, it has not been possible to review how the demand forecast has been derived. The consultant reports used to produce the demand forecast and information on other reports referenced in the plan should be provided to enable a review of the demand forecast. The narrative should be updated to include clarity on the assumptions made for current and future demand.	Supporting reports will be provided alongside the rdWRMP24. These additional reports will be referenced as supporting Appendices. These Appendices will be cross referenced in Section 4 of the main statutory document.	Y	Main Statutory Document	Section 4 (all)
PW_SoR53aj	Environment Agency	Testing the plan	The demand savings in the planning tables and in some parts of the narrative (section 10.3) have a constant value. However, we would anticipate them to vary over time as demand changes over the planning period. Section 5.2.5 states the percentage reductions from Demand Saving Temporary Use Bans and Non-Essential Use Bans [NEUB]. The benefits from demand interventions do not appear to be different with versions of the tables before the change was made to 1 in 20 year Temporary Use Bans (TUBs) demand savings. Given the slight increase in demand against previous versions we would expect benefits to also be slightly higher. The narrative and tables need to be updated to reflect a percentage reduction. All the appropriate table components should be updated to account for the change in demand to 1 in 20 year, from 1 in 10 year TUBs	In the WRMP24 planning tables the demand savings from TUBs and NEUB are treated as supply options and were calculated within our pywr water resources model. The volumetric saving of TUBs and NEUB has been refreshed based on updated modelling between the dWRMP24 and rdWRMP24 but a constant profile of volumetric savings is retained. This is because it is assumed that customer messaging during droughts will become more effective as we continue to learn through experience and so the savings from these measures will not reduce proportionally with household customer demand. The modelling for both the dWRMP24 and rdWRMP24 implements a percentage demand saving once drought plan related groundwater level triggers are reached.  In Section 9 of our main statutory document we report on the testing we carried out to see how sensitive our plan is to a number of assumptions, including the assumptions around the savings from TUBs and NEUBs. A sensitivity test was carried out which reduced the effectiveness of TUBs and NEUB by 50% post the roll out of smart metering. The investment model did not solve but the deficits were only towards the end of the planning period. Therefore we propose to review this assumption for WRMP29. A range of other sensitivity tests were undertaken for the rdWRMP24; please refer to Appendix 9A. Demand is based on a 1 in 20 year TUBs. We have not changes from a 1-in-20 year for the implementation of TUBs.	Y	Main Statutory Document Section 9 and Appendix 9A	Main statutory document Section 9 and Appendix 9A
PW_SoR53ak	Environment Agency	Demand Forecast	The company should ensure that its 1 in 20 year assumption for its demand forecast is reflected appropriately and consistently within both the WRMP24 and the WRSE plan. The company should work with WRSE to ensure the dWRMP24 assumptions on the company 1 in 20 year TUBs demand is reflected appropriately in WRSE regional plan. WRSE will need to re-run model to ensure no deficits. Clarity should be provided that the dWRMP24 has fully taken account of this update to 1 in 20.	The demand forecast assumption of a 1 in 20 year Level of Service for TUBs is now reflected fully in both the WRMP24 and the WRSE plan. WRSE have re-run the modelling to include this assumed demand baseline as well as other revisions to the supply demand balance components and options.  Section 4.1 of the main statutory document has been updated to reflect this.	Y	Main Statutory Document	Section 4.1
PW_SoR53al	Environment Agency	Testing the plan	The narrative should be updated to include clarity on why the programme of demand was chosen, and detail of what the strategy involves and how it will be delivered. The plan should be updated to ensure the breakdown of the expected savings from the individual measures making up the high demand basket is clear. The company should explore sensitivity in the pace of reductions achieved over this period and assess whether an adaptive pathway is required with clear monitoring and decisions points to progress alternative options if there are delivery issues.	Since the dWRMP24 we have updated our Demand Options to meet the updated demand reduction targets detailed in the 2023 Environmental Improvement Plan (EIP). As a result, the Demand Basket Plus has been updated with new options to meet these demand reductions. These targets are more challenging than those proposed for dWRMP24, and as a result there are a limited number of options available to meet these expected reductions. Therefore, for the rdWRMP24 the EIP targets for demand reductions will be the main factor in the selection of the demand reduction options. New supporting Appendices have been produced for Leakage (Appendix 10C) and Water Efficiency Strategy (Appendix 10B) which detail how the demand reductions in the rdWRMP24 will be delivered and the component parts. We have also committed to meeting the 50% leakage reduction by 2040, not 2050 as detailed in the dWRMP24.  To test these demand reduction measures via sensitivity analysis the rdWRMP24 will include sensitivity analysis that no or lesser Government led savings are achieved (this is presented in Appendix 9A). Progress against the demand reductions will be monitored monthly and reported to the Board. It will also be published annually as part of the Annual Performance Review and Annual Review of the WRMP progress.	Y	Appendix 10B, 10C	All
PW_SoR53am	Environment Agency	Decision Making (Programmes and Plans)	It is not clear if the variable flow method used to calculate PCC is appropriate for a company with a high problem characterisation. The company's planned reduction in average per capita consumption does not fully deliver the government expectation of 110 litres/person/day by 2050 in a dry year. The PCC of 109 l/h/d mentioned in the plan (section 10.4) refers to a normal year and this should be made clear in the plan. The formula used for new property Per Household Consumption (Table 18) has an addition of 91.2. The reason for this is not clear and should be explained	We have reviewed PCC targets following Defra's Environmental Improvement Plan, published in January 2023. We have also confirmed with Ofwat and the Environment Agency that we should be targeting 110 litres/person/day by 2050 in a dry year. We have re-developed our demand management basket (including the use of innovative tariffs once universal smart metering has been achieved) and made different assumptions about Government Led demand savings to demonstrate that 2050 targets will be met in a dry year.  With respect to the 91.2 addition, our household model simulates flows of population between customer groups ('Unmeasured', 'New Customers' & 'Existing'). Coefficients have been derived using a regression analysis of Per Household Consumption from 2017/18 and 2018/19 paired with available occupancy data. This analysis was conducted in 2019/20. The coefficients are multiplied by new properties and population. This includes unmeasured and measured (optant) population coefficients as new properties are always assumed to be occupied, therefore it is possible for population to be displaced from an unmeasured property and into a new property.	N	N/A	N/A

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PW_SoR53an	Environment Agency	Testing the plan	COVID 19 impacts are included in Target headroom. We expect the company to justify its approach and expect the company to undertake sensitivity testing around their approach so we can understand the materiality of their assumptions. The plan does not currently inform how COVID 19 has been incorporated in the non-household forecast. Any modelling used to determine the non household demand forecast should be up-to date. We expect the company to justify its approach, and to undertake sensitivity testing around their approach so we can understand the materiality of their assumptions. The company should provide the consultant report used produce the non-household demand forecast and ensure it clear how COVID-19 has been incorporated in the non household forecast. If appropriate the company should update the baseline and scenario forecasts with the latest COVID-19 modelling to demonstrate the impact of the pandemic on non-household demand, or ensure it provides evidence and clearly justifies why this is not appropriate	For the dWRMP24 we used a pre-COVID 2019-20 base year for the baseline demand forecast. While preparing the draft WRMP the pandemic was still very recent and we were unsure what a 'new normal' would look like. We could only speculate how long the impacts of extra handwashing and more home working would continue, and what quantity of the water associated with these pandemic practices would become a permanent change to the way we use water as a society. To account for this uncertainty around how permanent the changes in the ways that our customers used water during the pandemic would be, we accounted for COVID-19 impacts in Component D2 (demand forecast variation) of our Target Headroom.  For the rdWRMP24 we have updated our base year to 2021-22 and therefore the impacts of COVID-19 on households and non-households are now inherent within our updated baseline demand forecast. This update to the baseline demand forecast is reflected in Section 4 (Baseline Demand). We are also providing additional information on the non-household forecasts within the revised WRMP24. This is included in Appendix 4B (how the forecast was undertaken) and 4D (provides an update since the draft plan). Please refer to these sections and supporting appendices.	Y	Main Statutory Plan and Appendix 4B, 4D	Section 4 of Main Statutory Plan and Appendix 4B, 4C
PW_SoR53ao	Environment Agency	Demand Options	The company forecast a 0.9% reduction in non household consumption by 2037/38 from 2019/20 levels. This does not fully deliver against the 9% reduction sought in the Environmental Improvement Plan in contribution to the water demand target. A greater level of reduction is expected in contribution to the Environment Act demand target. Water companies should work with retailers to improve water efficiency and incentives for the non-household sector. We expect this to be a priority for the next 5-10 years. The company should consider additional options, in collaboration with retailers, to reduce non-household consumption including the assessment of smart metering for all non households (if it has not already done so). Where further reduction in non household consumption is not considered possible this should be clearly justified. The narrative should be updated to include the information required in section 6.5 of the planning guidelines if this information is not in the Artesia report	Since the dWRMP24 we have reviewed our non-household demand reductions of 15% by 2050 to align with the Government targets. These demand reductions will be achieved via communications and engagement, Waterfit engagement platform available to all businesses, Non-household water use assessment for schools, Non-household site assessments for small businesses (online or over the phone) and site leak detection offered to top 10% of non-household water users. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand and our plans to engage with Retailers. Please refer to this Appendix, in particular Section 4.5 for further detail.  For the rdWRMP24 will also publish the Artesia report for the NHH demand forecast (Appendix 4B). The Appendix details how the demand forecast was undertaken.	Y	Appendix 10B, 4B	All
PW_SoR53ap	Environment Agency	Demand Options	The company has not provided a detailed metering strategy/programme to explain how the compulsory metering will be implemented. The number of smart meters installed over the first 10 years differs in the plan and narrative and should be consistent (section 10.4.2). The tables show that there are some basic meters installed in the planning period, however this is not reflected in the narrative.  Set out clearly the strategy in the plan to inform how compulsory metering will be implemented. This includes details of how it will be done (street by street/area by area), and including details of meter type and numbers. The narrative and tables should be updated to ensure the number of smart domestic meters installed are consistent. The narrative and tables should be updated to ensure the number of basic meters installed are consistent.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support. Our strategy is to deploy smart meters DMA by DMA to allow us to create a detailed view of consumption, leakage and network performance for each DMA. As we are pre-procurement we do not yet know which meter type of network provider we will have. Once appointed we will enter detailed planning with the appointed provider(s). Please refer to 4.5.2.7 and Annex 3 of the Appendix which would provide answers to your questions.  For the rdWRMP24 the planning tables and narrative will be consistent.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR53aq	Environment Agency	Demand Forecast	Figure 47 baseline meter penetration forecast shows the baseline forecast WRMP24 forecast is higher than WRMP 19. This needs to be clarified. The narrative should be updated accordingly to provide clarity and the tables updated if appropriate.	The baseline metering penetration has been updated in the rdWRMP24. The figure in Section 4. 3.2 now shows alignment to WRMP19 projections.	Y	WRMP24 Planning Tables and Main Statutory Document	WRMP24 Planning Table 3 and Section 4.3.2
PW_SoR53ar	Environment Agency	Decision Making (Programmes and Plans)	The company has not clearly set out its decision making method and how it derived its best value plan. Section 10.9 sets out the costs across the different pathways. However, there is not an assessment of options and programmes against the best value metrics. The company should provide further explanation, detail and justification on the decision making approach, and how the best value plan was derived. The company should set out the metrics and how these were used to develop the best value plan. We recommend that the company sets out a table with objectives, criteria and metrics. We recommend that the company include summary tables of the programmes considered, including the cost and the result of assessing options and programmes against each best value metric. We recommend that the company shows how the best value plan meets the objectives The company should ensure it is clear what methods it is using, and that it is a standalone plan. For each WRSE method statement which is signposted in the dWRMP, the company should justify why it is appropriate for the company to use, include a summary of each methodology and inform if the WRSE methodology is fully adopted.	Section 8.3 of our main statutory document describes our decision-making approach, Section 8.4 describes how we decided on 'best-value', Section 8.5 describes the factors that were considered in deriving the best-value plan, Section 8.6 is stress testing the plan and 8.7 is the Preferred Plan. The Environment Agency's comments have been addressed in Section 8.3 to 8.7 of the main statutory plan. This will include information on the assessments and metrics for decision making. In addition, Section 10 provides further detail on our best value and adaptive plan.  For the rdWRMP24, we have included further reference to WRSE methods and approaches to ensure the rdWRMP24 is a standalone document (including appendices as required), rather than signposting as per the draft plan. Therefore the reader can easily access the method followed.	Y	Main Statutory Document	Section 8.3- to 8.7
PW_SoR53as	Environment Agency	Decision Making (Programmes and Plans)	The company do not appear to have clearly set out the least cost programme and best for Environment and Society plans as per the WRPG (section 10.6 of the WRPG state - In your programme appraisal, you should consider the least-cost programme (sub-section 10.4), a 'best environment and society' programme as alternative programmes as a minimum.  We recommend that the company clearly set out the least cost programme and best for Environment and Society plans as per the WRPG. The company should show the options that would form these plans and describe how that differs from preferred plan. Section 10.6 of the WRPG states 'You should provide a summary table of the programmes you have considered which includes the cost and the result of assessing the options and programmes against each best value metric you have applied in your decision-making'	For our rdWRMP24, we have included further reference to WRSE methods and approaches to ensure the rdWRMP24 is a standalone document. Within the rdWRMP24 we have added a new subsection to Section 8.7 of the main statutory document, which presents the Best Value Plan, Least Cost Plan and Best Social and Environmental Plan to address this consultation comment. Please refer to Section 8.7 of the main statutory document for further detail.	Y	Main Statutory Document	8.7
PW_SoR53at	Environment Agency	Testing the plan	The company has undertaken some sensitivity tests to help inform its preferred programme. However, it does not appear to have tested the impact on the plan if key supply options such as Havant Thicket (baseline) is delayed or Source S Drought Permit does not yield the assumed DO. We recommend the company undertake these further sensitivity tests to ensure its plan is robust and could adapt with alternatives if needed. These should include testing of supply options, assumed demand savings and resilience timing. The company should ensure there are clearly communicating any risks that have been identified to Southern Water. This could be included within the monitoring plan. For example, if demand savings are not being met, what metrics are monitored and what is the threshold where Southern Water would need to be informed so Southern Water could take appropriate action. The company should ensure it is exploring alternative options within the adaptive plan	For the rdWRMP24 we have undertaken a range of sensitivity tests to test the outcome of reduced DO yield from Source S drought permit and reduced demand savings. The outcome can be found in Appendix 9A.  Havant Thicket Reservoir is now scheduled for completion in 2031/32. This delay does not impact Portsmouth Water's supply demand balance as the water is required for Southern Water.  Since the dWRMP24 we have also produced a Monitoring Plan which details the key metrics we will monitor to identify risks for WRMP24. Please refer to Appendix 10A. We will continue to work closely with Southern Water and WRSE to identify any delivery risk of WRMP24. This is also detailed within our Monitoring Plan.	Y	Main Statutory Document and Appendix 9A	Section 9 of main document and Appendix 9A

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PW_SoR53au	Environment Agency	Adaptive Planning	The plan states that the adaptive planning approach includes a monitoring plan setting out how the company would track progress and identify the triggers to confirm the need to shift to an alternative pathway and when it might be (section 8.3.1), however no monitoring plan has been included. A monitoring plan is required informing how you will monitor your plan, and how each decision will be taken and at what point each decision will be made for the adjusting pathways of the adaptive plan. It should include measurable metrics	<p>We have developed and included appendix 10A in the rdWRMP24. This sets out our monitoring plan. We will monitor and report against key metrics via our annual WRMP reviews including:</p> <ul style="list-style-type: none"> <li>-Measured and forecast population growth and consequential supply-demand impact of changes to distribution input (in MI/d). 5-year updates based on ONS and local planning updates should be sufficient.</li> <li>- Forecast impacts of climate change on deployable output (in MI/d) as updated for WRMP29 and WRMP34 consistent with the latest UK climate projections at the time of forecast.</li> <li>- Environmental Policy (including licence capping) with respect to the timing and prioritisation of the long-term Environmental Destination which in turn will affect forecast impacts to deployable output post the 2035 decision point. This can be monitored through the AMP8 and AMP9 WINEP investigations and options appraisal programme and use this reporting mechanism.</li> <li>- Progress with demand side options (e.g. we are proposing universal smart metering) and whether this is translating into reduced demand (MI/d) and PCC in line with target profiles.</li> </ul> <p>Drought resilience with respect to progress on supply schemes and how delivery is impacting the supply-demand balance (MI/d). Our key supply side scheme for AMP8 is Havant Thicket Reservoir. Our annual WRMP review will also confirm drought plan assumptions and whether TUBs, NEUBs, Emergency Drought Order and supply side permits/orders remain valid.</p> <p>Based on the key factors above we believe that we can use existing reporting mechanisms to provide the information for the regional monitoring plan which will allow us to keep track of the situations. If the forecast supply demand deficits fall outside the range that has been considered in the plan or for the preferred pathway we will flag how the investment strategies might need to be updated.</p>	Y	Main Statutory Document and also new Appendix 10A	New Section 10.11 and also new Appendix 10A
PW_SoR53av	Environment Agency	Decision Making (Programmes and Plans)	It is not clear if the leakage and demand options in the plan have been optimised. The plan should be updated to include information on how leakage and demand management options have been optimised in the plan.	<p>Since the dWRMP24 the demand management options have been reviewed in light of the new Environmental Improvement Plan (EIP) and the interim and long term demand reduction targets. These targets are more challenging than those proposed for the dWRMP24 and as a result there are a limited number of demand options available to meet these expected reductions. Therefore, for the rdWRMP24 the EIP targets for demand reductions will be the main factor in the selection of the demand reduction options. The other key change is that we have committed to achieving a 50% reduction in leakage by 2040, not 2050.</p> <p>We have produced two new supporting Appendices for Leakage Strategy (Appendix 10C) and Water Efficiency Strategy (Appendix 10B). These appendices detail how the demand reduction options have been selected to form the selected demand baskets.</p>	Y	Appendix 10B, 10C and Main Statutory Plan (Section 7.2.5)	10B, 10C and rdWRMP Section 7.2.5
PW_SoR53aw	Environment Agency	Environmental Assessment	<p>The narrative states that the company is committed to becoming net zero carbon by 2050 (section 7.4) however more information on the detail of how this will be achieved is required. Table 4 has some information on carbon for options (AA-AF) however some of the schemes have blank cells. It is recommended the narrative is updated to include</p> <ul style="list-style-type: none"> <li>• What is your plan to achieve net zero?</li> <li>• What is your starting point?</li> <li>• What actions are you going to take and when?</li> <li>• How are you measuring these/ monitoring progress?</li> <li>• If you go off-track, what are your triggers for supplementary actions? What are these actions?</li> </ul> <p>This should encompass both the current and future operations of the company. If this information is located in a separate plan, this could be referenced in the narrative instead.</p> <p>Table 4 should be updated so all the feasible and preferred options have carbon information in (rows AA-AF), or it should be explained why some cells are blank.</p> <p><a href="#">[EA considered Portsmouth Water to fail Direction 3. (1) In accordance with section 37A(3)(d) linked to Carbon]</a></p>	<p>Since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero. You consultation comments have been captured within this new Appendix 7E, in particular Section 2, 3, 4 and 5.</p> <p>For the rdWRMP24 planning tables, Table 4 will be updated to populate the options which have missing carbon data. For the rdWRMP24 the supply carbon assessment was undertaken primarily by Wood Group UK (now WSP) and for the Demand Options the carbon was undertaken by a joint approach via WRSE. The only options which do not have Embedded or Optional Carbon are the drought plan options. These options would be expected to reduce carbon (i.e. via reductions in demand). Any gaps in carbon in the rdWRMP24 will be explained in Appendix 7E (Section 3.3).</p> <p>Appendix 7E also addresses the Direction Failure</p>	Y	Appendix 7E	All, Section 2.1 in particular
PW_SoR53ax	Environment Agency	Demand Options	<p>The plan should be updated to provide additional detail setting out the specific actions it will be undertaking to reduce distribution losses and supply pipe leakage, including the benefit of these options across the planning period. The company should show the costs and benefits (including expected savings) of each to justify the selection and phasing of leakage activities set out in table 39. The company should clarify if the leakage strategy fits in to the high plus demand basket, and if all the high measures in table 39 are included in the final plan and this should be clarified. The plan should be updated to explain how its intended programme will contribute to the 50% leakage reduction target.</p> <p>Clarity should be provided in the plan if the 50% leakage is incorporated in the baseline or final plan. The plan should be updated to reflect whether the 50% leakage reduction target will occur by 2040 or 2050. The plan should be updated to inform what activities are being undertaken to reduce non household underground supply pipe leakage and the tables should reflect this appropriately. The tables should be updated to take account of the benefits that metering will have on leakage (USPL losses) to measured households.</p> <p><a href="#">[The EA considered Portsmouth Water to fail the Direction 3. (1) In accordance with section 37A(3)(e) for not detailing its intended programme to manage and reduce leakage, including anticipated leakage levels and how those levels have been determined]</a></p>	<p>We can confirm our baseline supply demand balance assumes leakage remains static from 2024/25 and the 50% reduction is a final plan option. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050.</p> <p>Since the dWRMP24 we have produced a new supporting Appendix called Leakage Strategy (10C) which details our approach to achieving the 50% leakage reductions (which forms part of the High plus demand basket). Section 5 of the Appendix details the benefits and costs of the various options which make up the overall leakage reduction plans. Table 39 from the dWRMP24 main statutory document has been replaced by the Leakage Strategy Appendix (10C).</p> <p>The additional information provided in Appendix 10C is considered to address the Direction Failure linked to Leakage.</p>	Y	Appendix 10C	All
PW_SoR53ay	Environment Agency	Environmental Assessment	<p>The BNG assessments for the two preferred options were screened out due to no land use change, however, it is not known if the options were considered to indirect impact on habitat condition, i.e., via pollution. Options should be re-considered to ensure that no additional information is available that would deem a NCA and BNG assessment (and subsequently environmental net gain) in-scope. The BNG assessment methodology should outline a 10% BNG target and integrate the Natural Capital Assessment to contribute to environmental net gain. The Natural Capital Assessment methodology could evidence how the supplementary guidance Environment and Society in decisionmaking (Section A1.1.) have been met. For example, WRSE's collaboration with other water companies to gain shared understanding of Natural Capital assets.</p>	<p>Upon review it has been confirmed that neither of the two options that were included in the original modelling runs are forecast to have a Natural Capital or BNG impact and were correctly scoped out. This judgement was made in line with the WRSE natural capital and biodiversity methodology document which is in line with the water resource planning guidance supplementary guidance (environment and society in decision making). Given no expected land-use change and the requirement for a proportional approach as per the SG principles this was deemed an appropriate scoping out.</p> <p>The updated WRMP will include an additional section to demonstrate alignment to the principles of the WRPG SG and how they have been met by Portsmouth Water in both their submission and their environmental activities. This places a focus on the collaborative approach that Portsmouth Water have taken to their WRMP through their direct engagement with WRSE and their commitment to the environment through the development of nature and catchment based solutions outside of the WRMP programme.</p>	Y	Appendix 1G	1G

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PW_SoR53az	Environment Agency	Demand Forecast	Clarity should be provided on the percentage input into row 16BL of the table 3a. It is currently unclear how this has been derived. The tables show that the percentage of consumption driven by climate change increases over the plan and that by 2074/75 is 95.6% which appears to be a high percentage. The percentage values entered in the table should be checked and the plan should be updated to explain the values put into row 16BL of table 3a.	The numbers in row 16BL were formatted as percentages, which made the numbers 100 times larger than they should be. Once corrected, the climate change increases by 2074/75 reach 0.956% (not 95.6%). This will be reflected in the rdWRMP24 planning tables.	Y	WRMP24 Planning Tables	Table 3a Line 16BL
PW_SoR53ba	Environment Agency	Supply Forecast	The plan should be updated to reference HR Wallingford climate change report – Updated projections of future water availability for the third UK climate change risk assessment and clarity provided if the outputs from the report have been considered.	This reference has been added to the main statutory document with a brief summary of the outcomes presented. Please refer to Section 5.5 of the main Statutory Plan.	Y	Main Statutory Document	5.5
PW_SoR53bb	Environment Agency	Supply Forecast	The plan does not reference how the climate change impact on the groundwater deployable output has been assessed and should be clarified. The plan should be updated to clarify how the climate change impact on groundwater has been assessed.	For the rdWRMP24 we have updated our assessment of climate change on deployable output. This is detailed in Section 5.5 of the main statutory document. This replaces the current text where the reference to the WRSE method is made. Please refer to Section 5.5 of the main Statutory Plan.	Y	Main Statutory Document	5.5
PW_SoR53bc	Environment Agency	Supply Forecast	The exact scaling equation has not been given, and it is not clear if changes have been scaled from 1990, and should be provided for clarity. The plan should be updated to confirm which scaling equation was used and if the changes have been scaled from 1990.	In section 5.5.1 of the main statutory document we state 'The climate change DO impacts are linearly scaled prior and post 2070 to provide a profile of climate change across the planning period.' This section has been updated to: 'The climate change DO impacts are linearly scaled from 1990 to 2070 and extrapolated beyond 2070 to provide a profile of climate change across the planning period.'	Y	Main Statutory Document	5.5.1
PW_SoR53bd	Environment Agency	Supply Forecast	The plan informs that 20 WRSE climate 1:500 deployable output runs we used in the assessment (Appendix 6A), however it is not clear how they were selected. The plan should be updated to confirm how the 20 model runs were selected, including where the model runs came from. <a href="#">[This comment was in relation to headroom assessment]</a> .	Since the dWRMP24 we have updated our headroom assessment and these updates are reflected in the update Appendix 6A. Please refer to Section 4.7 of Appendix 6A which provides information on how the model runs were selected.	Y	Appendix 6A	4.7
PW_SoR53be	Environment Agency	Overview	The narrative informs the results from the WRMP19 WRZ integrity report are still relevant and have been used as no changes in the company area or configurations has occurred since this report (section 1.6.2). However, modelling after WRMP19 identified a pinch point in the supply system and Source O Booster option identified (Section 7.2.1). The narrative does not inform that the WRZ integrity report has been reviewed in light of the modelling or further knowledge gained since WRMP19. The WRZ integrity report should be reviewed with knowledge gained since WRMP19, to ensure the report still appropriate and be updated with findings of review, and it should be confirmed if one Water Resource Zone is still appropriate.	There have been no changes to the company area or WRZ configurations since WRMP19. As there have been no significant zonal configurations to the water supply network, the results of the WRMP19 Water Resource Zone Integrity Study are still relevant and have continued to be used to inform this finding.  Since WRMP19 we have used our pywr water resources model to reconfirm our baseline Deployable Output (DO) and the benefit of the Havant Thicket Reservoir. It was determined that the current network is not currently optimised to make use of Havant Thicket water. The Source O Booster option allows additional water to be moved eastwards within our Water Resource Zone (WRZ), such that the WRZ deployable output is increased under lesser drought scenarios. Importantly the option unlocks a separate conjunctive use option, which recognises the additional benefit under severe drought from having both the Source O Booster and Havant Thicket Reservoir in place. This is not considered to impact our WRZ integrity and therefore no changes have been made between draft and revised draft WRMP24.  In line with Environment Agency guidance, the Source O Booster option is not included within the WRZ integrity study because it is not currently funded. We anticipate a revised Water Resource Zone Integrity Study for WRMP29. This will be reviewed in light of the WINEP investigations and how sustainability reductions may impact WRZ integrity.	N	N/A	N/A
PW_SoR53bf	Environment Agency	Options Appraisal	It would be beneficial to see the full unconstrained list (and screening), worksheet "WRMP24 Uncon & Screening" within WRMP2024_UCOptions & screening_v10.1.xlsx. The reason for any option rejected should be provided.	This spreadsheet will be provided directly to the Environment Agency (via the Defra/EA SharePoint) but will not be published as a supporting Appendix as the spreadsheet cannot be redacted. The WRMP24 planning tables detail the reasons for option rejection (see Table 4).	N	N/A	N/A
PW_SoR53bg	Environment Agency	Options Appraisal	The reason for screening out each option during the option selection process has not been provided. The only reasons provided in the plan the options flagged for future review (Appendix 7a). The reason for any option rejected should be provided.	The outputs of the screening can be found in the following document '43167-WOOD-XX-XX-RP-Z-0001_S0_P02.3_Options identification and screening'. This document will be provided directly to the Regulators as Appendix 7D (Section 7.3, 128). The reason for option rejection can also be found in Table 4 of the WRMP24 planning tables.	Y	Appendix 7D	All
PW_SoR53bh	Environment Agency	Supply Options	There are a limited number of supply side options, and only Havant Thicket is taken forward. Supply side options rejected in the options appraisal process should be further considered for their feasibility	The publication of the rdWRMP24 will include an additional Options Appraisal Appendix to Regulators which will include further detail on the screening process and the rejection of options. Please note this Appendix will be only provided to Regulators due to detailed information on supply options.	Y	Appendix 7D and rdWRMP24 Section 7.3 page 128	All
PW_SoR53bi	Environment Agency	Supply Forecast	Ensure that baseline Deployable Output (6BL) is presented to reflect 1:500 supply resilience from the first to the last year of the planning horizon. Reductions to levels of service before 2040 should be presented as an option, with the Deployable Output benefit of a level of service reduction set out in 6.3FP in table 3b (and table 3e where relevant for DYCP). This option must also be set out in table 4 (option appraisal table) and table 5 (preferred option benefits table). The company should make it clear that the option description reflects the WAFU benefits from a defined lower level of service such as 1 in 200 up to the point at which you move to 1 in 500. The final planning table 3c will then be automatically calculated to reflect the benefits from your reduced levels of service alongside your other options. The benefit of levels of service reduction in table 5 must match the value presented in table 3b in 6.3FP as both are DYAA tables.	Since the dWRMP24 we have updated the planning tables to ensure a 1 in 500 supply resilience from the first year of the planning horizon. A service level change option is then implemented to reflect the shift from 1 in 200 to a 1 in 500 level resilience. The rdWRMP24 planning tables will be updated to reflect this change over Table 3, 4 and 5. The information is consistent over all tables.	Y	WRMP24 Planning Tables	Table 3, 4 and 5
PW_SoR53bj	Environment Agency	Overview	The drought vulnerability assessment should be updated before the final plan. The findings of the assessment should be fully incorporated in the plan. 2 response surfaces should be presented in the plan.	The Drought Vulnerability Assessment (DVA) has been updated and is presented in Appendix 1F. Having completed this reassessment, we can confirm that the WRMP19 approach to the DVA remains valid for WRMP 2024 (WRMP24). However, for the WRMP24 assessment we have updated data to reflect the latest assessments for WRMP24. Appendix 1F contains four response surfaces.	Y	Main Statutory Document and updated Appendix 1F	New sub-section in Section 1.7 called Section 1.7.11 of the main statutory plan, and updated Appendix 1F

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PW_SoR53bk	Environment Agency	Overview	<p>The plan should be updated to explain more clearly the methodology and assumptions used in calculating the annual risk of restrictions, and should explain level 4 restrictions more clearly. Clarity should also be provided if the implementation of options will change the annual risk.</p> <p>Additional clarification feedback from the EA;</p> <ul style="list-style-type: none"> <li>- Clarify methodology and assumptions in narrative of section 5.2</li> <li>- How does Havant Thicket affect the modelled likelihood of TUBs and NEUBs (the plan and table should be updated accordingly e.g. Table 2f)</li> <li>- Why does the drought permit/order change in 2041/42 Current narrative says Supply side drought permit is used between 2025/26 until 2039/40</li> </ul>	<p>Our agreed Levels of Service are specified in Section 1.8 of our WRMP24 main statutory document. WRMP24 table 2f (WC Level DYAA - Levels of Service - Final Planning) reflects modelled and minimum changes to the Levels of Service for supply side drought permits and emergency drought orders over the planning period. Our committed Levels of Service (LoS) are as follows: Temporary Use Bans (1 in 20 years or 5% annual chance), Non Essential Use Bans (1 in 80 years or 1.25% annual chance), Drought Permits/Orders (1 in 125 years or 0.8% annual chance, changing to 1 in 500 years or a 0.2% annual chance from 2041-42), and Level 4 Emergency Drought Orders such as standpipes and rota cuts (1 in 200 years or 0.5% annual chance, changing to 1 in 500 years or a 0.2% annual chance from 2039-40).</p> <p>The implementation of both TUBs and NEUBs are triggered by the groundwater level in a specific observation borehole receding to predefined levels. This borehole is not used to provide drinking water and the level in it is unaffected by drinking water abstractions. It is an indication of natural groundwater levels in the aquifers under our supply area. The groundwater level in our drought indicator well is relatively unaffected by the implementation of the Havant Thicket Approved Scheme or other supply side schemes in the rdWRMP24. Therefore, the Havant Thicket Approved Scheme does not impact the likelihood of TUBs or NEUBs for our customers. The Level of Service we plan to is recorded in our Pywr supply model and the frequency of restrictions is verified through post processing checks. Our Pywr model uses 19,200 years of synthetically generated but plausible years of weather data (known as a stochastic data set). Over these 19,200 years of data that are modelled, the TUBs trigger is met at some point (usually during the summer) in 949 of these years. This is a 1 in 20 likelihood. NEUBs are triggered a quarter of the years of weather data where TUBs are triggered.</p> <p>Regulatory guidance states that "You should plan, where appropriate, to use drought permits and orders less frequently in future, particularly in sensitive areas." To comply with this, from 2041-42 we have 'switched-off' the ability to benefit of our only supply side drought permit. Therefore the modelled LoS for Drought Permits/Orders changes from 1 in 125 years to 1 in 500 years (or 0.2% annual chance) i.e. we stop relying on this drought permit to achieve 1 in 500 year resilience, but it might still be needed in an emergency for drought events of 1 in 500 year or worse. Level 4 indicates the drought severity which we plan to supply a secure and reliable water supply up to. If we experienced a drought which was worse than our Level 4 Level of Service we would have to resort to our Emergency Planning measures. Regulator guidance for WRMP24 requires us to increase the resilience of our system from a 1 in 200 to a 1 in 500 year drought by 2039. To achieve this, our baseline deployable output is reduced. All new supply options will be implemented assuming a 1 in 500 year DO benefit. By 2039-40 we have fully transitioned to a 1 in 500 year level of drought resilience. This is reflected in the modelled and the minimum rows of Table 2f by our Level 4 Emergency Drought Orders changing from 1 in 200 year to a 1 in 500 year (or 0.2%) drought from 2039-40 onwards. We have updated section 5.2.5 of our rdWRMP24 document with this information.</p>	Y	Main Statutory Document	Section 5.2.5
PW_SoR53bl	Environment Agency	Supply Forecast	Information could be provided on how the company plans to improve its data collation, assessment and estimation of outage	Within Appendix 5A Mott MacDonald (who undertook the outage assessment) provided future recommendations for outage recording. Since the dWRMP24 we have responded to these recommendations which are presented within the Annex of Appendix 5Ab. Please refer to this supporting Appendix.	Y	Appendix 5Ab	Annex to appendix
PW_SoR53bm	Environment Agency	Preferred Plan	The report mentions that there will be no new abstractions (executive summary) but also will apply for new abstraction licences (section 5.4.3). The plan should be updated to clarify if new abstractions are proposed.	Since the dWRMP24 we have produced a new appendix (5B) which details our approach to sustainable abstraction linked to current licences and time limited licence variations (which may require renewal). The other key change is that due to greater sustainability reductions, in the future we would need to increase our abstraction from Havant Thicket Reservoir. The main statutory document has been updated accordingly. The text in Section 5.4.3 from the dWRMP24 is now largely contained in Appendix 5B.	N	N/A	N/A
PW_SoR53bn	Environment Agency	Overview	The company should report on the method it has used to confirm that it can comply with the more frequent drought measures (L1-L3). The company should justify any significant reduction in deployable output as a consequence of including the frequency as a constraint or outline how it intends to minimise the reduction.	<p>The Level of Service we plan to is recorded in our Pywr supply model and the frequency of restrictions is verified through post processing checks. Our Pywr model uses 19,200 years of synthetically generated but plausible years of weather data (known as a stochastic data set). Over these 19,200 years of plausible weather data that are modelled, the TUBs trigger is met at some point (usually during the summer) in 949 of these years. This is a 1 in 20 likelihood. NEUBs are triggered a quarter of the years of weather data where TUBs are triggered.</p> <p>The frequency or annual risk of Level1-3 drought restrictions reflected in our committed Levels of Service has not resulted in a reduction in deployable output. The impact of our change to the frequency of Level 4 drought restrictions has been achieved through revised deployable outputs with a 'LoS' element included in the modelling up until 2039-40 to effectively maintain the current 1 in 200 supply capability in the modelling until we fully transition in to a 1 in 500 year level of drought resilience as required by the regulatory guidelines.</p> <p>As set out in our statutory Drought Plan, the implementation of both TUBs and NEUBs are triggered by the groundwater level in a specific observation borehole receding to predefined levels. This borehole is not used to provide drinking water and the level in it is relatively unaffected by drinking water abstractions. It is an indication of natural groundwater levels in the aquifers under our supply area. When implemented, TUBs and NEUBs cause customer demand to reduce and improve the balance between supply and demand during severe and extreme droughts. A secondary benefit is that this reduced demand preserves supplies of water and enables us to maintain our deployable output levels with greater confidence for a longer duration should the drought continue.</p> <p>Regulatory guidance states that "You should plan, where appropriate, to use drought permits and orders less frequently in future, particularly in sensitive areas." To comply with this, from 2041-42 we have 'switched-off' the ability to benefit from our only supply side drought permit within our modelling. Therefore the modelled and minimum LoS for Drought Permits/Orders changes from 1 in 125 years to 1 in 500 years (or 0.2% annual chance) i.e. we stop relying on this drought permit to achieve 1 in 500 year resilience, but it might still be needed in an emergency for drought events of 1 in 500 year or worse.</p>	Y	Main Statutory Document	Section 5.2.5
PW_SoR53bo	Environment Agency	Demand Forecast	There is an unusual dip in the new properties forecast figure between years 2046 to 2052 and the reason for this should be clarified.	The Housing Plan scenario is part of our core preferred pathway and has population growth underpinned by each local authority's Local Plan housing growth trajectory. Following the final year of data, projected housing growth in non-London areas returns to the ONS-14 long-term annual growth average by 2050. The dip in new properties in 2050 is caused by this data change. We have updated the Housing Plan scenario for the revised draft WRMP24. The projected housing growth now returns to average of ONS-14 & ONS-16 long-term annual growth average by 2050. The dip in new properties in 2050 is still present within the data.	N	N/A	N/A
PW_SoR53bp	Environment Agency	Environmental Assessment	The plan contains no consideration of uncertainty in the carbon assessment. It is recommended to report that there is a level of uncertainty associated with carbon data and the company's plan on how to minimise it.	Since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero. Your consultation comments have been captured within this new Appendix 7E, in particular Section 2.3 which details the uncertainty in baseline carbon. Further discussions with the EA indicated their comment also related to carbon links to the options selected. Carbon was one of the best value metrics considered in the best value investment modelling process.	Y	Appendix 7E	All, Section 2.3 in particular
PW_SoR53bq	Environment Agency	Options Appraisal	The company has submitted one or more schemes to be considered for acceleration in the remainder of AMP7. An announcement around the outcome of this acceleration process is expected in March. Ensure the company's revised draft plan takes account of any decisions on its scheme acceleration proposals where applicable.	We sought acceleration funding for our smart metering roll out. This will allow us to prepare ahead of AMP8 to ensure we meet our forecast smart metering roll out as detailed in the rdWRMP24. This has been accounted for in our rdWRMP24.	N	N/A	N/A



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PW_SoR54a	Individual	Supply Options	I read that the 'Current approved plan has no element of recycled water', and that you are now considering using recycled water from Southern Water. I am 100% against this	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 5.2
PW_SoR54b	Individual	Supply Options	Havant Thicket Reservoir has a strong environmental motivation according to your summary documents. Allowing Southern Water to contribute in any form at all would seem to me to be a way of ensuring that the environment will not be protected. Their record over the last decade (at least) is shocking - they continue to pollute our seas and harbours, are repeatedly called out for this and fined, pay large fines for their poor behaviour, and then carry on polluting. I would not trust them to deliver on any of their promises, and am concerned that you are considering partnering with Southern Water in this way.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR54c	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> If water from the reservoir is used to fill up some of our rivers - Test, Itchen, Ems, etc - then I do not want recycled water to be part of this This would mean that we would be polluting our rivers, which are already struggling. I believe that the current approved plan would be healthier for our rivers.	Water from Havant Thicket Reservoir will not be used to fill up rivers. Both Southern Water and ourselves received a range of consultation comments regarding the Hampshire Water Transfer Water Recycling Project (HWTWRP). Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Section 1.2 of the Appendix details the flow pathways of Havant Thicket Reservoir and the proposed HWTWR.	Y	Appendix 7F	1.2
PW_SoR54d	Individual	Supply Options	You talk about looking for other Groundwater sources to find more fresh water. In principle this would seem to be a good idea, but I would be concerned at the impact of taking this water, and would want the negative impact on the groundwater source to be fully investigated before any action was taken.	Our WRMP24 does not propose any new abstractions. Between 2025 and 2035 we plan to investigate the environmental impacts of our existing abstractions. This is expected to result in a reduction in groundwater abstraction.	N	N/A	N/A
PW_SoR54e	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> you say that you will reduce supplies to Southern Water by 2040/ 2049, and then get water from Southern Water after this. This seems to be a very short timescale, considering the massive investment in Havant Thicket Reservoir. I would hope that this reservoir would mean that we can be self-sufficient with water resources.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 2.1 and 3.1 of Appendix 7F.</p>	Y	Appendix 7F	2.1, 3.1
PW_SoR54f	Individual	Demand Options	I believe your leakage targets of 20% reduction by 2025, and 50% reduction by 2050 are too little too late. I would like to see both significantly increased. It is also unclear to me whether you stand any chance of reaching your targets anyway, and whether they are legally binding. I am worried that they could become 'moveable' targets, that will never really be reached, and are just part of a 'Plan'. I would like this aspect of our water supply to be a top priority, with the appropriate and required resources and money available to achieve it.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR54g	Individual	Demand Options	Do you support the use of smart meters? (So customers can track their water use and spot leaks) No. I think they are a waste of time and money. It is obvious when you are using a lot of water - I don't think we need a digital display to tell us.	<p>Thank you for your comment.</p> <p>Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Our focus will be on ensuring that we have the skills and tools in place to exploit the opportunities arising from our universal smart metering programme whilst ensuring that we deliver tangible behavioural and usage reductions with other supporting measures before, during and after the roll out. Since the dWRMP24 we have produced a new Water Efficiency Strategy which details our approach to water efficiency, including further details on smart metering. Please see Section 4.5 of Appendix 10B.</p>	Y	Appendix 10B	4.5

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PW_SoR55a	CCWater	Engagement and consultation	The Non-technical summary was a really helpful, clear and engaging document that would give any reader the sufficient information to understand and query the plan proposed. Customers reading this document would be able to understand the current situation, the challenges facing the region, the process taken to reach the draft plan and the substance and implications of the options selected with the plan.	Thank You. Comment noted, no action required.	N	N/A	N/A
PW_SoR55b	CCWater	Demand Options	We would like to see more information within the plan on: Metering plans for non-household properties, including the plans for smart meter installation;	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support for non-households. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR55c	CCWater	Preferred Plan	What safeguards are in place to protect the company and customers in areas of the plan which are dependent on Southern Water performance	Southern Water will track and monitor its performance against demand reductions and delivery of supply schemes via its WRMP Annual Return. Both directly and as part of WRSE, Portsmouth and Southern Water will continue to work collaboratively to deliver a resilient and reliable water supply to meet the demands of customers and of the environment. The performance will feed into WRMP29 and new options identified if required. This monitoring has been included within our Monitoring Plan which is detailed in Appendix 10A. The key areas linked to Southern Water are demand reductions (to allow a bulk supply) and the development of the Hampshire Water Transfer and Water Recycling Project.	Y	Appendix 10A	All
PW_SoR55d	CCWater	Preferred Plan	We would like to see more information within the plan on: How the large reduction in PCC will be achieved, in order to meet the government target by 2050.	In our rWRMP24 we have committed to Government targets on PCC, which is 110 by 2050. These demand reductions are ambitious and will be achieved primarily via smart metering, home audits for targeted water efficiency advice, the provision of water saving devices and a community award programme for newly metered customers. This programme of work will be supported by government incentives, such as Water Labelling.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail. As these plans progress ahead of 2025 we will keep CCW informed and consulted on our proposals to support customers to reduce their water demand.	Y	Appendix 10B	4.5
PW_SoR55e	CCWater	Demand Options	We would also like to stress the importance of Portsmouth Water continuing to work with customers and wider groups, including CCW, to ensure that all customers are supported on their move towards metering and smart metering and that vulnerable customers are identified and protected against any unfair detrimental impact from these changes.	We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers. We are committed to supporting vulnerable customers and are keen to engage with CCW and others to help ensure customers are fully supported through their smart metering journey.	N	N/A	N/A
PW_SoR55f	CCWater	Engagement and consultation	The plan has clearly taken customer engagement on board to help prioritise the balance of these factors in meeting the challenges facing the company, with leakage reduction and metering forming key elements of the plan. Limitations on supply options due to the supply area being designated as over-abstracted are noted and it is promising to see innovative solutions such as water recycling and desalination to increase supply considered and consulted on with customers. [...]We hope that Portsmouth Water's engagement with customers on this issue will continue to ensure that their customers are convinced of the benefits of such a plan prior to it coming into play.	Comment noted. We welcome the acknowledgement of the customer engagement we have carried out up to this point and aim to continue this into the future.	N	N/A	N/A
PW_SoR55g	CCWater	Testing the plan	We note that key elements on the supply side of the plan in the longer term are dependent on the success of Southern Water in developing their own new supply sources which is largely out of the control of Portsmouth Water. Whilst we are pleased to see this joint company working, it should provide assurance to customers on what safeguards are in place to protect them in the event that Southern Water are not able to sufficiently reduce demand and develop alternative supply options. It is good to see transparency in the option for water recycling at Havant Thicket being clearly documented in the plan and the Non-technical summary including the ramifications for Portsmouth Water customers, despite being a part of Southern Water's resource plan.	We welcome your comments of support for the transparency and clear documentation in our dWRMP24. Southern Water will track and monitor its performance against demand reductions and delivery of supply schemes via its WRMP Annual Return. Both directly and as part of WRSE, Portsmouth and Southern Water will continue to work collaboratively to deliver a resilient and reliable water supply to meet the demands of customers and of the environment. The performance will feed into WRMP29 and new options identified if required. Appendix 9A details sensitivity testing of potential scenarios linked to the Preferred Plan and the outcomes of future scenarios (i.e. demand reductions not arising). Please refer to Appendix 9A.	N	N/A	N/A
PW_SoR55h	CCWater	Demand Options	We are pleased to see Portsmouth Water responding to a customer priority of seeing leaks fixed, as well as making plans to meet the industry's commitment by continuing to reduce leakage onto 2075. It is reassuring that any decision to meet this target ahead of target (by 2040) is being consulted with customers as part of the 25-year vision statement. [Similar to PW_SoR55f]	Comment noted, no action required.	N	N/A	N/A
PW_SoR55i	CCWater	Demand Options	We would encourage the company to share any innovative approaches to fixing leaks more widely across the sector to support the industry's ambition to reach 50% reduction in leakage by 2050.	Since the dWRMP24 we have produced a new Leakage Strategy Appendix which details our approach to achieving the 50% leakage reduction by 2040. Section of 1.4 of this appendix details where we expect innovation in leakage reductions. We have an active presence in the Leakage Network as well as the South West Hub, both of which meet quarterly to share best practice from across the water industry. We are also involved in multiple water industry projects related to leakage where best practice is shared and documented. Further information on leakage innovation and the 50% target can be found on the Water UK website: <a href="https://www.water.org.uk/publication/a-leakage-routemap-to-2050/">https://www.water.org.uk/publication/a-leakage-routemap-to-2050/</a> .	Y	Appendix 10C	All, 1.4
PW_SoR55j	CCWater	Demand Options	Although the aim is to be applauded, with Portsmouth's current high PCC and recent PCC trends in the region it will presumably take something quite radical to meet this aim. On review of the plan, it is not clear which of the elements of the plans to improve household water savings will be new/changed/enhanced compared with the current approach. Given recent trends in customer demand could you please set out what the company will be doing differently in their plans to encourage and enable customers (both household and nonhousehold) to use less water?	In our rdWRMP24 we have committed to Government targets on PCC, which is 110 by 2050. These demand reductions are ambitious and will be achieved primarily via smart metering, home audits for targeted water efficiency advice, the provision of water saving devices and a community award programme for newly metered customers. This programme of work will be supported by government incentives, such as Water Labelling. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our current approach and proposed options to support customers to reduce demand. Please refer to this Appendix, in particular Section 2 (current strategy) and Section 4 (proposed options) for further detail. Our provision of water efficiency advice remains largely the same as the current strategy but smart metering would allow us to provide informed support to customers.	Y	Appendix 10B	2, 4
PW_SoR55k	CCWater	Demand Options	It is disappointing that the draft WRMP lacks ambition on how the company should work with business customers and retailers in the short and long term to reduce demand and increase water efficiency. Particularly in light of the target of 15% reduction in non-household water usage by 2050 set out in the Environmental Improvement Plan.	Since the dWRMP24 we have reviewed our non-household demand reductions of 15% by 2050 to align with the Government targets. The key change since the dWRMP24 is that we are committing to smart metering all NHH customers. Smart Metering will be supported by communications and engagement, Waterfit engagement platform available to all businesses, Non-household water use assessment for schools, Non-household site assessments for small businesses (online or over the phone) and site leak detection offered to top 10% of non-household water users.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 3.2 (the proposed targets) and 4.5 (for options linked to NHH demand reductions for further detail).	Y	Appendix 10B	3.2, 4.5

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PW_SoR55l	CCWater	Demand Options	We would like to see greater innovation and ambition in demand management, with wholesale companies showing how they will engage with customers and retailers on joined up strategies to help reduce demand. Improved consumption data from business premises that have smart meters may help wholesalers and retailers do more to reduce demand. It would be helpful to clarify your metering plans for non-household properties, including the plans for smart meter installation and data use, within the plan.	Since the dWRMP24 we have reviewed our non-household demand reductions of 15% by 2050 to align with the Government targets. The key change since the dWRMP24 is that we are committing to smart metering all NHH customers. Smart Metering will be supported by communications and engagement, Waterfit engagement platform available to all businesses, Non-household water use assessment for schools, Non-household site assessments for small businesses (online or over the phone) and site leak detection offered to top 10% of non-household water users.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 3.2 (the proposed targets) and 4.5 (for options linked to NHH demand reductions for further detail). In addition, please refer to Annex 3 of this Appendix for further detail on the roll out of smart metering.	Y	Appendix 10B	3.2, 4.5
PW_SoR55m	CCWater	Demand Options	it will be extremely important for the company to consider how best it can support customers' through the transition to metered charging and smart meters, learning from the experience of the companies that have previously undertaken similar programmes. We would expect the company to provide both practical and financial support to those who need this and would therefore be keen to work closely with the company as they develop their metering strategy, and learn from companies who have successfully gone through this process before.	We are currently preparing our smart metering roll out strategy, of which a summary can be found in Annex 3 of our new Water Efficiency Strategy Appendix (10B). As part of the delivery we will engage with other water companies via WaterUK and experts in the industry to ensure a successful roll out. We would welcome working with CCWater with the development of our strategy as we prepare for PR24.  We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers.	Y	Appendix 10B	All, Annex 3
PW_SoR55n	CCWater	Demand Options	In light of the concerns around metering held by some Portsmouth Water customers we encourage the company to ensure that these customers' concerns are addressed and these customers are taken with the company on the proposed journey towards near 100% household metering rather than feeling compelled to have a meter against their will. This means explanation of the benefits of metering, advice (and practical help) on how to save water and information about the financial help available particularly to lower income customers, such as Water Sure, who may pay more on a meter. The continued identification of, and support for, consumers in vulnerable circumstances will also be important in this to ensure they are not unfairly impacted. It will be essential that the company understands the potential financial impact that the switch to a water meter will have on its customers so that it can tailor the support it provides. We would therefore welcome an opportunity to discuss these plans in more detail with the company before they are finalised, and share best practice.	We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers. We are committed to supporting vulnerable customers and are keen to engage with CCW and others to help ensure customers are fully supported through their smart metering journey. We are happy to engage on this and would welcome the opportunity to for CCW to share their best practice observations.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 3.2 (the proposed targets) and 4.5 (for selected options). In addition, please refer to Annex 3 of this Appendix for further detail on the roll out of smart metering, including plans for our customer engagement on smart metering. We can confirm our roll out will include a dedicated communication and delivery programme to ensure vulnerable customers are protected. We would seek to work with CCW on this as we progress towards 2025.	Y	Appendix 10B	3.2, 4.5
PW_SoR55o	CCWater	Demand Options	Portsmouth Water should be clear with customers about what data is needed, how it will be gathered, analysed, used and stored <a href="#">[Comment in relation to Smart Metering]</a> .	We plan to fully inform customers regarding the data we collect, the purpose of that data and how it will be used. This would be detailed in our communication plans ahead of 2025. Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR56a	Natural England	Environmental Assessment	The HRA must include all options required to address current and/or potential water deficits that the company may have that impact designated sites. The HRA must include assessment of existing supply options, such as current licensed abstractions, where there has now been a material change (since the last HRA of that licence and / or the last dWRMP) but essentially those that are currently undergoing investigation to understand with certainty whether there are adverse effects to particular designated sites. This should include but not limited to current WINEP investigations which have identified a potential adverse on integrity of a Habitat site. These options must be appropriately assessed in the HRA but also throughout the WRMP including the SEA	As agreed with Natural England, the SEA Report (new section 9.0 'Existing Supply Options') and HRA have been updated to provide detail on existing supply options (abstraction licences) that are currently undergoing investigations / WINEP. Details of what the investigation is, timeframes for completing the work and next steps, including monitoring, are set out in the reports. Note agreement being sought with NE / WRSE on whether a suitable replacement is needed for the worst case scenario that the licence is revoked.	Y	Appendix 10Da	Section 9
PW_SoR56b	Natural England	Environmental Assessment	The HRA should be a separate standalone document, it is currently an appendix of the SEA, this should also be publicly accessible.	Your comment has been noted - the HRA has now been removed from the Appendices of the SEA and presented as a 'standalone' report.	Y	Appendix 1G	All
PW_SoR56c	Natural England	Environmental Assessment	Though it is clear how the HRA has influenced options selected in the plan, there are designated sites which are detailed below for options Source S drought permit and Source O booster which should be included in the screening of the assessment.	A review of the HRA screening and appropriate assessment of the Source O booster and Source S drought permit has been completed and relevant sites added to the assessments where necessary. The requirement for further modelling, investigations and monitoring has been detailed within the WRMP and the reader has been referred to this in the HRA.	Y	Appendix 1G	1G
PW_SoR56d	Natural England	Environmental Assessment	Natural England recommends that for the Source S drought permit, in Table 4-2, screening for the following sites is undertaken; Chichester and Langstone SPA, Chichester and Langstone Harbour Ramsar, Pagham Harbour SAC, Pagham Harbour Ramsar and the Solent Maritime SAC as these appear to be within the zone of influence. In Table 4-2, the Arun Valley SPA, Arun Valley SAC, and Arun Valley Ramsar are screened out in the Stage 1 assessment due to no feasible impact due to the absence of connectivity and distance from the option. These sites should be taken to a Stage 2 appropriate assessment, further evidence should be provided to support the conclusion drawn as these sites all have vulnerabilities due to water abstraction. In E.2. Drought Permit: Source S for mitigation the sites Chichester and Langstone SPA, Chichester and Langstone Harbour Ramsar, Pagham Harbour SAC, Pagham Harbour Ramsar and Solent Maritime SAC should be added to the further investigation/modelling required to improve certainty of effect on receptors and their dependant species.	A review of the HRA screening and appropriate assessment of the Source S drought permit has been completed and relevant sites added to the assessments where necessary. The requirement for further modelling, investigations and monitoring has been detailed within the WRMP and the reader has been referred to this in the HRA.	Y	Appendix 1G Appendix 1G	1G
PW_SoR56e	Natural England	Environmental Assessment	The HRA Stage 1 screening in Table 4-2 for Source O booster does not appear to screen Pagham Harbour Ramsar, but the notes column of the table does refer to this site. This site should have its own row to clarify that it was assessed individually. Source O booster as stated in section 5.4. requires a project-level HRA which Natural England would advise is consulted on so the water quality impacts which can be screened out via mitigation and avoidance during construction of the new pumps can be confirmed. This option requires a cumulative assessment/in-combination assessment with other plan or projects. For this option there needs to be monitoring on the designated sites that may be impacted by the construction from potential water quality pollution to ensure that the avoidance/ mitigation measures in place have minimised this impact.	A review of the HRA screening and appropriate assessment of the Source O booster has been completed and relevant sites added to the assessments where necessary. The requirement for further modelling, investigations and monitoring has been detailed within the WRMP and the reader has been referred to this in the HRA.	Y	Appendix 1G Appendix 1G	1G

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PW_SoR56f	Natural England	Environmental Assessment	As detailed above there needs to be further Options screened in the HRA. Where there is an overlap of options between other companies WRMPs, as is the case for the Havant Thicket options with Southern Water, a consistent approach, with relatable conclusions between both company plans are needed. Natural England expect the following additional options at minimum, to be screened in the HRA: <ul style="list-style-type: none"> <li>Havant Thicket</li> <li>Options which have time limited conditions on the permanent licences that expire in 2028 which are: Source C, Source F, and the sources included in the QRST group</li> <li>Sources (A to T) which are currently undergoing investigation to understand with certainty whether there are adverse effects to particular designated sites</li> </ul> A consistent naming approach is needed for options between companies and the regional plan, please ensure this is the case for all options within the plan, the HRA and SEA.	Havant Thicket was not subject to environmental assessment as the option was considered baseline noting it has already received planning permission and is currently in development. As agreed with Natural England and WRSE, the in combination assessment has however been revised to include: 1) impacts between options within the plan; 2) impacts between options in neighbouring water companies' plans; and 3) and impacts between other plans and projects in the area, including operations outside their WRMP, e.g. drought plan and NSIPs such as SROs. As such, the ICA will pick up on options in other water companies plans including Havant Thicket.	Y	Appendix 1Da	Section 13
PW_SoR56g	Natural England	Supply Forecast	As a donor company of bulk supply to various New Appointment and Variations (NAVs) the company must ensure the relevant environmental assessments for these transfers have been undertaken, in relation to the bulk transfer and the supply abstractions. The HRA must be updated accordingly if any environmental impacts are identified from these sources/transfers. This applies to any new options, or existing options where there has been material change.	Further clarification from Natural England (04/04/2023 - WRSE Environmental Sub Group Meeting) confirmed that provided NAVs were accounted for in the supply demand balance and that no further environmental assessments were required.  Since the dWRMP24 we have reviewed our baseline NAVs and the volume is 0.57 M/d in the base year. These NAV volumes do not appear in the WRMP24 Planning tables but have been accounted for via a sensitivity test. Section 5.3.5 of the main statutory document has been updated to detail how NAVs have been accounted for. Future NAVs are unknown but are not considered to increase demand beyond the demand forecast. Future NAVs would be a reallocation of demand within the water balance, rather than new demand. Therefore, future NAVs are considered to be accounted for in the current demand forecast.	Y	Main Statutory Document	5.3.5
PW_SoR56h	Natural England	Environmental Assessment	Natural England were consulted on the SEA screening and scoping, prior to the consultation period. For the monitoring plan Natural England should be updated when there is further detail as listed below. Natural England welcomes that both WRPg and WISER guidance have been considered in the dWRMP.	Your comment has been noted - the SEA and HRA have been updated to provide greater clarity on proposed monitoring. This will include the need to update Natural England as appropriate.	Y	Appendix 1Da Appendix 1G	Section 14
PW_SoR56i	Natural England	Environmental Assessment	The WRSE SEA report refers to water companies' WRMPs for full details of SEA options assessments, and it acknowledges that the scoping and assessments undertaken by WRSE are a framework for more detailed assessments. Natural England advises that water companies should undertake their own SEA, including in-combination and cumulative impacts assessments. The in combination assessments should consider impacts between options within the plan, with options in neighbouring water companies' plans, and with other plans and projects in the area (e.g. major developments and other infrastructure projects). Portsmouth Water have only done an in combination assessment that considers impacts between options within their WRMP. They should also be considering their operations outside of the WRMP such as their drought plan. Based on comments on this related matter in section 1.1, Natural England is not confident WRSE's assessment is compliant or been fully assessed.	As agreed with Natural England and WRSE, Portsmouth Water have updated their in combination assessment to include: 1) impacts between options within the plan; 2) impacts between options in neighbouring water companies' plans 3) and impacts between other plans and projects in the area, including operations outside their WRMP, e.g. drought plan. The results of the in-combination assessment, alongside the five other water companies in the region, have been provided to WRSE who have completed a review of the assessments to ensure consistency and ensure no potential in combination effects have been overlooked. Further clarity has been provided on the WRSE reports being referenced within the assessment, alongside a summary of the relevant details.	Y	Appendix 1Da	Section 13
PW_SoR56j	Natural England	Environmental Assessment	For Table 6-2 both the Marine Conservation Zones (MCZ) of Pagham Harbour MCZ and Selsey Bill and the Hounds MCZ are not listed under the biodiversity issue.	Your comment has been noted - these have now been added to baseline and considered where necessary in the assessments.	Y	Appendix 1G	1G
PW_SoR56k	Natural England	Environmental Assessment	The scoping has the biodiversity for the Source S drought permit in Table 10-6 has the effect as moderate adverse when it should be major adverse due to the potential impacts which needs further evidence as mentioned previously. For Source O booster the biodiversity is 0 in Table 10-5 as it is post-mitigation though this mitigation has not been confirmed yet so there could be potential biodiversity adverse effects.	A review of the biodiversity significance of Impact scores (pre and post mitigation), in line with the updated HRA assessments, has been completed and scores updated where required. Where further investigative work to understand the impacts is required, this has been documented in the WRMP, alongside a timeframe for doing so.	Y	Appendix 1Da Appendix 1G	Section 11 1G
PW_SoR56l	Natural England	Environmental Assessment	The proposed monitoring in Table 13-1 of the SEA is too generic and lacks sufficient detail, Natural England advises that more detail is added regarding timescales and evidence needed. This should be added to the Requirement for monitoring column in table 13-1. The monitoring for the options selected Source S drought permit and Source O booster should include further detail. In Table 13-1 for Objectives 3, 4 & 7 there are both "Company wide and across all Options" and "Source O booster" and "Source S drought permit" selected for Options to which monitoring applies. There needs to be more detail in the reasoning for this i.e. is there more specific monitoring which applies to Source O booster and Source S drought permit compared to the generic "Company wide and across all Options" that isn't explained in the table as this is currently unclear.	Your comment has been noted - Table 14-1 has been updated to provide greater clarity on the proposed monitoring and ongoing investigations, including details of timescales for completing the work and evidence needed.	Y	Appendix 1Da	Section 14
PW_SoR56m	Natural England	Environmental Assessment	An in-combination and cumulative impact assessment needs to be done for the Source O booster option and Source S drought permit in the SEA report.	As agreed with Natural England and WRSE, Portsmouth Water have updated their in combination assessment to include: 1) impacts between options within the plan (including Source O booster and Source S drought permit); 2) impacts between options in neighbouring water companies' plans 3) and impacts between other plans and projects in the area, including operations outside their WRMP, e.g. drought plan. The results of their in-combination assessment, alongside the five other water companies in the region, have been provided to WRSE who have completed a review of the assessments to ensure consistency and ensure no potential in combination effects have been overlooked.	Y	Appendix 1Da	Section 13

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PW_SoR56n	Natural England	Environmental Assessment	As a NERC duty (as strengthened by the Environment Act 2021) to further the conservation objectives in the SEA there should be detail about long term restoration of Habitats sites in line with Portsmouth Water's statutory duties. This is considered in Table 6-2 though not further included in the report in how Portsmouth Water plans to meet these objectives. Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021. These timescales for improvements should be sufficient to meet the 2030 and 2042 targets for habitats and species set out in the Government's Environmental Improvement Plan (published 31st January 2023), and those within the Environment Act 2021 (published 19th December 2022) (see Annex 2 of this letter). Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021.	Table 6-2 of our SEA identifies the key environmental issues that we have identified from the review of baseline environmental information and other plans and programmes (as set out in more detail in Chapter 5 of our SEA) and provides a discussion on the implications/opportunities of such issues to the WRMP24 and provides clear links to the SEA Objectives. The analysis of key sustainability issues has influenced the development of the SEA Framework (see SEA Chapter 7), in particular in formulating decision making questions. The first of the environmental issues identified in Table 6-2 is Biodiversity. Through all our activities as a responsible Company, we aim to protect and enhance biodiversity, priority species, vulnerable habitats and habitat connectivity and achieve biodiversity net gain. We manage our operational sites and the land we own to enhance and protect Biodiversity by carrying out grass cutting, coppicing, scrub management and pond maintenance at specific times of the year taking into consideration the findings of the most recent ecological surveys. We aim to improve the Biodiversity value of company land wherever possible. This has included the planting of native trees, hedgerows, the creation of ponds, converting disused underground reservoirs to Bat caves, restoring chalk grasslands, as well as creation of Bat and Bird resting and breeding places. As part of the Havant Thicket Reservoir project, part of the baseline of our WRMP, we have developed an extensive environmental mitigation and compensation package which includes creating and improving more than 200 hectares of woodland and wood pasture. Large-scale habitat restoration will be undertaken within Havant Thicket woodland, Bell's Copse and on Portsmouth Water owned land in Staunton Country Park. Portsmouth Water will also create 80 hectares of wood pasture on a local plot of land and is working with a local environmental group to relocate 80 trees from within The Avenue and replant these locally. As part of our wider ongoing environmental commitments, we are offering a grant scheme from 2020 to 2025 for environmental improvements. The aim of this is to improve habitat networks around Portsmouth Water Sites. More information about these activities can be found on our website - <a href="https://www.cleanwaterpartnership.co.uk/biodiversity">https://www.cleanwaterpartnership.co.uk/biodiversity</a> Where possible we aim to maximise the environmental benefits through the delivery of our WRMP Schemes, but these schemes are overwhelmingly dominated by activities between 2025 to 2035 to reduce demand for water to, in turn, deliver substantial sustainability reductions to the water bodies across our supply area. These activities include installing smart metering for household and non-household water users, reducing leakage from our network and working with customers to use water wisely. Since the dWRMP24 we have revised our demand options to be even more ambitious and meet the Environmental Improvement Plan targets. Our revised demand options are detailed in Appendix 10B (Water Efficiency Strategy) and 10C (Leakage Strategy). We have also provided further information on our potential sustainability reductions in a new Appendix 5B 'Investigating and Achieving Sustainable Abstraction'. We have a quarterly meeting with Natural England to discuss WRMP and WINEP details at a local level. We will discuss in further detail how we can better align ourselves with the newly published Government's Environmental Improvement Plan (Environment Act 2021), and make improvements to our existing work.	N	N/A	N/A
PW_SoR56o	Natural England	Environmental Assessment	Natural England is concerned that the Environmental Destination set out in the plan is not sufficiently robust to ensure compliance with SEA requirements. Where the companies dWRMP is relying on the Regional Plan SEA or/ and the Environmental Destination within the plan to meet its environmental obligations it must still satisfy itself that the companies environmental obligations set out in Annex 2 are met. This includes making sure that non-European SSSI rivers and wetland SSSI and priority wetland habitats have been included in the Regional Plan Environmental Destination modelling. Species obligations and newer obligations from the Environmental Improvement Plan (EIP) should also be included within the Environmental Destination. WRMPs must include a pathway to meet the Company's nature recovery obligations in line with duties and timetables in Annex 2. In Natural England's view Portsmouth Water's dWRMP as currently written must be amended to meet these obligations.	Since our dWRMP24 we have reviewed and amended our Environmental Destination in detailed discussions with the Environment Agency and have designed our WINEP programmes to investigate and recommend the sustainability reductions required across our supply area with greater confidence. We are not relying on the Environmental Destination of the WRSE but have instead developed our Environmental Destination based on our knowledge of the environment in which we operate and working closely with the Environment Agency. We then supplied the WRSE with these forecasts to include in regional modelling. Since the draft plan we have provided further information on our potential sustainability reductions in a new Appendix 5B 'Investigating and Achieving Sustainable Abstraction'. Please refer to Section 2.2 (potential reductions) and 3.2 (WINEP investigations).	Y	Appendix 1Da	Section 2
PW_SoR56p	Natural England	Environmental Assessment	Natural England advises that more detail is provided in the SEA SSSI assessments. This should be Page 7 of 19 clearly identifiable separate section which includes: the SSSIs in the plan area which are already listed but include their designated features, with the potential impact to them, the Favourable Condition Tables (FCTs)/ monitoring specifications should be referred to. Where the options impacts cannot be excluded and the condition of the SSSIs in the dWRMP plan area including reference to the SSSIs that are groundwater dependant terrestrial ecosystems. Source S drought permit should include proposals to enhance SSSI resilience to potential impacts in water availability due to abstraction, as set out in Annex 2 for company duties.	The SEA Report has been updated to provide greater clarity on anticipated effects on SSSIs. A SSSI assessment has been prepared and included as a separate Appendix. The results have been reflected in the SEA 'Biodiversity' objective. The SSSI assessment sets out the WRMP24 Options and identifies those SSSIs where an Option (and its related construction / operation) could potentially pose a risk to that SSSI. The assessment is desk based and utilised the Impact Risk Zones (IRZs) GIS tool developed by Natural England which helped define zones around each SSSI which reflect the particular sensitivities of the features for which it is notified and indicate the types of development proposal which could potentially have adverse impacts. The assessment further sets out high level mitigation for those Options where there could potentially be impacts on the Objectives of a SSSI and identifies further work / processes required to be undertaken at later stages (such as at detailed design or planning application stage).	Y	Appendix 1G	1G
PW_SoR56q	Natural England	Environmental Assessment	Natural England is pleased to see the SEA has covered landscapes and protected landscapes in the region and the relevant protected landscapes in the dWRMP have been correctly identified.	Your comment has been noted, no action required.	N	N/A	N/A
PW_SoR56r	Natural England	Environmental Assessment	Natural England cannot currently comment on the mitigation for Source O booster and Source S drought permit as further evidence is still needed on these options impacts.	SEA and HRA for Source O booster and Source S drought permit have been updated to provide clarity on ongoing and planned investigations, alongside a timeframe for doing so. Source S is also detailed in the new supporting Appendix 5B 'Investigating and Achieving Sustainable Abstraction'.	Y	Appendix 1Da	Section 14
PW_SoR56s	Natural England	Environmental Assessment	Natural England is pleased to see the historic environment is considered in the SEA objectives. As well as engagement being planned to occur with Historic England on cultural heritage aspects of this plan, of which are important protected landscape feature. Historic sites and landscapes should be avoided where possible. Portsmouth Water should also ensure they meet relevant heritage and nature recovery objectives of which the historic environment is part of, as outlined in the 25YEP (25 Year Environment Plan), please refer to annex 2 for further details.	Your comment has been noted - Portsmouth Water have engaged further with Historic England re. consideration of the historic environment within WRMP. Assessments have also been updated to reflect the latest understanding of Options. This includes locational information were available and a greater understanding of heritage assets and their setting. The SEA Report and WRMP have also been updated to provide additional clarity re. 25 Year Environment Plan and a commitment to avoiding historic sites and landscapes where possible.	Y	Appendix 1Da Appendix 1Da	Section 2 1G
PW_SoR56t	Natural England	Environmental Assessment	A Protected Landscape Mitigation Strategy may be needed where multiple schemes impact a protected landscape over the plan period, this should also include the options of other companies within the same protected landscape.	Your comment has been noted - the SEA Report has been updated to note a clear commitment is made within the WRMP to work with neighbouring Water Companies to produce a cohesive Protected Landscape Mitigation Strategy. Commitment is also made for further significant work to be undertaken in relation to the amelioration of landscape impacts.	Y	Appendix 1Da	Section 12 and 13
PW_SoR56u	Natural England	Environmental Assessment	The SEA has considered restoration and enhancement of habitat and species population though this is mentioned there is not enough detail on how in relation to specific habitat or species population which Portsmouth Water should consider under its public body duties under the NERC act 2006, as strengthened by the Environment Act 2021 to "further the conservation and enhancement of biodiversity". Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021.	Details of Portsmouth Waters duties under the NERC Act 2006 have been clarified within the dWRMP24 and cross referenced within the SEA and HRA.	Y	Appendix 1Da	Section 6

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PW_SoR56v	Natural England	Environmental Assessment	Natural England advises an assessment of impacts on priority species and priority habitats is done in more detail. This should identify all the relevant water dependant priority habitats and species in Portsmouth Water's dWRMP plan area and all the potential impacts there may be with and include monitoring for this.	The SEA and HRA have been updated to reflect current understanding of options and incorporate all available information. Where further work is required to understand impacts, further investigations are documented, alongside a timeframe for completing the work.	Y	Appendix 1Da Appendix 1G Appendix 1G	Section 11 1G
PW_SoR56w	Natural England	Environmental Assessment	Natural England would like to commend Portsmouth Water for the catchment measures being implemented across their supply area which will lead to greater environmental resilience and biodiversity improvements. Though these catchment measures may not provide direct deployable output benefits and primarily seek to improve environmental functioning, as an option within the WRMP, they should be considered within the relevant environmental assessments. This includes the HRA, SEA, NCA (Natural Capital Assessment), BNG (Biodiversity Net Gain) and INNS assessments. Natural England defers to the Environment Agency on WFD requirements.	Portsmouth Water will continue its catchment and nature based measures for raw drinking water quality into AMP8 and beyond. This is now considered a baseline activity. In AMP8 and AMP9 we will be implementing a range of catchment based investigations to assess the effects of abstraction on the environment. This will include options appraisal of options, including catchment and nature based solutions to bring wider social and environmental benefits. These options would be considered for environmental assessments for WRMP29 and beyond. Please refer to Appendix 5B (Investigating and Achieving Sustainable Abstraction) for further information.	N	N/A	N/A
PW_SoR56x	Natural England	Environmental Assessment	Source S drought permit requires an assessment of the impact the abstraction would have on species abundance. This would need to include measures to halt the decline in species abundance linked to water quantity and the species extinction risk (this includes those inside SSSIs that are rare threatened or endangered). This should also include how Portsmouth Water will reduce the risk of species extinction due to extra water abstraction. This should factor in how the measures put in for this contribute to 2030 targets in the Environment Act (please see Annex 2). Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021.	Source S Drought Permit is subject to an AMP8 WINEP investigation (08PW10006). As part of the scope of this study we have included a component to assess the effects of the Drought Permit on species abundance. Please refer to Appendix 5B, Section 3.3.	Y	Appendix 5B	3.3
PW_SoR56y	Natural England	Environmental Assessment	Natural England sees that climate change has been assessed though Source S drought permit in Table 10-6 has been assessed as minor adverse. This does not consider how wildlife will adapt to climate change and this option may make it more difficult for habitats and species to recover post drought as with more water abstraction this will lower the baseline drought groundwater levels further which may take longer to recover.	All drought permits, including Source S, are closely monitored (pre, during and post drought), in liaison with Natural England and the Environment Agency, as consulted upon and signed off under the Drought plan. Any potential longer term effects due to lowered baseline drought groundwater levels would be picked up at that stage and used to inform modifications to or trigger a need to identify alternatives. It would be extremely difficult to predict the potential effects now as each drought action is different, for example depending on time of year or baseline conditions.	N	N/A	N/A
PW_SoR56z	Natural England	Environmental Assessment	Source O booster cannot be commented on as it is not clear if this option is abstracting more water from the environment.	This option does involve an increase in abstraction from the environment. However the option would not be used in a normal year (NYAA). Therefore it would only be used in a dry year (DYAA). Further information will be provided in Section 10.5.1 of the main statutory plan.	Y	Main Statutory Document	10.5.1
PW_SoR56aa	Natural England	Environmental Assessment	The monitoring of climate change is vague in Table 13-1 for Objective 1 & 2. Both objectives have number of days/ hours when water infrastructure is disrupted due to extreme weather events and flooding, respectively. This does not include monitoring of these extreme weather/ flooding events that cause this or gathering data from sources which would. For flooding, Table 13-1 mentions Area (Ha) of flood plain lost but does not mention monitoring of where flooding takes place.	Table 14-1 has been updated to note the requirement for monitoring of extreme events such as extreme weather & flooding (gathering data from relevant sources) and the requirement for recording where flooding takes place.	Y	Appendix 1Da	Section 14
PW_SoR56ab	Natural England	Environmental Assessment	The dWRMP and SEA do not mention use of low carbon, catchment, and nature-based solutions to provide multiple benefits to address future catchment resilience. The dWRMP does not assess how much water is needed to support nature-based solutions in the company supply area. This should include the need to wet peat to help achieve the objectives of the England peat action plan.	In our rdWRMP24 we have proposed significant abstraction reductions within the baseline supply forecast. These licence reductions are required to meet the objectives of Environmental Destination. In PR24 and PR29, we are undertaking a range of WINEP investigations to assess the effects of abstraction on the environment and confirm the licence reductions proposed. Our rdWRMP24 includes significant demand reductions, which are low carbon options.  These investigations will include detailed options appraisal of solutions required, which will include an assessment of catchment and nature-based solutions which would form part of WRMP29. These options put forward for WRMP29 will be considered for assessment, alongside supply and demand schemes. Our approach is detailed within a new supporting Appendix, 'Investigating and Achieving Sustainable Abstraction' (5B). Please refer to this appendix for further information. Section 2.2 details the proposed licence reductions and Section 3.2 details the supporting investigations. These options would be assessed in line with the SEA and other environmental assessments.	Y	Appendix 5B	All, 2.2, 3.3
PW_SoR56ac	Natural England	Environmental Assessment	Marine Conservation Zones (MCZs) in Portsmouth Water region which are Pagham Harbour MCZ and Selsey Bill and the Hounds MCZ have no assessment of impacts in the SEA. This assessment should be a clearly identifiable separate section of the SEA, as also outlined above for the SSSI assessment. In the Table C-1 of Appendix C. Baseline Information for Selsey Bill and the Hounds MCZ the designated feature of Hippocampus hippocampus (Short snouted seahorse) is not listed and should be included. For the Source S drought permit there should be an assessment of the potential impacts to Pagham Harbour MCZ.	Your comment has been noted - the SEA Report has been updated to provide greater clarity on MCZs, with a specific section relating to these inserted. This has included Pagham Harbour MCZ and Selsey Bill and the Hounds MCZ as appropriate. In addition, the Plan sets out a commitment to undertake a separate and additional MCZ assessment which will assess potential impacts of the option on potential MCZ features.	Y	Appendix 1G	1G
PW_SoR56ad	Natural England	Environmental Assessment	Comments on WFD (Water Framework Directive) are a matter for the Environment Agency however Natural England notes: Page 9 of 19 In Appendix H. Water Framework Directive, in Section 3.1.3 that Source S drought permit has been assessed as negligible for all WFD surface water bodies and transitional bodies (including the Arun) (AECOM 2022, Drought Permit EAR (Environmental Assessment Reports), P8) due to the hydrological impact of an infrequent and temporary drought permit. The impact of the drought permit on these surface water and transitional bodies however may be significant in the years it is used. Portsmouth Water have included the risk posed to Groundwater Dependent terrestrial ecosystems (GWLTE) which are also SSSIs within the SEA	The Source S drought permit is one of the potential drought intervention measures in Portsmouth Water's current Drought Plan. The WFD Level 2 environmental assessment concluded there is a medium risk of temporary deterioration in quantitative status owing to the GWLTEs test with all other component tests having a low or negligible risk. All of the impacts are considered to be short-term, temporary and reversible. The prevailing risk of temporary deterioration in WFD status will be discussed with the Environment Agency in the event that the Source S drought permit needs to be implemented in a future drought. The risks to WFD compliance will also be further assessed at this time to take account of any new evidence from new baseline data. This option will be subject to an AMP8 WINEP investigation which will seek to quantify further environmental effects. Please refer to Appendix 5B of the main statutory plan.	Y	Appendix 5B Appendix 1G	Appendix 5B - All 1G
PW_SoR56ae	Natural England	Preferred Plan	The WRSE Regional Plan has Portsmouth Water's per capita consumption (litres/person/day) as 109 in 2050. In Portsmouth Water's dWRMP pg 24 the plan Figure 2 mentions "support customers to reduce personal water usage by 25%" as stated in the dWRMP the current average is 160 litres per day per customer. A 25% reduction will not meet the target and Figure 2 should mention the plan to reach 109 litres per day in 2050.	The WRSE Regional Plan refers to a 109 Per Capita Consumption (PCC) as a Normal Year Annual Average (NYAA), which equated a 119 as Dry Year Annual Average. The 25% reduction is in reference to the Dry Year Annual Average (DYAA).  Since the dWRMP24 we have updated our demand options in order to meet Government targets of 110 PCC as a DYAA. The rdWRMP24 will be updated to make reference to the 110 PCC target which will result in a higher percentage reduction by 2050 (this target is mentioned in Section 1.9.1 of the Main Statutory Plan). Please refer to Appendix 10B for further information on our plans to support customers to reduce demand.	Y	Appendix 10B	All

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PW_SoR56af	Natural England	Demand Options	Portsmouth Water's dWRMP aim to deliver a halving of leakage by 2050 and aim for a delivery target of 2040, if supported by customers and found to be affordable and feasible, Natural England would like Portsmouth Water to commit to this as it delivers environmental benefits due to less water abstraction being required. Natural England recommends that a leakage road map and leakage modelling mentioned in Section 10.4.1 in the dWRMP is added as an appendix to assess how Portsmouth Water aim to meet the 2040 or 2050 target.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR56ag	Natural England	Supply Forecast	In the WRSE Regional Plan the Havant Thicket to Southern Water in Hampshire is noted as being able to deliver up to 90 million litres per day by 2030. However, in Portsmouth Water's dWRMP the bulk transfer is noted as up to 21 MI/d can be made to HSE WRZ. Though the 21 MI/d is the selected option in WRSE this 90 MI/d should be referred to in Portsmouth Water's dWRMP.	For the rdWRMP24 this has been corrected and aligned with WRSE and Southern Water. This will be evidenced in Appendix 1C which details the joint assumptions between Portsmouth Water and Southern Water for all interlinked schemes and data.	Y	Appendix 1C	All
PW_SoR56ah	Natural England	Supply Options	The naming of options between companies and the regional plan is also different, a consistent naming approach is needed to avoid confusion.	We have worked with WRSE to improve consistency between Portsmouth Water's rdWRMP24 and the revised regional plan with respect to the naming approach. For the rdWRMP24 we will ensure all schemes are referred to consistently with the approved public facing name of the scheme. This is primarily with Southern Water due to the supply links between the two companies.	Y	All documents	All
PW_SoR56ai	Natural England	Supply Forecast	Natural England is concerned that the Environmental Destination set out or relied upon in Portsmouth Water's dWRMP is not sufficiently robust to ensure compliance with all Water Company environmental obligations, as set out in Annex 2. Where a Water Company is relying on the Environmental Destination of the relevant Regional Plan it must still satisfy itself that these environmental obligations are met (see also sections 1.1 and 1.2 above). In Natural England's view the Environmental Destination in the Water Resources South East regional plan is not sufficient to achieve this, and, as stated above, Portsmouth Water's dWRMP as currently written must be amended accordingly.	<p>Since our dWRMP24 we have reviewed and amended our Environmental Destination in detailed discussions with the Environment Agency and have designed our WINEP programmes to investigate and recommend the sustainability reductions required across our supply area with greater confidence. The WINEP programmes will include options appraisals that are not solely focussed on reducing licensed abstractions; they will consider river restoration works, for example.</p> <p>We are not relying on the Environmental Destination of the WRSE but have instead developed our Environmental Destination based on our knowledge of the environment in which we operate and working closely with the Environment Agency. We then supplied the WRSE with these forecasts to include in regional modelling.</p> <p>Since the draft plan we have provided further information on our potential sustainability reductions in a new Appendix 5B 'Investigating and Achieving Sustainable Abstraction'. Please refer to Section 2.2 (potential reductions) and 3.2 (WINEP investigations) of Appendix 5B.</p>	Y	Appendix 5B	All, in particular Section 2.2 and 3.2
PW_SoR56aj	Natural England	Supply Forecast	The regional plan scenario BAU+ may not be sufficiently robust to ensure non-European sites which are water dependent such as SSSIs, priority habitat and protected species are protected and meet targets to achieve favourable condition by 2030 as set out in the Environment Act. Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021. Natural England would encourage licence caps in catchments where environmental sensitivities have been identified. If there are known adverse effects or potential impacts have been identified those abstractions that effect a protected area should be addressed in this plan. Please refer to section 2.2.3 of Annex 2 for further details on the requirements under the Environment Act. Water companies should check and work towards targets in place under the Government's Environmental Improvement Plan, now published under the Environment Act 2021	<p>Since our dWRMP24 we have reviewed and amended our Environmental Destination in detailed discussions with the Environment Agency and have designed our WINEP programmes to investigate and recommend the sustainability reductions required across our supply area with greater confidence. The WINEP programmes will include options appraisals that are not solely focussed on reducing licensed abstractions; they will consider river restoration works, for example. We have provided further information on our proposed investigations and potential sustainability reductions in a new Appendix 5B 'Investigating and Achieving Sustainable Abstraction'. Please refer to Section 2.2 (potential reductions) and 3.2 (WINEP investigations).</p> <p>Reducing the demand for water will help to facilitate reductions to licensed abstractions in the 2030s and beyond. Since the dWRMP24 we have also revised our demand options to be even more ambitious and meet the Environmental Improvement Plan targets. Whilst we do not meet all the interim targets for demand reductions, the completion of our smart metering rollout in 2035 and Government led water efficiency interventions put us on track to meet the 2038 and 2050 targets. This also progresses the Water Industry Strategic Environmental Requirements (WISER) statement that water demand reduction is essential, and that water companies must ensure efficient use of water. Our revised demand options are detailed in Appendix 10B (Water Efficiency Strategy) and 10C (Leakage Strategy).</p> <p>We thank-you for your comprehensive Annex 2 laying out the Policy and Legislative Context to Natural England's Advice.</p>	Y	Appendix 5B	2.2, 3.2
PW_SoR56ak	Natural England	Environmental Assessment	Natural England notes as commented above that more details are needed for the Source O booster and Source S drought permit to ensure these have been taken through the HRA appropriately. No other options have currently been included in the WRMP, this should be reviewed considering Natural England's advice in this letter and options added as appropriate.	Your comment has been noted - The HRA of the Revised Plan has been updated to reflect the latest understanding of Options.	Y	Appendix 1G	All
PW_SoR56al	Natural England	Environmental Assessment	Natural England agrees that Havant Thicket will lower Portsmouth Water's dependence on chalk streams and aquifers in their area during drought making them more resilient in drought conditions. Source S drought permit though may decrease resilience to habitats and species as extra abstraction will lower baseline groundwater levels leading to a longer return to the mean with these habitats and species already in drought conditions. Source S drought permit should be included in the natural capital assessment in Appendix J.	Source S Drought Permit was not forecast to have a natural capital or BNG impact was therefore scoped out by WRSE. This judgement was made in line with the WRSE natural capital and biodiversity methodology document which is in line with the water resource planning guidance supplementary guidance (environment and society in decision making). Given no expected land-use change and the requirement for a proportional approach as per the SG principles this was deemed an appropriate for scoping out.	N	N/A	N/A
PW_SoR56am	Natural England	Environmental Assessment	[Comment in relation to Natural Capital]. Source O booster as it is replacing pumps within an existing urban building should make note in the assessment that any impacts there may be in the surrounding area due to construction should be assessed.	There is no expectation of impact to the natural environment due to amendments only to an existing urban environment, as such the judgement was made to scope out.	N	N/A	N/A
PW_SoR56an	Natural England	Environmental Assessment	In Table 1 of Appendix J Havant Thicket is scoped out as it is included within the baseline. Previously done natural capital assessments for Havant Thicket should be referenced.	The HVTR was not assessed as part of the SEA as it was considered in the baseline/outside the scope of the SEA.	Y	Appendix 1Da	Section 11

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PW_SoR56ao	Natural England	Decision Making (Programmes and Plans)	There are existing impacts on nature and its ability to recover from water resources impacts in the Portsmouth Water supply area as set in the dWRMP. The company should be seeking significant demand management measures, if possible, to remove these impacts and allow nature to recover as soon as possible and not waiting until new supplies come on-line. The demand management interventions should be timetabled from as early as possible in the plan to meet the objectives, policies and timetables for nature recovery set out in Annex 2.	<p>We are committed to reducing demand for water to allow our sustainability reductions to occur. Since the dWRMP24 we revised our demand reductions, which includes a faster rollout of smart metering (to reduce customer demand) and achieving 50% leakage reduction by 2040, not 2050. Since the dWRMP24 we have produced two new supporting appendices for our Leakage (10C) and Water Efficiency Strategy (10B) which detail how these reductions would be achieved.</p> <p>Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario, with the first abstraction reductions occurring in 2030. The timing of abstraction reductions have been based upon our ability to maintain a secure and reliable supply of water for our customers - for example, the reductions planned for 2030 reply first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030. For our rdWRMP24, we have produced a new appendix (5B). This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond.</p>	Y	Appendix 5B, 10B, 10C	All
PW_SoR56ap	Natural England	Supply Forecast	Portsmouth Water's dWRMP does not seem to take account the bulk transfers from Portsmouth Water to various NAVs in their supply area. These need to be considered in supply demand balances and the environmental impacts assessed with the appropriate options, if not already accounted for. If these assessments have not already been completed, the HRA and SEA should be updated accordingly. It is noted that exports to NAVs generally involve small volumes of water, but this still need accounting for in the plan.	<p>Further clarification from Natural England (04/04/2023 - WRSE Environmental Sub Group Meeting) confirmed that provided NAVs were accounted for in the supply demand balance, no further environmental assessments were required.</p> <p>Since the dWRMP24 we have reviewed our baseline NAVs and the volume is 0.57 MI/d in the base year. These NAV volumes do not appear in the WRMP24 Planning tables but have been accounted for via a sensitivity test. Section 5.3.5 of the main statutory document has been updated to detail how NAVs have been accounted for. Future NAVs are unknown but are not considered to increase demand beyond the demand forecast. Future NAVs would be a reallocation of demand within the water balance, rather than new demand. Therefore, future NAVs are considered to be accounted for in the current demand forecast.</p>	Y	Main Statutory Document	5.3.5
PW_SoR56aq	Natural England	N/A	<p>[Additional to their comments, NE provided two Annexes with advice to water companies and further information]</p> <p><b>-Annex 2</b> Policy and Legislative Context to Natural England's Advice on draft Water Resources Management Plans 2022</p> <p><b>-Annex 3</b> Role of Natural England in Advice to the Water Sector</p>	This appendix provided further information and the legal context but did not include further direct consultation responses. No response required to these appendices and therefore have not been logged.	N	N/A	N/A
PW_SoR57a	Arqiva	Demand Options	<p>[In this response Arqiva detail the benefits that Advanced Metering Infrastructure (AMI) services could provide to the water industry and Portsmouth water to: reduce leakage and improve usage efficiency through customer awareness. Targets are proposed and an evidence base is shown for the success of AMIs with other water companies] Arqiva welcome Portsmouth Water's focus on reducing water demand and meeting demand reduction targets. Action to reduce demand will improve the resiliency of public water supplies, reduce the amount of energy required to treat drinking water, and help customers realise savings on their household bills. Arqiva is ready to partner with companies to deliver smart metering's benefits. Arqiva are the UK's only large-scale provider of gold-standard smart water meter infrastructure, having installed over 1.9 million advanced smart meters to date for customers including Thames Water and Anglian Water.</p> <p>Arqiva welcome Portsmouth Water's focus within the draft plan on smart metering. However, we believe the plan must include a much clearer focus on AMI as the metering solution offering the greatest benefits. AMI can provide a far more detailed picture of water consumption across a network than AMR, which provides meter readings through 'drive-by' collection. There is a significant opportunity cost to deploying less-advanced smart metering options. As highlighted by Frontier Economics and Artesia, a full rollout of AMI across England and Wales would deliver between £1.3 billion and £1.85 billion in additional net benefits compared to an AMR rollout.</p> <p>Portsmouth Water's draft WRMP outlines an ambition to install more than 200,000 smart meters at the homes of consumers between 2025 and 2035 and reach 94% of homes with a smart meter by 2040. We encourage Portsmouth Water to pursue an ambitious rollout of AMI from the next regulated asset management plan period (AMP8), to help ensure the delivery of its benefits to water demand reduction are not delayed. It is critical that the right investment decisions are made now to address the challenges faced by the water industry. AMI has an important role to play, providing data that puts companies on a trajectory to achieve targets for water security and resiliency. Arqiva then detail some of the key benefits of smart metering in terms of leakage, empowering customers and wider economic benefit</p>	<p>We welcome Arqiva points regarding the benefit of smart metering. Since the draft plan we have increased our ambition with smart metering to ensure all customers where possible will have a smart meter by 2035. This is a step change from the draft plan. We recognise the benefits of smart metering which Arqiva detail and smart metering is central to a range of our leakage and water efficiency programmes. Since the draft plan we have developed a new Water Efficiency (10B) and Leakage Strategy (10C) appendix which details how smart metering will support with our demand reductions. Please refer to these appendices for further detail.</p> <p>Smart metering will feature in our PR24 business plan.</p>	N	N/A	N/A
PW_SoR58a	Individual	Supply Options	I am writing to object to both the Southern Water (SW) and Water Resources in the South East(WRSE) Regional Plan. I am very concerned that there has not been enough consultation. The plan is certainly not in line with customer-stated preferences in relation to new water resources.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR58b	Individual	Supply Options	The project was sold to us as designed only to be filled with fresh spring water. Pictures of wildlife and even water sports for the locals were shown on the prospects. Just to get permission, just to get approval for the demolition of wildlife. It was all a lie. We, local people, feel like we have been manipulated and not taken into account.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.	Y	Appendix 7F	2.3



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PW_SoR58c	Individual	Supply Options	This effluent will have a detrimental effect on the health of wildlife and could have adverse effects on the people that will be drinking it.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.2 and 4.3
PW_SoR58d	Individual	Supply Options	I ask that you reject the proposal to move forward now with unsustainable, unnecessary and expensive effluent recycling and desalination schemes. There are cheaper and greener alternatives.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR58e	Individual	Supply Options	We are not a severely drought-stricken desert country where these might be the only solution. Climate change will give the region wetter winters and water companies need to work with these changes to collect and store more water across the region.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR59a	Individual	Supply Options	I strongly object to the Southern Water proposal to recycle treated effluent to Havant Thicket Reservoir. The carefully drawn up planning application was given consent on the basis that the water from Havant and [Source B2] would feed the reservoir. Planning Permission was given for a spring water feed to the reservoir, with minimal opposition from residents. Southern Water is now proposing to change this to recycled effluent water.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3
PW_SoR59b	Individual	Supply Options	Over decades Portsmouth Water had built up trust with local customers and stakeholders, because of this, the large infrastructure project had minimal opposition when it came forward for planning approval to both Havant Borough Council and East Hants District Council.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR59c	Individual	Supply Options	Having worked with local residents in the five ward that surround the reservoir site to the south for nearly a decade to help residents understand this project. I am angry that now an alternative is being proposed which I believe many residents would have strongly objected to the planning consent if they had been aware there would be a <b>substantial change to effluent recycling by a company, Southern Water, who they do not trust.</b>	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR59d	Individual	Supply Options	The proposal seems to be a very convenient and financially beneficial solution for Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR59e	Individual	Supply Options	In order to develop the Havant Thicket site as a reservoir twelve and a half hectares of ancient woodland was felled, that is half the amount that will go with the HS2 project and there was no end of protest about that. Local residents, many who do not have gardens and who enjoyed that woodland, were concerned about this but accepted it on the basis of environmental gain and new recreational facilities. Now with this water recycling proposal there is concern there may be no environmental gain	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR59f	Individual	Supply Options	The spring water reservoir had to demonstrate environmental net gain and it was possible to do this by: A. developing wetlands at the Havant Thicket Reservoir site [...]. he proposal to pump treated effluent to the reservoir would change this as: A. the reservoir would no longer have fluctuating levels which would have a detrimental impact on the wetland and its biodiversity [...]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR59g	Individual	Supply Options	The spring water reservoir had to demonstrate environmental net gain and it was possible to do this by: [...] B. because of nitrate reduction into Langstone Harbour as the spring water which have high nitrate concentration would instead be diverted the reservoir reducing nitrates in the harbour. The proposal to pump treated effluent to the reservoir would change this as: [...] B. less spring water would be diverted to the reservoir and would continue to flow in to Langstone Harbour increasing nitrate levels there.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR59h	Individual	Supply Options	The proposal would also have high carbon footprint and is environmentally damaging.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR59i	Individual	Supply Options	It is shocking that Southern Water are proposing to site their water recycling plant at Brockhampton West a former landfill sitesituated on the coast in Langstone Harbour. There is a potential risk of pollution with pipeline construction going through landfill.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2

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PW_SoR59j	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> Residents in Havant Borough have very little trust in Southern Water, they have a tarnished reputation resulting from decades of pollution in Langstone and Chichester Harbours, which has had international media coverage. The recent court case and £90 million fine and further publicity about pollution in waterways gives us no confidence in the company. The cut off of water supply in South Hampshire at the end of last year and again this week for five days continually together with complaints from customers about lack of information and vulnerable people not even having bottled water delivered has further blackened an already tarnished reputation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR59k	Individual	Supply Options	<p>Misleading information. The Hampshire Water Transfer and Water Recycling Project brochure on page seventeen, did not make it clear that recycled water would flow from the reservoir to <a href="#">[Works A]</a> Water Supply Works and then on to supply Portsmouth Water customers in Havant, Fareham, Gosport and Portsmouth. The destination shown for the water on page 17 (number 6) just states Otterbourne Supply Works. The diagram should have included <a href="#">[Works A]</a> Supply Works but it was omitted.</p> <p>This gave many residents the impression that their current spring fed water supply will continue for their consumption. After contacting the chief executive of Portsmouth Water I was able to get written confirmation that the water supply would be based on a blend of both spring and recycled treated effluent water. Taking this information forward to my local authority; Havant Borough Council, they seemed also unaware of this. Southern and Portsmouth Water were called in for a meeting following day.</p> <p>By then we were into mid- January the third month of the consultation. The councillors, members of Havant Borough Council had not had any sort of presentation to help them understand the three consultations. If councillors were not aware of the consultations on a really important issue it was even worse for residents. Because of pressure from residents' groups a public meeting was held at the Civic Plaza in Havant on 15th February just five days before the three month long consultation closed!</p> <p>Campaign groups such as Friends of the Earth spread information across Portsmouth, Fareham Gosport and found little knowledge about the proposal. [...] There has been very little publicity from the water companies about their consultations and all has been on line, no posters in libraries and public places. They certainly have not fully engaged with customers. [...] I do feel many older customers and many families who suffer from digital poverty or who just chose not to use the internet have been completely excluded from these consultations.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 1.2, 3.10 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	1.2, 3.10, 5.2
PW_SoR59l	Individual	Supply Options	Consumers may purchase more bottled water. Leading to an environmental impact.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR59m	Individual	Supply Options	Other solutions are needed : <a href="#">[the customer outlines improved awareness of responsible water use, reducing leaks, improved efficiency through metering, home solutions such as grey water recycling and water butts, solutions for NHH consumers]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR59n	Individual	Supply Options	7. A possible alternative site for water recycling:  [SRN Works B]. There appear to be advantages in using this site if water recycling was agreed. A more sustainable location. [SRN Works B] WWTW near Fareham appears to be a more suitable option for water recycling. The pipeline would be shorter and the building would not be on former landfill. This site was suggested by a former [SRN Works B] Manager who had long service with Portsmouth Water and Southern Water. He attended the public meeting in Havant.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR60a	Historic England	Decision Making (Programmes and Plans)	We support the approach to planning that identifies the 'best value' option We support the approach to planning that identifies the 'best value' option, whereby decisions are made based not on cost alone but with consideration of other factors such as benefits to customers, the environment and society.	Comment noted, no action required.	N	N/A	N/A
PW_SoR60b	Historic England	Environmental Assessment	We are concerned by inadequate reference to the historic environment in the plan We observe generally a lack of suitable references to the historic environment in the dWRMP24. To exemplify what we mean (without reference to specific proposals), references to the historic environment could be added to the following sections: i) page 10 of the summary of the plan, headed "Improving our environment"; ii) page 19 of the main statutory document, in section 1.7.4, which currently focuses on the opportunity to contribute to a protected and enhanced environment, without making clear that this is more than the natural environment;  iii) page 22 of the main statutory document, where key facts of the area are presented, including a bullet on some environmental designations within the area, without reference to heritage designations or text to reflect the heritage significance of the area. iv) page 148 of the main statutory document, in section 8.5.4, which omits any reference to the historic environment when describing environmental destination. While we recognise the importance of WINEP to the plan's environmental ambitions, we recommend that Portsmouth Water's WRMP recognises that environmental considerations extend more widely to encompass the historic environment too.	The WRMP and SEA have been updated to provide stronger and clearer requirements for Heritage assessment and the importance of consideration of heritage in the context of water resource planning. As agreed with Historic England, we have undertaken a Heritage Assessment (HA) for those options being progressed up to 2035. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic. Historic England considered the assessment methodology proportionate to the level of detail currently available for the scheme options. It includes a high-level assessment of the potential for impacts upon designated and non-designated heritage assets, prepared using desk-based sources. The assessment considers impacts resulting from the options including: <ul style="list-style-type: none"> <li>Physical impacts on archaeological remains;</li> <li>Impacts on the setting of heritage assets;</li> <li>Opportunities for conserving and enhancement of heritage assets, and improvement in their access, understanding and enjoyment; and</li> <li>The potential for hydro-morphological and groundwater changes to impact heritage assets will be assessed as far as possible, however will be based on the limited water resource modelling data currently available.</li> </ul> Beyond 2035, due to the uncertainty of the options and lack of detail, we have identified a methodology for HA of these options when further information is available which can be implemented in future quinquennial iterations of the WRMP, as agreed with Historic England.	Y	Appendix 1G	1G
PW_SoR60c	Historic England	Environmental Assessment	As a general comment, the Plan should include a few paragraphs summarising why the historic environment is important in the context of water resource planning and management, what steps have been taken so far to consider the historic environment and how proposals will need to take the historic environment into account going forward. In section 2 of this letter, we summarise our comments on why the historic environment is important in relation to water plans.	As per response PW_SoR60b, the rdWRMP24 and SEA have been updated to consider and reflect the importance of the historic environment and how this is important in the context of water resource planning and management.	Y	Appendix 1G	1G
PW_SoR60d	Historic England	Environmental Assessment	The dWRMP24 and its supporting documents include little information about the precise location of proposals. This makes it very hard for us to consider potential impacts. While in some cases, a spatial expression is impractical or currently unknown, we would greatly appreciate more clarity about the location of proposals where they are known, so that we and indeed all parties can consider the potential impacts of proposed development	Greater clarity on option locations, alongside maps, have been provided to allow the reader to better consider potential impacts. Details have been provided within Appendix D (Baseline Figures) and Appendix F (Heritage Assessment) of the SEA. Where locational information has been redacted for security purposes, information has been provided directly to Historic England for their consideration.	Y	Appendix 1G	1G
PW_SoR60e	Historic England	Environmental Assessment	[Linked to Comment PW_SoR60d about lack of locational information] For example [regarding comment PW_SoR60d], we have ascertained (from information supplied by Portsmouth Water on request) that Source O is in an existing abstraction site between Funtington and East Ashling in West Sussex; however, given the SEA identifies adverse effects on the historic environment from construction at this location, it seems inappropriate not to be clearer about the location and precise details of Source O proposals.	Greater clarity on option locations, alongside maps, have been provided to allow the reader to better consider potential impacts. Details have been provided within Appendix D (Baseline Figures) and Appendix F (Heritage Assessment) of the SEA. Where locational information has been redacted for security purposes, information has been provided directly to Historic England for their consideration.	Y	Appendix 1G	1G
PW_SoR60f	Historic England	Environmental Assessment	Supporting the proposed allocations needs to be heritage impact assessment, at a level of detail proportionate to the proposal and local environment. Paragraph 1.7.3 of the Draft National Policy Statement for Water Resources Infrastructure (2018) states that: "Schemes that are included in a final published WRMP will have been assessed to inform suitability and ensure they do not have any unacceptable environmental impacts that cannot be overcome." Paragraph 2.5.6 in the draft NPS states that "Any option included in a final WRMP will need to consider feasibility and reliability as well as taking account of potential environmental and social impacts". We have yet to see evidence that would meet the above requirements relating to the historic environment.	The WRMP and SEA have been updated to provide stronger and clearer requirements for Heritage assessment and the importance of consideration of heritage in the context of water resource planning. As agreed with Historic England, we have undertaken a Heritage Assessment (HA) for those options being progressed up to 2035. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic. Historic England considered the assessment methodology proportionate to the level of detail currently available for the scheme options. It includes a high-level assessment of the potential for impacts upon designated and non-designated heritage assets, prepared using desk-based sources. The assessment considers impacts resulting from the options including: <ul style="list-style-type: none"> <li>Physical impacts on archaeological remains;</li> <li>Impacts on the setting of heritage assets;</li> <li>Opportunities for conserving and enhancement of heritage assets, and improvement in their access, understanding and enjoyment; and</li> <li>The potential for hydro-morphological and groundwater changes to impact heritage assets will be assessed as far as possible, however will be based on the limited water resource modelling data currently available.</li> </ul> Beyond 2035, due to the uncertainty of the options and lack of detail, we have identified a methodology for HA of these options when further information is available which can be implemented in future quinquennial iterations of the WRMP, as agreed with Historic England.	Y	Appendix 1G	1G

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PW_SoR60g	Historic England	Environmental Assessment	Why is the historic environment relevant and why should it be referenced in the dWRMP24? <a href="#">[In this section, Historic England details 7 reasons why it is relevant to consider the Historic Environment in the WRMP]</a> - The potential impact of water catchment and abstraction measures on heritage assets and their settings, including impacts on water-related or water dependent heritage assets; - The potential impact of hydro-morphological adaptations on heritage assets; - The potential for unrecorded deeply buried and waterlogged archaeology within the 'natural' floodplain/estuarine/coastal deposit sequence; - The potential impact of changes in groundwater levels, flows and chemistry on preserved organic and palaeoenvironmental remains; - The potential implications of flood risk on securing a sustainable use for heritage assets, including their repair and maintenance; - The opportunities for conserving and enhancing heritage assets as part of an integrated approach to flood risk management and river basin and catchment based initiatives - The opportunities for improving access, understanding or enjoyment of the historic environment and heritage assets as part of the design and implementation of water management measures.	The WRMP and SEA have been updated to provide stronger and clearer requirements for Heritage assessment and the importance of consideration of heritage in the context of water resource planning. As agreed with Historic England, we have undertaken a Heritage Assessment (HA) for those options being progressed up to 2035. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic. Historic England considered the assessment methodology proportionate to the level of detail currently available for the scheme options. It includes a high-level assessment of the potential for impacts upon designated and non-designated heritage assets, prepared using desk-based sources. The assessment considers impacts resulting from the options including: <ul style="list-style-type: none"> <li>Physical impacts on archaeological remains;</li> <li>Impacts on the setting of heritage assets;</li> <li>Opportunities for conserving and enhancement of heritage assets, and improvement in their access, understanding and enjoyment; and</li> <li>The potential for hydro-morphological and groundwater changes to impact heritage assets will be assessed as far as possible, however will be based on the limited water resource modelling data currently available.</li> </ul> Beyond 2035, due to the uncertainty of the options and lack of detail, we have identified a methodology for HA of these options when further information is available which can be implemented in future quinquennial iterations of the WRMP, as agreed with Historic England.	Y	Appendix 1G	1G
PW_SoR60h	Historic England	Environmental Assessment	Site Selection  Any site-specific proposals require an appropriate level of historic environment evidence to inform site selection. Many of the proposals outlined in the Plan will require a degree of site selection. It is important that the historic environment is an early consideration in this process, not an afterthought simply to be mitigated after the selection of a site. <a href="#">[Historic England provides recommendations on how to best undertake consultation]</a>	Your comment has been noted - the Assessments have been updated to reflect the latest understanding of Options and this includes more detailed consideration of heritage assets and their settings. The SEA Report has been updated to reflect.	Y	Appendix 1G	1G
PW_SoR60i	Historic England	Supply Forecast	We recognise the importance of Havant Thicket Reservoir (also for Southern Water's WRMP), for which planning permission has been granted. We did not object to the proposal for the reservoir; but we did include recommendations that would help to mitigate the identified harm and highlighted opportunities for enhancement to the historic environment. We look forward to the realisation of those opportunities.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.	Y	Appendix 7F	2.2
PW_SoR60j	Historic England	Environmental Assessment	Demand Basket High Plus option  [...] We advise liaison with heritage professionals to ensure that impacts on the historic environment are appropriately considered <a href="#">[in relation to Leakage options]</a>	Historic specialists have been involved in the assessment of all options to ensure the effects of the demand management options on the historic environment have been appropriately assessed. The SEA has been updated to reflect. In addition, a Heritage assessment has been completed on all supply options featuring pre-2035 and has been presented as an appendix of the SEA (appendix F).	Y	Appendix 1G	1G
PW_SoR60k	Historic England	Environmental Assessment	[...]we are concerned by the wording in Table 11-4, p80 of the SEA: "Best practice measures will likely be implemented to minimise effects during construction (leakage reduction works), however minor and temporary impacts may remain". Under what circumstances would such measures not be implemented? The lack of certainty and clarity suggests that more evidence is needed to inform the decisions taken.	Your comment has been noted - the SEA Report has been updated to clarify.	Y	Appendix 1Da	Section 12
PW_SoR60l	Historic England	Environmental Assessment	Options which might impact the water table  Regarding options which have the potential to lower the water table, we refer Portsmouth Water to the above comments in section 2 of our letter on the need to consider potential impacts on any water-logged archaeological remains. For example, if Source S Drought Permit option affects groundwater levels the option needs to consider the potential for impacts on archaeological remains. We note that no addition measures are currently proposed for this option to mitigate any impacts on the historic environment (Table 11-2, p76 of the SEA).	As agreed with Historic England, we have undertaken a Heritage Assessment (HA) for those options being progressed up to 2035, including Source S Drought Permit. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic.  Historic England considered the assessment methodology proportionate to the level of detail currently available for the scheme options. It includes a high-level assessment of the potential for impacts upon designated and non-designated heritage assets, prepared using desk-based sources. The assessment considers impacts resulting from the options including physical impacts on water-logged archaeological remains.	Y	Appendix 1G Appendix 1Da	1G Section 12
PW_SoR60m	Historic England	Environmental Assessment	Source O Booster  The SEA notes an adverse effect on heritage post mitigation. The analysis on construction adverse effects (on p66 of the SEA) states that such effects "are anticipated to be small scale, short term and temporary to the construction phase." Note that any such effects on archaeological remains would be permanent.  No addition mitigation measures are proposed regarding the historic environment  (Table 11-1, p75 of the SEA). Noting Source O Booster relates to a site between Funtington and East Ashling, at this stage we highlight that both villages include conservation areas and numerous listed buildings, and West Ashling due south includes a conservation area and numerous listed buildings. Depending on the detail of the proposals, development at this site and/or any pipeline upgrades leading from this site need to take account of these sensitivities, not least regarding the character of the area, and consider if mitigation measures may be needed to reduce any harm to the historic environment. Potential impacts need to be assessed, informed by liaison with heritage professionals.	As agreed with Historic England, we have undertaken a Heritage Assessment (HA) for those options being progressed up to 2035, including Source O Booster. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic, including the adverse effect noted for construction.	Y	Appendix 1G Appendix 1Da	1G Section 12
PW_SoR60n	Historic England	Environmental Assessment	Clearly it is impossible to comment at this stage on proposals <a href="#">[Regarding water transfer pipe installation]</a> until the route of any / each pipeline route is being considered in more detail. In general terms, our primary focus regarding new pipelines (assuming they are underground) centres on direct physical impacts on heritage assets, in particular on archaeological remains, rather than temporary setting impacts during construction (which may of course require mitigation, but which by definition will not be permanent).	your comment has been noted - the Assessments have been updated to reflect the latest understanding of Options and this includes more detailed consideration of heritage assets and their settings during both construction and operation. The SEA Report has been updated to reflect.	Y	Appendix 1G	1G
PW_SoR60o	Historic England	Environmental Assessment	We take the opportunity to emphasise that, when laying new pipelines, known archaeological remains and unknown potential for archaeological remains represent both a constraint and consideration to factor into decision-making, informed by liaison with relevant heritage professionals.	Your comment has been noted - the Heritage Assessment and WRMP include the need for liaison with relevant heritage professionals at an appropriate time in scheme development.	Y	Appendix 1G	1G

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PW_SoR60p	Historic England	Environmental Assessment	A. The SEA objectives include “9. To conserve, protect and enhance the historic environment and assets, including archaeology”. We would advise reference to heritage assets (rather than historic assets) to align with national planning policy. Also, note archaeology is the study of archaeological remains, rather than the remains themselves. As a result, we suggest rewording the objective as follows: “To conserve, protect and enhance the historic environment and <u>heritage</u> assets, including <u>archaeological remains</u> ”.	Your comment has been noted - the wording of the Objective has been updated throughout the SEA.	Y	Appendix 1Da Appendix 1G	Section 6, 7, 11, 12 and 14 1G
PW_SoR60q	Historic England	Environmental Assessment	B. Table 6-2 lists key environmental issues, implications and opportunities for Portsmouth WRMP24. It includes consideration of designated heritage assets on p47, but the <b>baseline</b> information does not cover non-designated heritage assets (NDHAs). NDHAs are mentioned in the column on implications and opportunities, but one infers the baseline on NDHAs needs to be strengthened. In the first instance this would require liaison with the local planning authorities within Hampshire and West Sussex, to liaise as needed regarding any local lists and to contact the relevant Historic Environment Record (HER).	Your comment has been noted - as agreed with Historic England, we have undertaken a Heritage Assessment (HA) for options being progressed up to 2035, this included liaison with local planning authorities to access non-designated heritage asset data to inform the assessment. The selection of these options is supported by a reasonable level of certainty with regards to location and design information which has enabled effective consideration in the HA. The full HA has been presented as an appendix to the SEA and has been used to inform the update of the SEA assessment for the 'heritage' topic.	Y	Appendix 1G	1G
PW_SoR60r	Historic England	Environmental Assessment	C. Page 47 states that the likely evolution of the baseline with regard to the historic environment is stable / declining. We are unclear what this means, particularly when the first sentence beneath this headline prediction refers to heritage assets being removed from the heritage at risk register (due to positive reasons), which is a good thing. This needs to be clarified.	Your comment has been noted - The Cultural Heritage baseline section of Table 6-2 'Key issues, implications and opportunities for Portsmouth WRMP24' has been updated to clarify.	Y	Appendix 1Da	Section 6
PW_SoR60s	Historic England	Environmental Assessment	D. Regarding Table 7-1, which lists the SEA objectives for WRMP24 and refers also to decision aid questions: i. We note that the 2nd question is will WRMP24 “protect heritage assets at risk”; but we note that heritage at risk is not included in the environmental baseline. We recommend that heritage at risk in the plan area is considered and would be happy to facilitate if/as appropriate. Note the national Heritage at Risk Register is searchable in various ways; there may also be local heritage at risk registers. ii. The 3rd question focuses on protecting “historic assets and their settings”. This should be combined with question 1, as we infer it covers the same ground i.e. delete the 3rd question and add “and their settings” to the 1st question. iii. We suggest rephrasing the 4th question as follows “Protect non-designated heritage assets, including important archaeological remainsarchaeology (including unknown archaeological remainsarchaeology)?	Your comment has been noted - the Cultural Heritage decision aid questions have been updated throughout the SEA. Heritage at risk data has been added to the baseline table and associated maps in the appendices.	Y	Appendix 1Da Appendix 1G	Section 7 1G
PW_SoR60t	Historic England	Environmental Assessment	We recommend further work on the row on objective 9 in Table 13-1 that summarises the proposed monitoring programme for objective 9 e.g.  It refers to “historic assets” for objective 9; as above, this should be changed to “heritage assets”.	Your comment has been noted - the proposed monitoring programme has been amended to reflect.	Y	Appendix 1Da	Section 14
PW_SoR60u	Historic England	Environmental Assessment	One infers reference to “reinstatement” in the column on typical effects [Table 13-1] refers to temporary effects on the setting of a heritage asset and the potential to reinstate an earlier, favourable setting. Clearly effects on archaeological remains cannot be undone, a point that would be good to add to this summary of typical effects.	Your comment has been noted - Text has been added to the 'Proposed Monitoring' table within the SEA to clarify.	Y	Appendix 1Da	Section 14
PW_SoR60v	Historic England	Environmental Assessment	Monitoring requirements refer to the “Number of scheduled monuments or other historic asset damaged or enhanced by WRMP option”. National planning policy refers to ‘harm’ [to heritage significance] and we suggest aligning with that terminology. Also, this indicator misses out the opportunity to ‘conserve’ heritage assets (which is neither harm nor enhancement). Indeed, national policy states that when considering the impact of a proposed development on the significance of a designated heritage asset, great weight should be given to the asset’s conservation (and the more important the asset, the greater the weight should be). Clarity is needed whether this is intended to refer to designated heritage assets only or designated and non-designated heritage assets. We advise the latter, particularly given the potential for effects on archaeological remains, only a small proportion of which are designated. [...]	Your comment has been noted - Monitoring requirements have been amended in the 'Proposed Monitoring' table to reflect National Planning Policy and opportunity to conserve heritage assets.	Y	Appendix 1Da	Section 14
PW_SoR60w	Historic England	Environmental Assessment	We welcome the proposed indicator to monitor “Length of pipeline routes realigned to avoid heritage assets”.	Comment noted, no action required.	N	N/A	N/A
PW_SoR61a	Waterscan	Demand Options	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] On the whole, Waterscan supports the efforts made by Wholesalers to meet the supply and demand challenges facing the water industry in the coming decades, even though we believe there is much room for improvement. We support carefully managed investment into improving drought resilience, reducing leakage, and reducing per capita consumption.	Comment noted, no action required.	N	N/A	N/A
PW_SoR61b	Waterscan	Other (catch all)	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] We expect Wholesalers to provide a clear, compelling roadmap to meet every target in their WRMP as the current goals are unhelpfully vague. The same applies to the industry-wide commitment to reach net zero operational carbon emissions by 2030.	For PR24 and leading up to April 2025 we will be developing our policies and documents about our delivery plans to meet all targets specified in the WRMP. Our performance against these targets will be monitored annually via the Environment Agency's WRMP Annual Review and Ofwat's Annual Performance Review.  Since the dWRMP24 we have provided additional information on our plans for Net Zero Carbon. This is primarily in Appendix 7E which details our baseline position and plans to reach Net Zero for carbon. The rdWRMP24 main statutory document has also been updated to include further information on Carbon (Section 7.4.1).	Y	Appendix 7E	All
PW_SoR61c	Waterscan	Decision Making (Programmes and Plans)	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] We are concerned about the setting of national targets and the tendency for water companies to default to these targets. There is a troubling lack of transparency over how these national targets were chosen and whether they are suitable or ambitious enough for particular catchments, water resource zones (WRZs), and/or water companies.	The government sets national targets through the industry regulators. The challenge of national targets are that there is national diversity across the water industry and so a target can be more challenging to meet in some areas of the country than in others. Our experience of the National Targets for WRMP24 is that they are very challenging and require significant innovation in order to meet these targets.  Between our dWRMP24 and rdWRMP24 we are now proposing to reduce the leakage from our pipes by 50% by 2040, not 2050 which is the national target for leakage. This move to be more ambitious than we were in our dWRMP24 and than the National Targets is a response to feedback from customers to our dWRMP24 consultation. The National Target for domestic demand reduction is more challenging for us now than it was for the dWRMP24 as, for our rdWRMP24, we have re-based our demand forecast on data from 2021-22 so it now include the post-pandemic 'new normal' of people working more from home rather than from offices.	N	N/A	N/A

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PW_SoR61d	Waterscan	Demand Options	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] We do not believe that the current targets are challenging enough. Maintaining shockingly high leakage rates disables customer motivation to change behaviours and sends the de facto message that high leakage is both acceptable and the norm (see Section 2.4.).	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.  These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.  A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.	Y	Appendix 10C	All
PW_SoR61e	Waterscan	Environmental Assessment	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] We support interconnected action to tackle climate change, for examples through net carbon neutrality goals and taking better care of local ecologies like sensitive chalk environments. Anglian Water is so far the only water company to voluntarily cap abstraction licences by 2025, which will reduce their abstraction licences by 85%. We urge other Wholesalers to follow Anglian Water's example to strengthen environmental protections and to go beyond mandated targets.	Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario, with the first abstraction reductions occurring in 2030. This equates to 122 Ml/d of sustainability reductions, out of a deployable output of 213 Ml/d. The timing of abstraction reductions has been based upon our ability to maintain a secure and reliable supply of water for our customers; for example, the reductions planned for 2030 rely first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. The profiled reductions can be found in Section 2.2.  We have also provided a supporting Appendix (7E) which details our approach to Net Zero for Carbon.	N	N/A	N/A
PW_SoR61f	Waterscan	Environmental Assessment	[Waterscan's response outlines general comments for all WRMPs in the UK; detailed and specific commentary is to follow] We encourage water companies to measure, disclose, and work to reduce their carbon emissions – as well as their water footprint – through the Carbon Disclosure Project (CDP).	Since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. Within this document we detail our plans for current and future reporting of carbon. This includes a commitment that we will actively consider a number of initiatives and resources to achieve this, including programmes such as the Carbon Disclosure Project (CDP).	Y	Appendix 7E	2.1.3
PW_SoR61g	Waterscan	Other (catch all)	Controversial pollution and sewage discharge events must be reduced to as close to zero as possible.  We expect pollution events to be a much more explicit focus in the final WRMPs. Failing to adequately acknowledge these events and to provide a transparent, transformative roadmap for how such incidents will be systematically prevented are blatant shortcomings in the current WRMPs. [...] The carelessness of Wholesalers dramatically undermines the credibility, integrity, and potential of any efforts to reduce water demand and wastage or to better protect the environment and this must change.	This comment is in relation to waste water discharges. Portsmouth Water is a water-only supply company. Southern Water provide wastewater services to customers across our supply area.	N	N/A	N/A
PW_SoR61h	Waterscan	Engagement and consultation	While we support the consistent emphasis placed on partnership work, there was an overall lack of clarity and specificity over how such partnerships would be set up, run, and assessed. There is significant scope for more intensive, targeted partnership work under the umbrella of nature-based solutions, but it was not made clear how Wholesalers plan to engage with different stakeholders and under what terms. Wholesalers also need to play a greater role in researching the key challenges facing the water industry by working with collectives like the National Leak Research Centre (run by Northumbrian Water), the Water Research Institute at the University of Cardiff, and the Environmental Change Institute at Oxford University.	We can confirm partnership work is a key focus for PR24 / WRMP24 and as we progress towards 2025 we will establish our approaches of working in partnership. We are already working in partnership with Southern Water via the new Havant Thicket Reservoir and also working with landowners and farmers via our catchment management work. In our rdWRMP24 we have included further details of how we plan to work with Retailers for the delivery of water efficiency support with non household customers (Appendix 10B, Section 4.5) and how we plan to consider nature-based solutions via our catchment-based investigations (Appendix 5B, Section 3.2).	N	N/A	N/A
PW_SoR61i	Waterscan	Demand Options	Wholesalers have an untapped resource in Retailers to drive down NHH water usage. We believe Wholesalers need to develop a mechanism that empowers Retailers to offer this service to NHH customers. This would allow Wholesalers to focus on deliverables that cannot be achieved by third parties like leakage reduction, net zero, meeting household (HH) targets, and reducing pollution incident	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024 to work out the optimal delivery strategy. Please refer to Section 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.10
PW_SoR61j	Waterscan	Demand Options	There is a serious lack of consideration in the draft WRMPs over how the Plans will affect other stakeholders, particularly NHH customers. There is a lack of transparency and clarity around the impact Wholesaler decisions will have on business customers. [...] we require all Wholesalers to more carefully consider the cascading impacts of their Plans on other stakeholders like NHH customers.	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024 to work out the optimal delivery strategy. This will also include establishment of a communication strategy. Please refer to Section 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.10
PW_SoR61k	Waterscan	Demand Options	considering that smart metering has now been established as the default position in PR24 (Ofwat are expecting 'full' smart meter penetration by 2035-2045), smart meter extension plans no longer seem so impressive. Moreover, the smart metering plans are often presented as broad commitments without providing the substantial detail that is required to inspire confidence in these plans.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency. Please refer to the Appendix for further detail, this includes further details on the roll out of smart metering (see Annex 3). As we progress towards PR24 and the start of AMP8, we will be refining our strategy but the Appendix reflects our current progress in developing our plan. Our performance against these proposals will be monitored and tracked by regulators annually.	Y	Appendix 10B	Annex 3
PW_SoR61l	Waterscan	Demand Options	[...]we need more detail on the kinds of smart meter data that will be available, in what form, from what date, to who, and how – and at what cost – this data will be shared.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy, which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support. Please refer to 4.5.2.7 and Annex 3 of the Appendix (10B) which would provide answers to your questions.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR61m	Waterscan	Demand Options	There is a significant lack of clarity in the messaging around what the smart meter data is expected to achieve. For example, despite the rollout of new meters and water efficiency campaigns, water consumption in the Portsmouth Water area has increased in recent years. This raises questions about the power (or lack thereof) of smart meters to produce long-term behavioural change, meaning that this technology alone should not be relied upon or considered a magic bullet to reduce water consumption. [...] Given the risk that large scale investment in smart metering generates excellent reporting but fails to tackle underlying issues,	Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. At present, we only meter customers via basic metering not smart metering. For rdWRMP24 the key changes are compulsory metering (due to our water stressed status in the region) and the use of smart meters for all HH and NHH customers. The key difference between smart meters is the ability to provide tailored water efficiency advice and also to detect continuous flows, such as leaks. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to reduce demand. Please refer to this Appendix, in particular Section 4.5.2.7 for the benefits of smart metering. Annex 3 of Appendix 10B also provides further detail on the roll out of smart metering.	Y	Appendix 10B	4.5.2.7, Annex 3

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PW_SoR61n	Waterscan	Demand Options	We recommend water companies target the middle sector of the NHH market where a balance <a href="#">[can be found]</a> between opportunity and customer engagement to reduce water use.	Since the dWRMP24 we have reviewed our non-household demand reductions of 15% by 2050 to align with the Government targets. The key change since the dWRMP24 is that we are committing to smart metering all NHH customers. Smart Metering will be supported by communications and engagement, Waterfit engagement platform available to all businesses, Non-household water use assessment for schools, Non-household site assessments for small businesses (online or over the phone) and site leak detection offered to top 10% of non-household water users.  We have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand, including how we will review our approaches based on NHH industry type and size. Please refer to this Appendix, in particular Section 3.2 (the proposed targets) and 4.5 (for options linked to NHH demand reductions for further detail).	Y	Appendix 10B	3.2, 4.5
PW_SoR61o	Waterscan	Demand Options	Wholesalers need to make greater efforts to fundamentally change perceptions of water as a critical resource. Changes to price and/or data alone will not be enough to galvanise the changes needed for the majority of the market. [...] Wholesalers need to change the narrative in the water market that propagates, rationalises, and normalises inefficient, irresponsible, and uninspiring performance. Threats to water security, water quality, and water stewardship are very much present in the here and now, so Wholesalers must not allow the current culture to seep into yet another planning cycle.	We agree with your comment. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024 to work out the optimal delivery strategy to support NHH to reduce demand for water. This will also include establishment of a communication strategy. Please refer to Section 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.10
PW_SoR61p	Waterscan	Demand Options	It is jarring that the more water a customer (particularly a NHH customer) uses, the cheaper this vital resource becomes. We expect Wholesalers to be much more proactive in reversing these perverse incentives in the final WRMP24s.	Thank you for your comment, which we agree with. The setting of unit prices sits with the Retailers, not Wholesaler. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024 to work out the optimal delivery strategy to support NHH to reduce demand for water. Please refer to Section 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.10
PW_SoR61q	Waterscan	Engagement and consultation	On a presentation note, from the perspective of a reader, many of the Plans were extremely dense and formatted in a way that created barriers to close reading or clear understanding. This undermines the quality and integrity of the whole consultation process.	Comment noted. This is a general comment for all dWRMP24 nationally. Our dWRMP24 documents are required to cover a wide range of audiences which is reflected in the range of documents submitted, which include the Non Technical Summary, the main statutory document and the supporting technical appendices. Whereas some readers might want a quick accessible view of plans, regulators or NGOs might wish to have the full detail around a specific technical area. Our rdWRMP24 is clearly laid out in sections to improve readability.	N	N/A	N/A
PW_SoR61r	Waterscan	Engagement and consultation	The Summary documents often provided a useful overview, but the main documents were largely unwelcoming.	Comment noted. This is a general comment for all dWRMP24. We produced a non technical summary document and a range of technical documents to capture the needs of all readers.	N	N/A	N/A
PW_SoR61s	Waterscan	Engagement and consultation	For documents very often 100+ pages, it was surprising how often questions were left unanswered at the end. Wholesalers must think more carefully about their audience and the role these Plans play in the consultation process. Some of the more digestible Plans came from Affinity Water, United Utilities, Southern Water, South Staffordshire Water, and Severn Trent Water.	Comment noted. This is a general comment for all dWRMP24 nationally. We are unsure if Waterscan had any comments on Portsmouth Water's documents. Our dWRMP24 documents are required to serve a wide range of audiences which is reflected in the range of documents submitted. These documents include the Non Technical Summary, the main statutory document and the supporting technical appendices. Whereas some readers might want a quick accessible view of plans, regulators or NGOs might want the full detail around a specific technical area.	N	N/A	N/A
PW_SoR61t	Waterscan	Demand Options	We pleased to see a number of commitments to the NHH market in your draft WRMP. Overall, however, we are unclear whether the commitments around smart metering included NHHs as well as households. We would like clarity on your NHH smart metering and water efficiency commitments in advance of and as part of your final plan.	Since the rdWRMP24 we have revised our demand options which includes meeting the 15% reduction in non-household demand by 2050 through smart metering and water efficiency support. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our proposed options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5.2.7 and 4.5.2.10 for further detail.	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR61u	Waterscan	Demand Forecast	We are also keen for Wholesalers to consider and share their position on water neutrality.	Portsmouth Water support Water Neutrality and its aims to reduce water demand. The following text has been added to the rdWRMP24 to confirm our position on Water Neutrality.  "We are supportive of the aims of Water Neutrality to improve building standards and reduce our demand for water. However, we acknowledge Water Neutrality cannot solely be delivered by the water companies and they cannot be seen as the "default" funders of the measures required for water neutrality. The delivery of water neutrality must be on the basis of concerted action in partnership with the local community, and involving the local authority, local water companies, the Environment Agency and developers. Due to the above statement, demand savings from Water Neutrality have not been included in the WRMP24, however we will continue to liaise with the relevant authorities to support its implementation".	Y	Main Statutory Document	Section 4.3 (baseline household demand forecast). A new paragraph after the first existing paragraph but before the sub heading 4.3.1
PW_SoR62a	Ofwat	Demand Options	We welcome that Portsmouth Water plans to reduce leakage by 50% by 2050.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62b	Ofwat	Preferred Plan	The company also indicates it plans to meet the per capita consumption (PCC) target of 110 l/h/d by 2050 but it should ensure its final WRMP reflects this ambition. The company should also test a scenario of meeting the target under the dry year scenario for its final WRMP.	Since the dWRMP24 we have updated our Demand Options to meet the updated demand reduction targets detailed in the 2023 Environmental Improvement Plan (EIP). As a result, the Demand Basket Plus has been updated with new options to meet these demand reductions. These targets are more challenging than those proposed for the dWRMP24, and as a result there are a limited number of options available to meet these expected reductions. Therefore, for the rdWRMP24 the EIP targets for demand reductions will be the main factor in the selection of the demand reduction options. New supporting Appendices have been produced for Leakage (Appendix 10C) and Water Efficiency Strategy (Appendix 10B) which details how the demand reductions in the rdWRMP24 will be delivered and the component parts.  For the rWRMP24 we are now forecasting to meet 110 PCC as a dry year annual average scenario. The rdWRMP24 planning tables (Table 3, Line 20FP) will be updated to reflect this change. Whilst we meet the 2050 targets, we do not meet all of the interim targets as we cannot meet the demand reductions at the required pace. Despite not meeting the interim demand reduction targets we are committed to achieving these targets. As we progress into PR24 and beyond we will work with regulators to establish options which would allow us to meet these targets. This may include looking at innovation options such as the proactive replacement of customer white goods which are more water efficient) or consulting with customers on a changed level of service for WRMP29.	Y	Appendix 10B and 10C, WRMP24 Planning Tables	All, Table 3, Line 20FP
PW_SoR62c	Ofwat	Decision Making (Programmes and Plans)	The company does not reference the 20% reduction in distribution input per head population by 2037-38 based on the 2019-20 baseline. This reduction should be delivered through a combination of reductions in leakage losses, household consumption and non-household consumption. The company should clearly define how it plans to deliver this reduction in its final WRMP and the contributions of each component of demand.	Since the dWRMP24 we have moved to a 2021-22 base year and included new population and property forecasts. We have also updated our Demand Options to meet the updated demand reduction targets detailed in the 2023 Environmental Improvement Plan. This includes 2037/38 targets to reduce Distribution Input by 20% from 2019-20 baseline. However at present we do not meet the 2037/38 targets due to the pace of required demand reductions but we do meet the 2050 targets. This change will be evidenced in the rdWRMP24 Planning Tables (Table 3, Line 45FP). Since the dWRMP24 publication we have produced two new supporting Appendices for Leakage Strategy (Appendix 10C) and Water Efficiency Strategy (Appendix 10B). These appendices detail how the reductions in demand will be achieved.	Y	Appendix 10B and 10C, WRMP24 Planning Tables	All, Table 3, Line 45FP



Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR62d	Ofwat	Decision Making (Programmes and Plans)	The company has looked at a relatively wide range of demand management options, however, it is unclear how the company has optimised its demand management strategy. The company states that its preferred plan has been developed and proposed through participation in the regional planning process, and that one of the combined demand reduction strategies, known as the 'High Plus' Demand Basket, was selected in the regional investment modelling. However, beyond saying that this is consistent with other companies in the south-east, the plan does not articulate how the preferred plan was optimised to form the selected strategy. We expect the company to explain, and provide sufficient and convincing evidence on, how the strategies were devised and how the preferred strategy selected through regional planning represents the best value approach to meet a supply-demand balance. We also expect the company to provide disaggregated costs and benefits of its water efficiency, metering and leakage options in its final WRMP.	Since the dWRMP24 the demand management options have been reviewed in light of the new Environmental Improvement Plan and the WRMP24 interim and long term demand reduction targets. These targets are more challenging than those proposed for dWRMP24, as a result there are a limited number of options available to meet these expected reductions. Therefore, for the rdWRMP24 the EIP targets for demand reductions will be the main factor in the selection of the demand reduction options. Since the dWRMP24 publication we have produced two new supporting Appendices for Leakage Strategy (Appendix 10C) and Water Efficiency Strategy (Appendix 10B). These appendices detail how the demand reduction options have been generated and the costs and benefits of various interventions.	Y	Appendix 10B and 10C	All
PW_SoR62e	Ofwat	Demand Forecast	We are concerned that, based on the draft WRMP data tables, the company does not forecast to deliver its PR19 performance commitment levels for leakage and PCC by 2024-25. The company has separately confirmed that it expects to achieve its performance commitment level for leakage. The company has also confirmed that it is in the process of reworking its PCC forecast and this will be presented as part of its final WRMP24 once reviewed and assured.  We expect the company to deliver its PR19 and WRMP19 targets. Companies should not expect additional customer funding to address deficits resulting from under delivery in the current or previous periods. We expect the company to review its proposals in these areas for its final WRMP.	We recognise the importance of delivering our remaining AMP7 schemes to ensure a healthy starting position for WRMP24. We are no longer forecasting to meet our Leakage and PCC performance commitments for 2024-25. The following response provides further detail on these measures.  Leakage: We have been struggling to return our leakage performance to our desired levels following a series of leakage breakout events caused by notable weather. Most recently we are working to recover from an outbreak caused by the significant dry weather in June this year, having previously been impacted by two periods of very cold weather over last winter and a breakout during last years drought. Earlier this year, before the June breakout, we undertook a root cause analysis behind our recent leakage performance. As a result we in the midst of a recovery plan, some key elements include: - We have increased leakage detection resource by 50% on 2021-22 levels - We have increased repair resource by 20% on 2021-22 levels are will be increasing by a further 2 gangs this year. - We have updated 30% of our fixed monitoring network with the latest NBIOT enabled sensors to enhance effectiveness. - We are investing in satellite technology to identify potential leaks, particularly in our rural and hard to reach network locations.  Leakage performance is being tracked twice weekly in meetings attended by Exec team members. Performance is reported monthly to both the Exec team and the Board. As a result of these interventions and scrutiny <b>we are confident we will recover leakage to the levels predicted in WRMP19 this year and maintain those levels into next year.</b> We believe this will ensure there will be no adverse risk posed to our security of supply to customers. Because of the nature of the 3 year average calculation for Ofwat delivery targets, achieving these measures presents us a significant challenge. Since the dWRMP24 we have produced a new Leakage Strategy Appendix (10C) which details our plans for leakage reductions.  PCC reductions: We are forecasting not to meet WRMP19 PCC forecasts which is largely driven by Covid-19 and the longer term shifts in household water use in the region. Covid also impacted our metering and water efficiency work. Further detail on our progress to meet our WRMP19 forecasts can be found in the 2023 WRMP Annual Review ( <a href="https://www.portsmouthwater.co.uk/wp-content/uploads/2023/07/Portsmouth-Water-WRMP-Annual-Review_June-2023.pdf">https://www.portsmouthwater.co.uk/wp-content/uploads/2023/07/Portsmouth-Water-WRMP-Annual-Review_June-2023.pdf</a> ). Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our future plans to reduce PCC both in AMP7 and AMP8. To ensure we are in the best position possible for AMP8, we are still planning to install the total number of meters envisaged by WRMP19 for AMP7. To recover the back log programme, we introduced an initiative to install meters into existing vacant domestic boundary boxes, with a view to working with those customers, with the option to switch to a metered bill during AMP7. Should our WRMP24, containing the need for universal metering, be signed off by the Secretary of State, then on the immediate start to AMP8 these meters can be placed directly onto billing. We will engage with Ofwat further regarding any potential funding implications.	N	N/A	N/A
PW_SoR62f	Ofwat	Demand Options	We welcome that Portsmouth Water has set out its plans to reduce leakage by 50% from 2017-18 levels by 2050. However, although the company tests other scenarios it is not clear what other targets were specifically tested nor how the testing has influenced the selected target presented in the draft WRMP. The company is proposing a three-year average leakage reduction of 3.4% across the 2025-30 period which is a lower level than the 15.2% it plans to deliver for the 2020-25 period. We expect the company to provide sufficient and convincing evidence of target testing, an explanation of its decision-making process, and a justification for the selected leakage reduction in its final WRMP.	Since the dWRMP24 we have committed to meeting the 50% leakage reduction by 2040, compared to 2050 in the dWRMP24 based on customer feedback. As a result, the leakage reductions between 2025/26 and 2029/30 are now greater at a 15.6% reduction over the period.	Y	Appendix 10C	All
PW_SoR62g	Ofwat	Demand Options	Portsmouth Water discussed its baseline policy on customer supply pipe leakage but did not consider any changes to it. We are encouraging companies to evaluate the benefits of a common industry approach to addressing leakage on customers own pipes. We expect companies to provide a view on the benefits of a common industry approach in their statements of response and final WRMPs. We will support companies in the development of a common approach but expect the industry to lead on the development. The Water UK leakage routemap to 20506 committed to an informed debate on customer supply pipe strategy by December 2022.	We are committed to working with other companies and WaterUK on a common industry approach to supply pipe leaks. We would welcome the sharing of data over the industry for best practice, whilst ensuring vulnerable customers are protected. These approaches would develop as we develop our plans for PR24 further. Since the dWRMP24 we have produced a new Leakage Strategy Appendix (10C) which provides further detail on our current and proposed strategies. Please refer to Section 5.6.1.11 for information on smart metering and the identification of supply pipe leakage.	Y	Appendix 10C	All
PW_SoR62h	Ofwat	Preferred Plan	Portsmouth Water plans to meet the PCC target of 110 l/h/d by 2050. However, this is under the normal year scenario. The company should test a scenario of meeting the target under the dry year scenario for its final WRMP. The company should revise its planning tables in its final WRMP.	For the rWRMP24 the demand reduction options have been reviewed in order to meet the 110 PCC as a dry year annual average scenario following clarification from Regulators. The rdWRMP24 planning tables (Table 3, Line 20FP) will be updated to reflect this change.	Y	WRMP24 Planning Tables	Table 3, Line 20FP
PW_SoR62i	Ofwat	Decision Making (Programmes and Plans)	The company also proposes a three-year average PCC (normal year) reduction of 4.2% across the 2025-30 period which is a lower level of ambition than the 6.3% it is delivering for the 2020-25 period. We expect the company to justify its reduced rate of reduction for 2025-30 in comparison to 2020-25 in its final WRMP.	Since the dWRMP24 the PCC reductions have been profiled to meet the interim and longer term targets for PCC. These are the main determining factors in the scale of PCC reductions between 2025 and 2030. To meet these targets we have generated new options such as innovative tariffs which would be implemented post the full roll out of smart metering. These targets are extremely stretching and we are not forecasting to meet the 2037/38 targets. This is due to our 2019-20 PCC baseline and there not being enough time to implement the options to meet the target (largely linked to the roll out of smart metering). We do however forecast to meet the 2050 targets. We are proposing to roll out smart metering at the earliest opportunity, but it will take time to realise the demand benefits. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 which details options we considered in the rdWRMP24.	N	N/A	N/A

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PW_SoR62j	Ofwat	Demand Options	Portsmouth Water's draft WRMP presents a 2029-30 business demand (non-household consumption) level that is 4.2% lower than the 2019-20 baseline level. However, the company's plan also indicates an increasing business demand across the 2025-30 period. We have previously highlighted the opportunity for companies to deliver business demand reductions and our expectations for WRMPs that deliver significantly improved levels of water efficiency in the business sector. We expect the company to clearly justify an ambitious strategy for non-household demand reduction in its final WRMP to inform its PR24 business plan.	<p>Since the dWRMP24 we have reviewed our non-household demand reductions to at least 15% by 2050 to align with the Government targets. During WRMP24 we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls.</p> <p>Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 which details options we considered in the rdWRMP24. The increasing NHH demand overtime is driven primarily by agricultural demand. Section 4.5.2.10 of Appendix 10B details how we plan to work with agricultural producers to reduce their demand for water.</p>	Y	Appendix 10B	4.5, 4.5.2.10
PW_SoR62k	Ofwat	Demand Options	The company proposes that a universal metering programme to install 206,000 smart household meters will be delivered within 10 years and that existing basic meters reaching the end of their life will be replaced with smart meters. This results in an overall 15 year deployment period after which all meters will be smart. The company states that this will bring its supply area in line with the metering penetration across the rest of the south-east of England. The company should explain in its final WRMP what type of meter technology is being proposed and how it was selected as optimal, as well as provide sufficient and convincing evidence that this rate of metering is optimal over the long-term including how this interacts with the selection of other demand management options.	<p>At this stage we are pre-procurement of the smart meter assets (AMI Meters) so do not have a view of the exact meter type as this will be determined during procurement. Our strategic approach is to ensure the meter that is selected is in use on existing smart networks within the UK water market. We will be using tried and tested meter assets for our smart network and will provide performance requirements within our tender to specify battery life and water measurement expectations.</p> <p>Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes details on the options considered, the selection of options and the preferred demand reduction plans. Please refer to this supporting appendix for further information, in particular Section 4.5.2.7 and Annex 3.</p>	Y	Appendix 10B	4.5.2.7
PW_SoR62l	Ofwat	Supply Demand Balance	The company's supply demand balance starting point for the draft WRMP24 is lower than its forecast for the same point in the final WRMP19. The company has provided limited high-level information regarding the reasons and appropriateness of the changes to components of the supply-demand balance. This means that there are some concerns that the overall outcome of the WRMP19 as funded at PR19 has not been delivered in the round. The company should fully quantify and justify the reasoning for changes between WRMP19 and the starting point for WRMP24 at a supply-demand balance component level with sufficient and convincing evidence.	<p>Since WRMP19 there have been several changes to the supply demand balance, which include an updated supply forecast, updated outage and headroom and a higher demand following the Covid-19 pandemic. As explained in Section 6.6 of our plan, we believed it was not possible to make a meaningful comparison between the baseline supply-demand balances for our revised WRMP19 and dWRMP24. This is because in dWRMP24, Havant Thicket is part of our baseline unlike in WRMP19. Furthermore in dWRMP24 the existing bulk supplies to Southern Water are only treated as baseline until contract renewal dates (instead of being included in the baseline throughout the planning horizon). Significantly, the revised WRMP19 also assumes no sustainability reductions, whereas the dWRMP24 includes potential sustainability reductions associated with Environmental Destination (with licence capping).</p> <p>However, to demonstrate this change a new table will be added to the main statutory document to which lists all supply-demand components between WRMP19 and the rWRMP24 and what are the key driving factors in the change (caveats have been added accordingly where the comparison is not possible).</p>	Y	Main Statutory Document	6.6
PW_SoR62m	Ofwat	Supply Demand Balance	It is important that Portsmouth Water accelerates its progress on WRMP19 supply and demand side options delivery, and in meeting PR19 commitments ahead of WRMP24. We expect the company to make substantial efforts on demand reduction for the rest of the price control period 2020-25, to ensure that WRMP19 forecast, and PR19 performance commitment targets are met annually, and to set firm foundations for delivering WRMP24. There is limited evidence provided that the benefits of funded PR19 activities have been appropriately factored in to the draft WRMP24 baseline supply-demand balance. The company should provide granular details of the benefits of funded schemes, and how and when these have benefitted the baseline supply-demand balance. Where a step change in supply-demand balance between WRMP19 and WRMP24 is not sufficiently justified by scenario drivers, and may instead be as a result of non-delivery or underperformance, this will be taken into account at PR24 in the assessment of enhancement funding	<p>We recognise the importance of delivering our remaining AMP7 schemes to ensure a healthy starting position for WRMP24. For WRMP19 we had a selection of Supply and Demand Options which include:</p> <p><b>Leakage:</b> We have been struggling to return our leakage performance to our desired levels following a series of leakage breakout events caused by notable weather. Most recently we are working to recover from an outbreak caused by the significant dry weather in June this year, having previously been impacted by two periods of very cold weather over last winter and a breakout during last year's drought. Earlier this year, before the June breakout, we undertook a root cause analysis behind our recent leakage performance. As a result we in the midst of a recovery plan, some key elements of which are as follows: We have increased leakage detection resource by 50% on 2021-22 levels, we have increased repair resource by 20% on 2021-22 levels and will be increasing by a further two gangs this year, we have updated 30% of our fixed monitoring network with the latest NBIOT enabled sensors to enhance effectiveness and we are investing in satellite technology to identify potential leaks, particularly in our rural and hard to reach network locations. As a result of these interventions and scrutiny we are confident we will recover leakage to the levels predicted in WRMP19 this year and maintain those levels into next year. We believe this will ensure that there will be no adverse risk posed to our security of supply to customers. Because of the nature of the three year average calculation for Ofwat delivery targets, achieving these targets presents us with a significant challenge.</p> <p><b>PCC reductions:</b> We are forecasting not to meet WRMP19 PCC forecasts which is largely driven by Covid-19 and the longer term shifts in household water use in the region. Covid also impacted our metering and water efficiency work. Further detail on our progress to meet our WRMP19 forecasts can be found in the 2022 WRMP Annual Review (<a href="https://www.portsmouthwater.co.uk/wp-content/uploads/2023/01/Portsmouth-Water-WRMP-Annual-Review-June-2022_updated-Dec-2022.pdf">https://www.portsmouthwater.co.uk/wp-content/uploads/2023/01/Portsmouth-Water-WRMP-Annual-Review-June-2022_updated-Dec-2022.pdf</a>).</p> <p><b>Supply Options:</b> These options include Deployable Output (DO) recovery at Source J, C, H and O and Source S Drought Permit. Detailed updates can be found in our revised WRMP19 (<a href="https://www.portsmouthwater.co.uk/wp-content/uploads/2023/01/Portsmouth-Water_rWRMP19_Dec_2022.pdf">https://www.portsmouthwater.co.uk/wp-content/uploads/2023/01/Portsmouth-Water_rWRMP19_Dec_2022.pdf</a>). In summary: Source H was delivered in 2022-23, and Source C and O are to be delivered in 2024-25. The DO benefit of these schemes is captured in our baseline DO between 2023-24 and 2024-25 (Line 6.1BL). Source J has been removed as additional analysis found limited yield benefits. Since WRMP19 we have undertaken updated DO modelling and therefore the DO benefits of these schemes will differ from those published in WRMP19 planning tables. For Source S Drought Permit, updated modelling was completed in 2020-21 but additional pump tests are needed during dry periods.</p> <p>Within the rdWRMP24 we have produced a table which details the WRMP19 option benefits and how they map to WRMP24 (including the reasons for any differences).</p>	Y	Main Statutory Document	6.6
PW_SoR62n	Ofwat	Overview	Portsmouth Water has used methods and data that align with planning guidelines and are appropriate to the scale and complexity of the problem presented in its problem characterisation. The key changes to the planning problem are clearly described. Growth, climate change and reducing abstraction from chalk streams are key drivers of investment for this plan. Changes across the supply demand balance components are also described. The draft WRMP aligns with the Water Resources South East (WRSE) regional plan.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62o	Ofwat	Overview	We welcome Portsmouth Water's chosen 50 year planning horizon, which exceeds minimum planning requirements. The company should clearly explain in its final WRMP the rationale for the chosen planning horizon.	The rdWRMP24 has been updated to state: "A 50-year planning horizon has been selected in line with WRSE to ensure that any large strategic schemes required beyond 2050 are identified. These large strategic schemes can require a significant lead in time and therefore assessment beyond 2050 can help to identify potential future investment needs for Portsmouth Water and the wider WRSE group".	Y	Main Statutory Document	rdWRMP24 Section 1.1 (between the second and third paragraph)
PW_SoR62p	Ofwat	Supply Forecast	Portsmouth Water should ensure that abstraction reductions are not double counted if licence changes are needed ahead of delivering environmental destination scenarios. This will give greater confidence in plan drivers in the final WRMP and in investment levels in business plans.	We can confirm licence reductions have not been double counted. We have agreed the overall reductions required and the profiling of the reduction with the Environment Agency. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including the proposed Sustainability Reductions.	Y	Appendix 5B	Section 2.2
PW_SoR62q	Ofwat	Testing the Plan	We are pleased to see that Portsmouth Water has used the WRSE investment model to explore achieving 1 in 500 year drought resilience by 2035, 2040, 2045 and 2050.	Comment noted, no action required.	N	N/A	N/A

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PW_SoR62r	Ofwat	Demand Forecast	Portsmouth Water plan to use 2021-22 as its base year for the final WRMP to provide an improved understanding of a 'new normal' using recent actual data. The company will also update its headroom assessment from the allowance made for Covid in the draft plan which used 2019-20 as the base year.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62s	Ofwat	Supply Forecast	The company should review its baseline deployable output (DO) to ensure that it is consistent with the WRPG (5.3). Baseline DO should be based on 1 in 500 year drought resilience from the base year to the end of the planning period and therefore be flat, with level of service adjustments added to the final planning scenario as an option.	Since the dWRMP24 we have made this change to the planning tables. Our rdWRMP24 planning tables will show a 1 in 500 drought resilience from the base year with a service level adjustment added to the planning scenario as an option.	Y	WRMP24 Planning Tables	Table 3, 4 and 5
PW_SoR62t	Ofwat	Options Appraisal	We have concerns about the volume, extent, and breadth of feasible options considered by Portsmouth Water. Portsmouth Water's feasible option list included around 113% of its 2050 supply demand balance. There are only 30 options and five option types considered in the feasible option list: demand management savings (58%), reservoir (12%), drought permit to abstract from environment (1%), conjunctive use benefit (12%) and change in level of service to enhance water availability (17%). We do not think this is a sufficient range of feasible supply and demand options given water needs and forecast deficit. We have concerns that if this is reflected in Portsmouth Water's business plan, it could lead to queries in the PR24 process as to whether the options presented have been sufficiently justified as being best value.	The following text has been added as an addendum to the Options Appraisal Appendix (7A) to provide the following clarification:  Consultation feedback raised concerns about a limited number of supply options. The following clarification has been added. For our dWRMP24 we undertook a detailed options appraisal process for our supply region and alongside WRSE reviewed regional and intercompany options. A number of these WRSE options are classified under other companies, such as Southern Water. We worked with Southern Water to review potential water recycling options. Via Havant Thicket Reservoir and our WRMP24 treatment works upgrade options we can access the benefit from Southern Water's [SRN Works A] water recycling options (up to 60 Ml/d). We also have an option to transfer up to 45 Ml/d into our zone from Southern Water, which is supported by a new Thames Water to Southern Water transfer in the 2040s. These options are not included within the assessed 113% figure.  Our supply region is now classified as water stressed and due to our coastal location it was considered there are no or limited new supply options available. Our forecast supply demand balance deficit is largely determined by Environmental Destination, the impacts of which were unclear at the time of the WRMP options appraisal. As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction) that can help mitigate the impact of the Environmental Destination. Furthermore we plan to reassess the potential for desalination with WRSE and Southern Water. Therefore for WRMP29 we expect there will be an increased number of supply options available for assessment. This will include a review of supply options which were rejected for WRMP24. Due to the WINEP links to Options Appraisal we are seeking to establish our WRMP29 Options Appraisal approach with regulators as part of the Action Specification Forms.	Y	Appendix 7A	Forward Note
PW_SoR62u	Ofwat	Options Appraisal	Portsmouth Water says it has worked with third parties to find external options but no third party came forward with any supply opportunities and there is no mention in the options appraisal annex of third party options. We expect sufficient and convincing evidence in the final WRMP that all parts of the guidance have been appropriately followed in relation to third party options and that the lack of third-party options in the company preferred plan is low regret best value.	We can confirm our rWRMP24 does not contain any third party options. The following addendum text has been added to the rdWRMP24 to state:  "We reviewed third party options in two core ways: 1- via Water Resources South East (WRSE). This process generated options linked to shared schemes and bulk transfers with Southern Water. See report ( <a href="https://www.wrse.org.uk/media/2xzjw425/wrse-options-appraisal-summary-report-with-appendices.pdf">https://www.wrse.org.uk/media/2xzjw425/wrse-options-appraisal-summary-report-with-appendices.pdf</a> )  2- via our Bid Assessment Framework where we developed and published online our framework for third party options. The framework explained how Portsmouth Water will evaluate offers in a fair and consistent manner to other options that may be developed in-house. This process did not return any third party options. For WRMP29 we plan to review our engagement and advertisement for third party options to determine if this improves the number of third party options. This process will be developed in preparation for PR29 and would be discussed with Regulators prior to WRMP29 pre-consultation.  The guidance states that; 1. third parties have been able to propose options for appraisal (this was possible via our online Bid Assessment Framework); 2. you have used a set of screening criteria for third party options which is consistent with those applied to your own options (no third party options were identified for screening); and, 3. you have appraised third party options in line with your published bid assessment framework (no third party options were identified for appraisal). Ahead of PR24 we will be undertaking procurement and tendering of the delivery of our PR24 schemes which will ensure efficient delivery and engagement with third parties."	Y	Appendix 7A	Forward Note
PW_SoR62v	Ofwat	Supply Options	Portsmouth Water's ongoing Havant Thicket Reservoir scheme is well referenced and its relative impact on the supply demand balance has been acknowledged in the planning tables. However, in relation to the 'Hampshire Water Transfer and Water Recycling' solution, it has been acknowledged that the deployable output for this solution is not consistent between the RAPID programme, the WRSE regional plan, and company WRMPs. Portsmouth Water must work closely with Southern Water and WRSE to ensure that the deployable output for this scheme, and other associated option data, is correct within its final WRMP, regional plan and the RAPID gate submissions	We are continuing to work collaboratively with Southern Water. Since the dWRMP24, Portsmouth Water and Southern Water have produced two new supporting appendices, which include: 1. A combined appendix to respond to all consultation comments linked to Havant Thicket Reservoir approved scheme and the Hampshire Water Transfer Water Recycling Project. This is Appendix 7F. Portsmouth Water is not responsible for any RAPID submissions, however this joint appendix has been shared with WRSE to ensure consistency between all three parties. 2. A combined appendix to detail confirmation on bulk supplies, option benefits and conjunctive use benefits between Southern Water and Portsmouth Water. This is Appendix 1C.	Y	Appendix 7F and 1C	All
PW_SoR62w	Ofwat	Preferred Plan	The final preferred plan, which follows a twin track approach, selects enough options to achieve a balance or surplus from 2025 to 2075. These options achieve a change in emergency drought order level of service from 1 in 200 to 1 in 500 year drought resilience by 2040 as shown by the modelled level of service in the planning tables. However, Portsmouth Water should clarify why the minimum level of service stated within the planning tables is at 1 in 200 throughout the planning horizon without the step up to 1 in 500.	We can confirm we meet the 1 in 500 levels of service by 2039/40. For the dWRMP24, our minimum (committed) level of service was at 1 in 200 throughout the planning horizon as our interpretation was that we are not committed to 1 in 500 year resilience until the Final WRMP24 has been accepted by the regulators. However the modelled level of service represents the dWRMP24 preferred plan, not modelled.  For the rdWRMP24, our WRMP24 Planning Tables will now align to the 1 in 500 from 2040. This can be evidenced in the WRMP24 Planning Tables.	Y	WRMP24 Planning Tables	Table 2
PW_SoR62x	Ofwat	Options Appraisal	Portsmouth Water has explained its options screening process, however the unconstrained and feasible lists are not clearly set out. For the final WRMP, Portsmouth should provide screening justification including how tests have been applied consistently.	The publication of the rdWRMP24 will include an additional Options Appraisal Appendix (7D) to Regulators which will include further detail on the screening process and the rejection of options. Please note that this Appendix will be only provided to Regulators due to detailed information on supply options.	Y	Appendix 7D and rdWRMP24 Section 7.3 page 128	All
PW_SoR62y	Ofwat	Preferred Plan	Portsmouth Water has not provided sufficient information regarding option utilisation in its draft plan. Extra information was provided to Ofwat on utilisation after querying. We expect to see more robust evidence on utilisation in the final WRMP, in line with feedback in our pre consultation feedback letters, to fully explain and justify the utilisation rates given and to provide evidence that modularity and scalability in optioneering has been fully considered and explored to manage low utilisation situations. The company should provide sufficient and convincing evidence in its final WRMP that operational interventions have been considered and will be implemented where appropriate if this is the best value solution. Portsmouth Water's single supply option appears to be highly utilised. However, as with other WRSE companies, it is not clear if by optimising its strategies to reduce demand or leakage it could delay the need for some schemes or increase utilisation	We have included a new Section within our rdWRMP24 to describe and justify option utilisation and to provide evidence that modularity and scalability in optioneering has been fully considered. Our ambition for demand and leakage options is considerable, such that we cannot further delay the need for supply schemes (i.e. we meet the leakage and demand reduction targets but additional sources of water are still required). Details of option utilisation are detailed in Section 10.4 and 10.5.	Y	Main Statutory Document	10.4 and 10.5
PW_SoR62z	Ofwat	Other (catch all)	The plan references regional methods and approaches and states that this has resulted in fewer appendices than were required for previous plans. However, for the final WRMP, Portsmouth Water should describe the regional methods to make sure the company plan is fully standalone.	For the rdWRMP24 we will publish the relevant documentation from WRSE as Appendices to ensure our rdWRMP24 is a standalone document. Relevant appendices will be referenced throughout the document.	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR62aa	Ofwat	Decision Making (Programmes and Plans)	Portsmouth Water has adopted a regional best value adaptive planning approach using regional decision making tools, including a complex risk-based approach (integrated multi metric and multi-future investment regional model with regional supply capability assessed using a regional system simulation model). A clear explanation is provided of the optimisation process across nine adaptive pathways used to derive the preferred programme. Output comparison has also been provided and appears to be robust.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62ab	Ofwat	Adaptive Planning	Portsmouth Water is using an adaptive planning approach and a thorough explanation of the approach to uncertainty and adaptive planning has been included in the draft plan. There is a baseline deficit under the different scenarios until 2029/30 and the complexity of the planning problem justifies the need for adaptive planning. The plan provides an explanation of methods to combine individual scenarios. The adaptive plan addresses known issues and future uncertainties tested against a suitable range of scenarios. The company has identified constraints it has imposed on its decision-making process and thorough scenario analysis to test the preferred and alternative programmes has been presented including 1 in 500 year drought resilience timing.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62ac	Ofwat	Testing the plan	We note that sensitivity analysis has not been carried out on the timing of adaptive plan branches to explore the trade-offs and justify the timings and this should be completed for the final WRMP. Portsmouth Water should further demonstrate in its final WRMP that decision making has not been influenced by artificial constraints and that constraints are appropriate. Currently they appear to be driven by the 5-year planning and investment cycle, rather than the lead-in time for specific enhancements. This undertaking also includes presenting the implications of sensitivity testing on different glide paths on water efficiency and leakage.	Our short and medium term investments are linked to meeting the demand reductions required to meet the Environmental Improvement Plan targets and therefore are required under all pathways, regardless of the timing of branches. Later in the plan (2040 onwards), our investments vary based on the adaptive pathways. Since the draft plan we have undertaken further sensitivity testing on the plan. This includes 1 in 500 resilience testing by WRSE (which concluded 2040 is the optimal timing) but also Portsmouth Water sensitivity testing. We have tested bringing forward the Environmental Destination (by removing time limited licence variations) and the outcome identified that this is not possible without reducing exports to Southern Water which then increases their resilience on Drought permits and orders. Please refer to Appendix 9A for details of this work.  With respect to the timing of adaptive plan branching, the switch from low to medium or low to high Environmental Destination has the greatest impact on our supply demand balance. For the WRMP24, we would not be able to bring forward the year of branching for Environmental Destination scenarios, as our ability to solve deficits caused by the Environmental Destination is dependent on a new large import from Southern Water, which in turn is dependent on the delivery timescales of the South East Strategic Reservoir Option and associated transfer from Thames Water to Southern Water.	Y	Appendix 9A	All
PW_SoR62ad	Ofwat	Adaptive Planning	Noting that Portsmouth Water has set out a monitoring plan for some measurable metrics such as population growth, it should also develop a monitoring plan for all trigger points and clearly explain the conditions that would cause one pathway to be adopted over another using clear observable metrics.	We review and calculate our current population for each reporting year and therefore we will be tracking population growth annually from 2025 to 2030 to understand which adaptive pathway is emerging. Our in-year population calculation is based on ONS data which is published annually and therefore will account for any changes in population forecasts. Population and housing forecasts are from the collaborative WRSE work, to give consistent forecasts across the whole region. Our forecasts would be refreshed for each WRMP24 planning period. Since the dWRMP24 we have developed a Monitoring Plan appendix (10A) which details what metrics we will monitor to inform our Adaptive Plan. We have developed and included appendix 10A in the rdWRMP24. This sets out our monitoring plan. Via WRMP annual reviews and WINEP reporting mechanisms, Portsmouth Water proposes to monitor the following key metrics, which relate to decision points in the adaptive plan: - Measured and forecast population growth and consequential supply-demand impact of changes to distribution input (in MI/d). 5-year updates based on ONS and local planning updates should be sufficient. - Forecast impacts of climate change on deployable output (in MI/d) as updated for WRMP29 and WRMP34 consistent with the latest UK climate projections at the time of forecast. - Environmental Policy (including licence capping) with respect to the timing and prioritisation of the long-term Environmental Destination which in turn will affect forecast impacts to deployable output post the 2035 decision point. This can be monitored through the AMP8 and AMP9 WINEP investigations and options appraisal programme and use this reporting mechanism. - Progress with demand side options (e.g. we are proposing universal smart metering) and whether this is translating into reduced demand (MI/d) and PCC in line with target profiles. -Drought resilience with respect to progress on supply schemes and how delivery is impacting the supply-demand balance (MI/d). Our key supply side scheme for AMP8 is Havant Thicket Reservoir. Our annual WRMP review will also confirm drought plan assumptions and whether TUBs, NEUBs, Emergency Drought Order and supply side permits/orders remain valid.  Based on the key factors above we believe that we can use existing reporting mechanisms to provide the information for the regional monitoring plan which will allow us to keep track of the situations. If the forecast supply demand deficits fall outside the range that has been considered in the plan or for the preferred pathway we will flag how the investment strategies might need to be updated.	Y	Main Statutory Document and also new Appendix 10A	New Section 10.11 and also new Appendix 10A
PW_SoR62ae	Ofwat	Decision Making (Programmes and Plans)	Identification and consideration of best value metrics have a line of sight to the plan objectives however it would further be beneficial to maintain a line of sight to sub-metrics and to the outcomes, to structure and justify the preferred plan selected. In the best value analysis, the company has fully considered a wide range of economic, social and environmental benefits that the options can deliver. Portsmouth Water has not referred to Ofwat's public value principles, although the plan adheres to most of the principles. We would like Portsmouth Water to reference Ofwat's public value principles within their best value planning process in its final plan and provide narrative on how the principles have been used to inform preferred plan decision making. In combination assessments have been included for environment but not for deployable output at the programme level as part of best value plan assessment and these should be completed for final WRMP.	Since the dWRMP24 we have now referenced Ofwat's public value principles within a new sub-section of Section 8.5 (Developing the plan) of our WRMP24 main statutory document and provided further information from WRSE. Section 8.7 now contains a sub-section which details the metrics for plans and programmes assessed and how the preferred plan was selected.  Regarding the in combination assessment for deployable output, since the dWRMP24 Southern Water, Portsmouth Water and WRSE have undertaken work on conjunctive use and Deployable Output for the Hampshire area and wider WRSE region. This is reflected in an updated conjunctive use benefit.	Y	Main Statutory Document	8.5, 8.7
PW_SoR62af	Ofwat	Decision Making (Programmes and Plans)	The draft plan would benefit from more comparison of alternative plans rather than signposting to the regional plan. This comparison should be added into the final plan as further justification for the preferred plan selected. The costs and benefits of the least cost plan should be compared against the preferred and other alternative plans. In the final WRMP, where investment is needed beyond least cost, the value of the additional benefit needs to be presented within the WRMP planning tables. The robustness of this valuation data is important where companies are requesting significant areas of investment.	For the rdWRMP24 the relevant WRSE information will be republished to ensure Portsmouth Water's WRMP24 is a standalone plan. This will include a comparison of the least cost plan against the preferred or other selected plan to provide justification of the preferred plan (Section 8.7 of the Main Statutory Plan). The selected investment between 2025-2030 is the same for the least cost, preferred plan and Ofwat core pathway. The WRMP24 planning tables detail the options and costs of options selected under each plan.  Demand option costs have been refreshed since the dWRMP24 in light of updated demand targets and profiles. The costs of WRMP24 options were subject to external assurance and therefore we can confirm that the costs included within the WRMP24 planning tables are robust. Please refer to Appendix 11A for the Assurance Statement.	Y	Main Statutory Document	8.7
PW_SoR62ag	Ofwat	Preferred Plan	Portsmouth Water proposes to invest £0.7 million in interconnecting its network in the 2025- 30 period. The company should ensure the benefits it has identified for these schemes are sufficiently evidenced in its final WRMP.	The £0.7 million is for Source O Booster which provides 1.3 MI/d (DYAA) Deployable Output Benefit in the draft plan. The costs and benefits of the option are presented in the WRMP24 Planning Tables. Since the dWRMP24 this option has been remodelled with a new conjunctive use benefit with Southern Water. Section 10.5.1 of the main statutory plan present the key benefits of the scheme in our preferred plan.	Y	Main Statutory Document	10.5.1

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR62ah	Ofwat	Supply Options	the company may have schemes where interconnectors are necessary to deliver new supplies to areas of demand. In such cases the schemes should be evaluated by combining the costs of developing the new supply with the interconnector costs as a single option to produce an optimised best value plan	Our rdWRMP24 includes one interconnector scheme within our supply region; Source O Booster, which unlocks trapped deployable output associated with the approved Havant Thicket reservoir scheme. It is not part of the approved scheme and is therefore represented as a standalone option. The unlocked deployable output is represented as a separate conjunctive use option, which is dependent on the Source O Booster being selected.	N	N/A	N/A
PW_SoR62ai	Ofwat	Supply Options	We also reiterate our pre-consultation feedback, which aligns with the WRMP guidelines, that sub zonal schemes (not impacting on zonal water available for use (WAFU)) can be discussed within the narrative of the WRMP to provide context but they need to be presented and justified with sufficient and convincing evidence in PR24 business plans rather than the WRMP. When presenting these enhancement schemes, companies should clearly identify how they have assessed the degree of overlap with activities they are funded to deliver through base expenditure. Companies should not expect additional customer funding to address risks resulting from under delivery in the current or previous periods.	Comment noted. We do not have any schemes which do not have a WAFU benefit. We do have some options which show zero WAFU benefit in the WRMP24 planning table (Table 5) for our Preferred Plan. The WAFU benefit of these options is captured in the deployable output benefit from options which deliver raw water into Havant Thicket Reservoir.	N	N/A	N/A
PW_SoR62aj	Ofwat	Testing the plan	While the South East Strategic Reservoir Option (SESRO) is currently selected consistently in the draft regional plan, the size of SESRO selected is sensitive to the size of the 'Hampshire Water Transfer and Water Recycling' selected. The water recycling plant was sized at 15 MI/d within the RAPID accelerated gate two submission and has since been increased to 60 MI/d following WRSE investment model outputs selecting this option. Such an increase in size raises deliverability risks that Southern Water working with WRSE needs to consider. To understand the impact of the 60 MI/d water recycling plant not being deliverable we understand that WRSE is in the process of running sensitivity analysis to explore sizes <60MI/d and modular options. Portsmouth Water should include this analysis and consideration of these risks in its final plan.	We are continuing to work collaboratively with Southern Water. Since the dWRMP24, Portsmouth Water and Southern Water have produced a new combined Appendix to respond to all Consultation comments linked to Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer and Water Recycling Project (HWTWRP) option. Please refer to Appendix 7F. The appendix and modelling for the best value plan now includes a delay in the implementation of HWTWRP, which effectively accounts for delivery risks in the scheme's implementation.	N	N/A	N/A
PW_SoR62ak	Ofwat	Preferred Plan	We expect to see a clear line of sight between long-term WRMPs and the requested investment at PR24. Portsmouth Water acknowledges that the PR24 business plan is a mechanism to set out investment needs in order to deliver the outcomes specified in its WRMP. The company demonstrates clearly that this WRMP forms part of a larger planning framework at a company, regional, national scale, including previous price reviews, drought plans and a plan for delivering net zero	Comment noted. Our WRMP24 and Business Plan will be aligned.	N	N/A	N/A
PW_SoR62al	Ofwat	Headroom	The company has used target headroom calculation and adaptive planning to manage uncertainty in its plan. There is a good explanation of the interaction between the two approaches so that risks and uncertainties are not double counted. The company clearly explains how its approach to calculating target headroom has changed since WRMP19.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62am	Ofwat	Testing the plan	Portsmouth Water presents the Ofwat 'reported core pathway' as largely covered by its 'situation 4'. However, this does not align with the WRPG definition of a core pathway because it only includes investment required to meet a single future scenario. We also have concerns that there is a risk of over-investment in 2025-30. This is because the options are chosen based on scenarios that are more severe than the Ofwat common reference scenarios and have been combined. Since the Ofwat common reference scenarios represent 'plausible extremes', combining them risks producing a very low probability scenario. This means Portsmouth Water may be investing in some options that have a very low chance of being needed or could have low rates of utilisation. Furthermore, it is unclear which options would be selected in the different pathways, and when they would first be utilised. For its final WRMP Portsmouth Water should present a core pathway in line with the WRPG definition that includes low-regret investment to meet future uncertainties and additional option value to allow further flexibility in the future. We expect the company to demonstrate that plausible scenarios have been used to optimise the timing and selection of low-regret investment. In its final WRMP, we expect Portsmouth water to clearly set out the impact of the Ofwat common reference scenarios compared to the 'most likely' scenarios on which the preferred plan is based. This should include quantifying the impact on demand of the low and high scenarios for climate change, demand, and abstraction reductions across the planning period. The company should also quantify the estimated impact on the expenditure requirement of: <ul style="list-style-type: none"> <li>planning based on the high scenarios for climate change, demand, and abstraction reductions, and the slower scenario for technology; and</li> <li>planning based on the low scenarios for climate change, demand, and abstraction reductions, and the faster scenario for technology.</li> </ul> This will improve understanding of the drivers of investment, the sensitivity of the plan to future scenarios and confidence in the investments being proposed. We expect Portsmouth water to use the results of this testing to identify and justify, with sufficient and convincing evidence, low regret investments rather than just investments that meet both high and low planning needs in a non-adaptive way.	In the short term (2025-2030) our investments are driven by demand reductions to meet Governmental and Regulator expectations, such as those required under the Environmental Improvement Plan. Therefore there is no risk of over investment during this period. Since the draft plan, WRSE and Portsmouth Water have had further discussions with Ofwat about the Long Term Delivery Strategy / Ofwat reported core pathway. The rdWRMP24 has been updated to account for Ofwat's feedback in terms of a comparison of the Ofwat core pathway against the preferred / most likely scenario, with new commentary on the Ofwat's business plan related LTDS high and low reference scenarios. This is detailed in Section 10 of the Main Statutory Plan.	Y	Main Statutory Document	10

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR62an	Ofwat	Adaptive Planning	The timing and need for decision points and trigger points is well explained in the main report. Portsmouth Water sets out a monitoring plan including some measurable metrics such as population growth. For the final WRMP, Portsmouth Water should develop a monitoring plan for all trigger points and clearly explain the conditions that would cause one pathway to be adopted over another using clear observable metrics. We would also like to see some sensitivity testing of the timing of these points. Currently they appear to be driven by the 5-year planning and investment cycle, rather than the lead-in time for specific enhancements.	<p>Since the dWRMP24 we have developed a Monitoring Plan, which details what metrics we will monitor to inform our Adaptive Plan. We have included appendix 10A in the rdWRMP24, which sets out our monitoring plan. Via WRMP annual reviews and WINEP reporting mechanisms, Portsmouth Water proposes to monitor the following key metrics, which relate to decision points in the adaptive plan:</p> <ul style="list-style-type: none"> <li>- Measured and forecast population growth and consequential supply-demand impact of changes to distribution input (in MI/d). 5-year updates based on ONS and local planning updates should be sufficient.</li> <li>- Forecast impacts of climate change on deployable output (in MI/d) as updated for WRMP29 and WRMP34 consistent with the latest UK climate projections at the time of forecast.</li> <li>- Environmental Policy (including licence capping) with respect to the timing and prioritisation of the long-term Environmental Destination which in turn will affect forecast impacts to deployable output post the 2035 decision point. This can be monitored through the AMP8 and AMP9 WINEP investigations and options appraisal programme and use this reporting mechanism.</li> <li>- Progress with demand side options (e.g. we are proposing universal smart metering) and whether this is translating into reduced demand (MI/d) and PCC in line with target profiles.</li> <li>-Drought resilience with respect to progress on supply schemes and how delivery is impacting the supply-demand balance (MI/d). Our key supply side scheme for AMP8 is Havant Thicket Reservoir. Our annual WRMP review will also confirm drought plan assumptions and whether TUBs, NEUBs, Emergency Drought Order and supply side permits/orders remain valid.</li> </ul> <p>Based on the key factors above we believe that we can use existing reporting mechanisms to provide the information for the regional monitoring plan which will allow us to keep track of the situations. If the forecast supply demand deficits fall outside the range that has been considered in the plan or for the preferred pathway we will flag how the investment strategies might need to be updated. Our short and medium term investments are linked to meeting the demand reductions to meet the Environmental Improvement Plan targets and therefore are required under all pathways. Later in the plan (2040 onwards), our investments vary based on the adaptive pathways. Since the draft plan we have undertaken further sensitivity testing on the plan. This includes 1 in 500 resilience testing by WRSE (which concluded 2040 is the optimal timing) but also Portsmouth Water sensitivity testing. This includes testing to bring Environmental Destination forward (by removing time limited licence variations) and the outcome identified that this is not possible without reducing exports to Southern Water which then increases their resilience on Drought permits and orders. Please refer to Appendix 9A. With respect to bringing forward the Environmental Destination branching (e.g. shift from low to high), we are unable to achieve this owing to our reliance upon a new import from Southern Water, which in turn is reliant upon the delivery timescales for SESRO and a new Thames to Southern transfer.</p>	Y	Main Statutory Document	Section 9 and 10.11 and Appendix 9A and 10A
PW_SoR62ao	Ofwat	Preferred Plan	The plan goes some way to linking the WRMP work to the PR24 business plan. Table 8 is filled out with preferred best value, least cost and Ofwat core plan, however the difference between these plans is not explained in the main report. Differences in approaches compared to WRMP19 are explained to some extent (including use of WRSE approaches) and the inclusion of Havant Thicket, which was in WRMP19, is included in the WRMP24 baseline.	For the rdWRMP24 the main statutory document has been updated to explain the differences between these the key plans in terms of the scenario and investments required (please see Section 8.7 and 10). In the dWRMP24 the investment required for best value, least cost and Ofwat core plan had the same investment for the 2025-30 period, which applies for the rdWRMP24.	Y	Main Statutory Document	8.7, 10
PW_SoR62ap	Ofwat	Preferred Plan	Over the whole life of the plan, Portsmouth Water has proposed £395m of investment on preferred options. The company generally perform well when compared against other companies on unit costs, but they have selected two 'Metering other selective' solutions as preferred, which have very high unit costs for both net present cost (NPC) and average incremental cost (AIC). Portsmouth Water should clearly set out in its final WRMP why these solutions have been selected in place of other lower unit cost metering solutions.	<p>These higher unit costs relate to an options which involve:</p> <ul style="list-style-type: none"> <li>- Meter optants which is a less efficient approach to metering than compulsory metering where efficiencies can be generated. However we are required to provide meters to customers who request one. For example, a customer may request a meter which is not due for smart metering for a number of years and therefore an ad hoc job is raised to fit the meter, rather than planned smart meter rollout.</li> <li>- Metering voids. However this option has been removed for the rdWRMP24 as there is now a lower number of void properties. Therefore this option will not feature in the rdWRMP24.</li> </ul>	N	N/A	N/A
PW_SoR62aq	Ofwat	Quality Assurance	We are pleased to see that third party technical assurance been carried out on the decision making analysis.	Noted, no WRMP24 change required	N	N/A	N/A
PW_SoR62ar	Ofwat	Preferred Plan	Portsmouth Water plans to deliver around 44 MI/d of supply demand benefit (excluding interconnectors) in 2025-30. During this period, the company proposes to deliver the total supply demand balance benefits at a lower cost in comparison to other companies. This is driven by benefits relating to supply side and demand side (water efficiency) improvements being delivered at a low cost. While part of the investment also relates to strategic schemes and interconnectors that deliver benefits over a longer timeframe, the company presents that approximately 79% of the 2025-30 enhancement investment will be on metering. The company proposes to deliver metering improvements at a unit rate of approximately 7.6 £m/MI/d in the 2025-30 period, slightly higher than the industry median of 6.7 £m/MI/d. This is indicative of the comparatively high costs for fairly limited benefits assumed for metering improvements across the plan. The company should provide sufficient and convincing evidence that the preferred options being selected, across all areas of its plan, are best value in its final WRMP24 and ensure costs are reliable, efficient and appropriately allocated.	<p>For the rdWRMP24 we have reviewed the cost and benefits of metering and these numbers will be updated based on further work undertaken by Skweb and Artesia. These numbers will be evidenced via the rdWRMP24 Planning Tables. The metering costs and benefits are also presented in a new supporting Water Efficiency Appendix (10B). Previously the hyper care benefit of smart metering was in a separate water efficiency option, but this has now been added to the smart metering option, which will reduce the £m/MI/d. These costs have been subject to internal review and third party assurance.</p> <p>Our smart metering programme allows us to deliver a range of our demand reduction schemes such as identifying supply pipe leakage, customer leakage and our innovative tariffs. Smart metering also allows us to provide improved water efficiency support. Therefore, when reviewing the unit costs of smart metering, these wider benefits needs to be considered. Our Water Efficiency Appendix (10B) and our Leakage Strategy Appendix (10C) detail the options which are linked to smart metering.</p>	N	N/A	N/A
PW_SoR62as	Ofwat	Engagement and consultation	Engagement with the WRSE regional group and with neighbouring water companies has been carried out and is well described. Portsmouth Water has collaborated with other water companies and with the WRSE regional group to undertake extensive customer and stakeholder engagement. Engagement with the WRSE regional group and with neighbouring water companies has been carried out and is well described. Engagement with regulators has been undertaken in the development of the draft WRMP.	Comment noted, no action required.	N	N/A	N/A
PW_SoR62at	Ofwat	Decision Making (Programmes and Plans)	Stakeholder engagement on the best value decision making process has been undertaken through the WRSE emerging regional plan consultation and refined for Portsmouth Water's draft. Key topics have been identified, including future supply and demand management, and customer views have been sought on these areas. However, it is not clear how these views have influenced the best value decision making. The final WRMP should explain clearly how customer preferences have informed best value decision making. The views of retailers were sought in stakeholder consultations and through WRSE stakeholder engagement. Portsmouth Water should provide further evidence in its final WRMP how the views of the retailers have been considered, as well as further views around bill impacts, which have been estimated.	<p>The approach undertaken by WRSE on the best value decision making is detailed in the WRSE Regional Plan and supporting documents. For our rdWRMP24 we will ensure our plan is standalone but ensuring the relevant WRSE method and approaches are published alongside the plan. Furthermore, we have updated Section 3 and 8 to explain how feedback on our consultation has informed best value decision making (and linked to the relevant appendices).</p> <p>In our statement of response we detail the outcome of customer surveys on affordability. We have also revised our non household demand options to include smart metering and clarified our position on working with Retailers. This includes now including smart metering for non households and water efficiency support.</p>	Y	Main Statutory Document	3 and 8

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR62au	Ofwat	Supply Forecast	Delivery of the Havant Thicket reservoir has been identified as an opportunity for co-funding and co-delivery. Further investigation of where there may be additional partnership opportunities for co-funding and co-delivery with stakeholders should be undertaken, and should be explained in the final WRMP, as well as considering commercial models to deliver.	Our WRMP24 largely consists of demand reduction measures and therefore there are limited co-funding and delivery opportunities identified via the WRSE modelling. However, during AMP8 we will be undertaking a number of water resource catchment-based investigations as part of our WINEP programme which will seek to identify any nature or catchment-based solutions to deliver wider benefits to the aquatic environment. As part of this process we will seek to work with third parties for co-delivery and funding. Further information on our approach has been provided in the new supporting appendix on 'Investigating and Achieving Sustainable Abstraction' (5B). In addition Appendix 10B (Water Efficiency Strategy) details how we plan to develop our strategy of working with Retailers to deliver Water Efficiency support. Our approach to working in partnership will develop as we progress our PR24 plans towards 2025.	Y	Appendix 5B Appendix 10B	3.2 4.5
PW_SoR62av	Ofwat	Quality Assurance	A Board assurance statement and a statement setting out Board Approval have been provided, confirming that the Board were provided with assurance reports and are satisfied with the draft WRMP, although there is some lack of detail on some financial assumptions for instance WACC and depreciation factor, we would recommend that this is clearly set out. Information on the technical decision making is given, and information on the steering group used in developing the plan is described	Comment noted. An updated Board assurance statement will be issued for the rdWRMP24.	N	N/A	N/A
PW_SoR63a	Sussex Wildlife Trust	Decision Making (Programmes and Plans)	SWT believes that the priority for all water company plans is to reduce the need for water resources as much as possible, and then secure those resources in the best way possible. This must be done in a way that meets the needs of the environment first, before considering how additional needs from businesses and households are met.	Water companies have a statutory duty to supply water to meet the current and future demand within their supply areas. Our planning firstly considers the forecast availability of water (taking into consideration abstraction reductions to meet environmental needs) and then the expected demand for water. Where a deficit exists we identify the best feasible options to bridge this deficit.  Our rdWRMP24 details significant demand reductions via leakage, metering and water efficiency to meet future demand growth and sustainability reductions. This includes a 110 litre Per Capita Consumption target by 2050, a 15% reduction in Business Demand by 2050 and a 50% leakage reduction by 2040. Further information can be found in our new supporting appendices which detail our approach to water efficiency (Appendix 10B) and leakage reductions (Appendix 10C).	N	N/A	N/A
PW_SoR63b	Sussex Wildlife Trust	Supply Forecast	Water company plans must drive environmental improvements with the aim to fully restore past damage, including over abstraction. It is important for customers and other water users to understand that environmental improvement is generally trying to get us back to what should be there already, not going above or beyond. SWT thinks this should be made more explicit in the plan.	Our ability to serve our customers by providing water is fundamentally dependent on the natural environment and we welcome and support the aims of the Sussex Wildlife Trust to protect and improve the environment. Since the dWRMP24 submission we have produced a new Appendix (5B), 'Investigating and Achieving Sustainable Abstraction' which details our overarching approach to environmental improvements in the short to longer term. This includes reference to your consultation comment in Section 1 of Appendix 5B.	Y	Appendix 5B	1
PW_SoR63c	Sussex Wildlife Trust	Supply Forecast	Overall, we are pleased to see that the WRMP reported pathway includes high environmental improvement and high climate change scenarios. SWT is very supportive of reduction in abstraction from chalk groundwater, however, it appears that in the nine future scenarios from Water Resources South East's draft Best Value Plan (BVP), the abstraction reductions only meet statutory requirements for the first 10 years, not the EA's enhanced scenario requirements. If this is the case, SWT would like to see water companies consult on options for embedding the enhanced scenario from 2025.	Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario, with the first abstraction reductions occurring in 2030. This equates to 122 MI/d of sustainability reductions, out of a deployable output of 213 MI/d. The timing of abstraction reductions has been based upon our ability to maintain a secure and reliable supply of water for our customers; for example, the reductions planned for 2030 rely first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. The profiled reductions can be found in Section 2.2.	Y	Appendix 5B	All, Section 2.2 in particular
PW_SoR63d	Sussex Wildlife Trust	Supply Forecast	Whilst we understand the need for abstraction reduction decisions to be based on evidence, 10 years of environmental assessments for all the river catchments in the Portsmouth Water supply area is a long time. SWT encourages Portsmouth Water to fast-track this work [...] We are concerned that waiting until 2035 means more damage to our already degraded freshwater systems.	Despite the investigations finishing in 2035, our rdWRMP24 commits to making the first abstraction reductions in 2030. We are proposing to undertake options appraisal for delivery from 2030 for no regret AMP9 schemes, ahead of the investigations finishing in 2035. The timing of abstraction reductions has been based upon our ability to maintain a secure and reliable supply of water for our customers; for example, the reductions planned for 2030 rely on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. The Appendix provides further detail on our timeframes and how we will manage short term risk and ensure the prompt delivery of solutions.	Y	Appendix 5B	Section 3.2, 4
PW_SoR63e	Sussex Wildlife Trust	Adaptive Planning	One concern with the growth pathways is the population decision point in 2030. It is not clear what evidence this decision will be based on. The ONS population growth figures appear to reduce at each publication and housing delivery in Sussex has consistently been lower than what has been planned for in Local Plans. This uncertainty needs to be accounted for when considering the growth pathway options in 2030.	We review and calculate our current population for each reporting year and therefore we will be tracking population growth annually from 2025 to 2030 to understand which adaptive pathway is emerging. Our in-year population calculation is based on ONS data which is published annually and therefore will account for any changes in population forecasts. Population and housing forecasts are from the collaborative WRSE work, to give consistent forecasts across the whole region. Our forecasts would be refreshed for each WRMP24 planning period. Since the dWRMP24 we have developed a Monitoring Plan appendix (10A) which details what metrics we will monitor to inform our Adaptive Plan.  We have developed and included appendix 10A in the rdWRMP24. This sets out our monitoring plan. We will monitor and report against key metrics via our annual WRMP reviews including: - Measured and forecast population growth and consequential supply-demand impact of changes to distribution input (in MI/d). 5-year updates based on ONS and local planning updates should be sufficient. -Forecast impacts of climate change on deployable output (in MI/d) as updated for WRMP29 and WRMP34 consistent with the latest UK climate projections at the time of forecast. -Environmental Policy (including licence capping) with respect to the timing and prioritisation of the long-term Environmental Destination which in turn will affect forecast impacts to deployable output post the 2035 decision point. This can be monitored through the AMP8 and AMP9 WINEP investigations and options appraisal programme and use this reporting mechanism. -Progress with demand side options (e.g. we are proposing universal smart metering) and whether this is translating into reduced demand (MI/d) and PCC in line with target profiles. - Drought resilience with respect to progress on supply schemes and how delivery is impacting the supply-demand balance (MI/d). Our key supply side scheme for AMP8 is Havant Thicket Reservoir. Our annual WRMP review will also confirm drought plan assumptions and whether TUBs, NEUBs, Emergency Drought Order and supply side permits/orders remain valid.  If the forecast supply demand deficits fall outside the range that has been considered in the plan or for the preferred pathway we will flag how the investment strategies might need to be updated.	Y	Appendix 10A	All
PW_SoR63f	Sussex Wildlife Trust	Environmental Assessment	SWT would also like to see more ambition on carbon emissions with commitments to net zero by 2030 in line with other Sussex water companies. Carbon neutrality by 2050 is not ambitious enough.	Thank you for your consultation response. Our strategy for Carbon falls out of the scope for the WRMP24 consultation and will be defined in the PR24 Business Plan submission. In our PR24 submission we will be detailing our carbon reduction plan, which aligns with national targets of net zero by 2050. However, since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero which forms the initial basis of our PR24 submission.	Y	Appendix 7E	All

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PW_SoR63g	Sussex Wildlife Trust	Options Appraisal	SWT is pleased to see Portsmouth Water working actively with the Arun and Western Streams Catchment Partnership on the River Ems, however it is not clear in the WRMP what other work is being done to increase resilience through nature-based solutions and catchment scale work. This is in contrast to Southern Water and South East Water's WRMP, which set this out more clearly.	For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use (please see: <a href="https://www.cleanwaterpartnership.co.uk/">https://www.cleanwaterpartnership.co.uk/</a> ). These schemes do not have a deployable output benefit and therefore are not included in WRMP24. For PR24 (AMP8) and PR29 (AMP9) we are also proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal for solutions to mitigate the environmental effects and deliver wider social and environmental benefits. This options appraisal process will include a review of Catchment & Nature-Based (C&NB) solutions. C&NB solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature-Based Solutions will be defined in our Water Industry National Environment Programme. For our rdWRMP24, we have produced a new Appendix (5B), 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond and includes further information on C&NB solutions.	Y	Appendix 5B	All, in particular 3.2
PW_SoR63h	Sussex Wildlife Trust	Options Appraisal	SWT is disappointed by the lack of catchment-based schemes included in WRSE's BVP.	For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in WRMP24. For PR24 (AMP8) and PR29 (AMP9) we are also proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal for solutions to mitigate the environment effects and bring wider social and environmental benefits. This options appraisal process will include a review of Catchment & Nature-Based (C&NB) solutions. C&NB solution may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature-Based Solutions will be defined in our Water Industry National Environment Programme. For our rdWRMP24, we have produced a new Appendix (5B), 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond and includes further information on C&NB solutions.	Y	Appendix 5B	All, in particular 3.2
PW_SoR63l	Sussex Wildlife Trust	Environmental Assessment	It is also not clear what Portsmouth Water's commitment is to natural capital accounting and biodiversity net gain (BNG). We have not been able to see the assessments on these in the SEA appendices due to them only being available from the Portsmouth Water offices. We are concerned that the WRMP states that the Havant Thicket reservoir is resulting in BNG, as it is our understanding that the development is resulting in the loss of ancient woodland, an irreplaceable habitat, which means BNG is not possible. SWT would strongly support a clear commitment to delivering at least 20% BNG for new infrastructure, with particular focus on supporting emerging Local Nature Recovery Strategies.	<p>The final modelling runs for Portsmouth Water have resulted in one supply and transfer option being scoped in for Natural Capital and BNG assessments due to their expected direct impact on natural capital and land-use change. Havant Thicket Reservoir is not included in within these Environmental Assessments due to it's inclusion within the baseline supply demand balance (and therefore not an impact of the WRMP). Havant Thicket is an ongoing scheme that has achieved planning permissions as is therefore not assessed as part of the WRMP option selection.</p> <p>Where options have been scoped out of NCA or BNG impact they have been assigned scores of zero for natural capital and biodiversity impact respectively for the multi-criteria integrating risk and investment modelling. This zero (or neutral) score would still have impacted the modelling as they would have had been advantageous versus an option that scores negatively, and less favoured versus an option that has a positive natural capital metric. As highlighted in Section 3 of the NCA Appendix, the NC metric is incorporated alongside 12 other metrics which are optimised via the multi-metric modelling process. Natural capital (and BNG) is incorporated within this modelling process under the same methodology as, for example, carbon, reliability and evolvability.</p> <p>Given that the majority of options selected have been scoped out, the BNG and Natural Capital assessments (Appendix I and Appendix J respectively) have been updated to include a section 'Demonstrating a quantifiable benefit to the Environment and Society'. These sections describe how Portsmouth Water are considering a range of catchment and nature-based solutions within their Water Industry National Environment Programme (WINEP). This is driven by Portsmouth Water's commitment to the natural environment and the regulatory requirement to integrate a natural capital approach to WINEP options development. As part of the water resource WINEP investigations Portsmouth Water are developing an evidence base as part of the options development and appraisal process for catchment and nature-based solutions. Further detail can be found in Appendix 5B – 'Investigating and achieving Sustainable Abstractions'. Further to this, the WRMP has been strengthened by documenting a suite of Company commitments as set out in Portsmouth Water's 'Strategy for Biodiversity Net Gain' document and reference to Portsmouth Waters' imminent Natural Capital Roadmap.</p>	Y	Appendix 1G	1G
PW_SoR63j	Sussex Wildlife Trust	Preferred Plan	[...] The target for reducing household water use to 119 litres per person per day by 2050 is over the government's target of 110 litres and is significantly less ambitious than Southern Water's Target100 and timeline of 110 litres by 2040.	Thank you for your comment. Since the dWRMP24 we have revised our PCC target to meet a 110 PCC as a Dry Year Annual Average Target (the dWRMP24 target was based on a Normal Year Annual Average). Our rdWRMP24 aims to meet this target by 2050, not 2040. The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier.	N	N/A	N/A
PW_SoR63k	Sussex Wildlife Trust	Preferred Plan	Blueprint recommends that WRMPs aim to reduce absolute Distribution Input by at least 15% by 2040. For the preferred programme under the Normal Year Annual Average scenario and taking the baseline of 2022-23, the plan appears to result in a reduction in DI of around 12.5% by 2040. This does improve to a 16% reduction by 2070, but this is much later than the Blueprint recommendation. Portsmouth Water should work to improve this.	The rdWRMP24 demand reductions have been reviewed in light of the Environmental Improvement Plan and in response to the views that customers and stakeholders shared with us during the dWRMP24 public consultation. Since the dWRMP24 we have produced two new supporting appendices which detail our leakage and water efficiency plans to meet these targets. This has resulted in overall greater demand reductions in comparison to the draft plan. Please refer to Appendix 10B (Water Efficiency Strategy) and 10C (Leakage Strategy) for further detail.	Y	Appendix 10B and 10C	All
PW_SoR63l	Sussex Wildlife Trust	Demand Options	Portsmouth Water is falling behind Southern Water and South East Water when it comes to leakage reduction. We understand that Portsmouth Water had the second lowest leakage rate of water companies in England and Wales last year, so are starting from a low baseline. However, it appears the WRMP will fail to deliver the WRSE target of 50% reduction by 2050. We strongly encourage Portsmouth Water to pursue the stretch targets set out in the 25-year vision.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR63m	Sussex Wildlife Trust	Demand Options	We encourage Portsmouth Water to ramp up [Smart meter] installations to try to bring the target of 94% forward.	Since the dWRMP24 we have revised our profile of smart meter installations. We believe the current roll out will balance the needs of customers and ensure delivery risks are managed. We have also produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering. Please refer to 4.5.2.7 and Annex 3 of the Appendix which gives further information on smart metering roll out.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR63n	Sussex Wildlife Trust	Demand Options	[...] we note that the WRMP forecasts non-household consumption to increase by around 8% by 2070. This is concerning, and we would like to see Portsmouth Water do more to address this issue through offering greater, more flexible incentives for curbing business demand.	Our rdWRMP24 will demonstrate a commitment to further non-household demand reductions which will contribute to Defra's water demand target. This will equate to at least 9% reduction of non-household water consumption by 2037/38 and at least 15% by 2050, from the 2019/20 baseline. Since the dWRMP24 we have produced a new supporting Water Efficiency Appendix (10B) which provides further details how we will actively encourage a reduction in NHH demand.	Y	Appendix 10B	All



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PW_SoR63o	Sussex Wildlife Trust	Demand Options	SWT strongly encourages the water industry to lobby government and policy makers to adopt more water efficient policies and standards.	Portsmouth Water support Government incentives to reduce water demand, such as water labelling and building standards. We acknowledge that measures to reduce our demand for water cannot be achieved by Water Companies alone. We will continue to engage with government and aim to positively influence policy.	N	N/A	N/A
PW_SoR63p	Sussex Wildlife Trust	Demand Options	We would like to see government interventions adopted sooner wherever possible.	We support any Government lead incentives to reduce water demand. We will continue to work with regulators to support these measures. We support the earlier adoption of these measures where possible. Since the dWRMP24 we have published a new Water Efficiency Strategy Appendix (10B) which details the demand reductions from Portsmouth Water lead schemes verse Government lead schemes to ensure transparency of the various reductions to measure performance against Portsmouth Water's performance. The expected savings are also separately detailed in the rdWRMP24 planning tables (Table 5).	Y	Appendix 10B	All
PW_SoR63q	Sussex Wildlife Trust	Demand Options	Any extra demand reductions resulting from earlier implementation of national policy should be additional to the WRMPs committed reductions and not used to offset any underperformance on demand from companies.	We support any Government lead incentives to reduce water demand. We will continue to work with regulators on these measures. We support the earlier adoption of these measures where possible. Since the dWRMP24 we have published a new Water Efficiency Strategy Appendix (10B) which details the demand reductions from Portsmouth Water lead schemes verse Government lead schemes to ensure transparency of the various reductions to measure performance against Portsmouth Water's performance. We would report the demand savings from various interventions separately via our annual performance reporting process. The expected savings are also separately detailed in the rdWRMP24 planning tables (Table 5).	Y	Appendix 10B	All
PW_SoR63r	Sussex Wildlife Trust	Demand Options	SWT would like to see monitoring first trigger more investment into demand reduction options, rather than straight to increasing supply.	We are committed to reducing demand for water. In our rdWRMP24 we have committed to the tighter Government targets on Per Capita Consumption (PCC), which is 110 by 2050 as a dry year target (compared to a normal year target in the dWRMP24). We are also committed to reducing leakage by 50% by 2040, not 2050 in the dWRMP24. Our plans for Water Efficiency and Leakage Reductions are detailed in two new supporting appendices (10B and 10C respectively). These options are delivered from 2025, ahead of any supply or network interventions. However due to the scale of the supply demand deficit, other interventions are needed to ensure we meet future demand forecasts.	Y	Appendix 10B, 10C	All
PW_SoR64a	West Sussex County Council	Decision Making (Programmes and Plans)	<a href="#">[1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?]</a> A hierarchical approach is appropriate significant savings can be made from water reduction demand and leakage prevention, The ability to achieve significant reductions in water use through behaviour change is uncertain and the approaches in the plan need to be flexible to adapt to changing circumstances.	Since the dWRMP24 we have produced a new Water Efficiency and Leakage Strategy Appendix (10A and 10B) to detail how we plan to meet these demand reductions. Since the dWRMP24 we have produced a monitoring plan which details how we will track and monitor progress against these demand reductions in order to trigger our adaptive plan. Please refer to this supporting Appendix for further information.	Y	Appendix 10A	All
PW_SoR64b	West Sussex County Council	Demand Options	<a href="#">[1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?]</a> No reference is made to a water efficiency target which is not consistent with the Water Resource South East draft regional plan	The household water efficiency target was detailed in Section 7 of our main statutory document. We can confirm for our rdWRMP24 our demand reductions will meet the Government demand reductions of 110 Per Capita Consumption as a dry year scenario and the NHH demand reduction targets of 15% by 2050. This will be reflected in the rdWRMP24 planning tables. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 3.2 and 4.5.	Y	Appendix 10B	3.2, 4.5
PW_SoR64c	West Sussex County Council	Decision Making (Programmes and Plans)	<a href="#">[1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?]</a> As a result of the supply issue in the Sussex Water North Resource Zone, emerging local plans in north west sussex are seeking to set a targets of 85 litres per person per day. These targets are considered realistically achievable and include the retrofitting existing housing stock. Whilst it may not be possible to achieve 85 lpd in all properties, the plan should include ambitious water efficiency targets.	Thank you for your comment. Since the dWRMP24 we have revised our PCC target to meet a 110 PCC as a Dry Year Annual Average Target (the dWRMP24 target was based on a Normal Year Annual Average). Our rdWRMP24 aims to meet this target by 2050, not 2040. The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier.  Regarding retrofitting properties, we have considered this in our selection of demand options. Please refer to Section 4 of Appendix 10B for further details.  We are also supportive of the aims of Water Neutrality to improve building standards and reduce our demand for water. However, we acknowledge Water Neutrality cannot solely be delivered by the water companies and they cannot be seen as the "default" funders of the measures required for water neutrality. The delivery of water neutrality must be on the basis of concerted action in partnership with the local community, and involving the local authority, local water companies, the Environment Agency and developers. Due to the above statement, demand savings from Water Neutrality have not been included in the WRMP24, however we will continue to liaise with the relevant authorities to support its implementation.	Y	Appendix 10B	4
PW_SoR64d	West Sussex County Council	Supply Options	<a href="#">[1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?]</a> Support for continued bulk supply to the north West Sussex which is experiencing acute water supply issues and for consideration of other supply options to address problems in other parts of the region.	Comment noted, no action required.	N	N/A	N/A
PW_SoR64e	West Sussex County Council	Options Appraisal	<a href="#">[1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?]</a> Support for nature based solutions, alongside other water supply solutions. There may also be opportunities to align with Local Nature Recovery Strategies and opportunities for schemes to contribute to Biodiversity Net Gain for developments off site.	For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and deliver wider social and environmental benefits. The options appraisal will include a review of Catchment & Nature-Based (C&NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The C&NB solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature-Based Solutions will be defined in our Water Industry National Environment Programme (WINEP). For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including Nature-Based Solutions.  For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24. For the development of any water supply solutions, such as Havant Thicket Reservoir, we would seek to deliver Biodiversity Net Gain as part of our standard operations.	Y	Appendix 5B	Section 3.2

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PW_SoR64f	West Sussex County Council	Demand Options	[2. Do you support our plans to reduce leaks by half by 2050?] WSCC is supportive of the requirement to ensure that water is used efficiently, and that leakage reduction takes place given that it will provide the single biggest benefit in terms of water supply security especially in the short term. It is considered that efforts should be made to bring forward effective leakage reduction as soon as possible and prior to 2050, given that this is nearly 30 years into the future.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR64g	West Sussex County Council	Demand Options	[3. Do you support our plans to help homeowners and businesses to save water?] WSCC is supportive of a hierarchical approach to water efficiency and this should be aimed at homeowners and other sectors.	Comment noted. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support customers to reduce demand.	Y	Appendix 10B	All
PW_SoR64h	West Sussex County Council	Demand Options	[3. Do you support our plans to help homeowners and businesses to save water?] A better understanding [of] the needs of other sectors is also welcomed as other types of development also give rise to large demands on water resources and this is often overlooked.	Our rdWRMP24 considers the current and future demands of households and non-households to ensure we plan robustly against future demand. Section 4 of our rdWRMP24 details how our demand forecast was undertaken. We have also published the NHH demand forecast method as a supporting appendix (please refer to Appendix 4B).	Y	Appendix 4B	All
PW_SoR65a	Havant Borough Council	Engagement and consultation	We welcome the opportunity to work with Portsmouth Water on this plan, together with other water companies including Southern Water. We also support Portsmouth Water's recognition of the increasing challenges of climate change, population growth and the pressing need to support our natural environment together.	Comment noted, no action required.	N	N/A	N/A
PW_SoR65b	Havant Borough Council	Supply Options	The Council fully recognises the importance of addressing the significant and urgent need to address Hampshire's water shortfall and welcomes the efforts that are being made by Southern Water to address this. However, we do have concerns relating to the use of recycled treatment wastewater as a technology which would be new to this country, and in fact the first of its kind in the UK. The process of using recycled water has a potentially high environmental impact and we remain unconvinced that this is the best way to tackle the water supply deficit in Hampshire.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 3.5, 3.7, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 4.2 and 4.3
PW_SoR65c	Havant Borough Council	Supply Options	[Comment in relation to Havant Thicket Water Recycling] The Council considers that better demand management and increased capacity at other reservoirs would reduce the demand for water from being supplied from new sources.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR65d	Havant Borough Council	Supply Options	<p>The new reservoir will be a fantastic resource and will reduce the water strain on the South East. We welcome and still support the reservoir. However, throughout the process, Councillors were told that this reservoir would be filled from excess water from the [Source B2]. The below extract is from Page 2 of the 121 Page planning application.</p> <p><i>"The reservoir, when constructed, would be filled with surplus water drawn from [Source B2] during the winter when flows are at their highest - via a new combined inlet/outline pipeline. The reservoir would provide water supplies to Portsmouth Water customers in the summer months as required. Additionally, it would allow Portsmouth Water to transfer water to East Hampshire to supply Southern Water's customers, even in a severe drought."</i></p>	This is a statement. Comment addressed via SoR65e.	N	N/A	N/A

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PW_SoR65e	Havant Borough Council	Supply Options	Havant Borough Council has serious concerns about why Southern Water did not make clear its wish to use water recycling during the planning process for the outline planning application that concluded last summer. This would have I'm sure have had an impact on the public perception on the reservoir project and application. Residents in this Borough are wary of Southern Water due to the reputational impact of the record £90million fine that it received for 6,971 unpermitted sewage discharges in 2021.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 2.3 and 3.8.</p>	Y	Appendix 7F	2.3, 3.8
PW_SoR65f	Havant Borough Council	Supply Options	We welcome the commitment that, before providing support for this option Portsmouth Water will need to be satisfied that the recycled water from this project will need to meet strict, high drinking water quality standards. In addition, that it would need to be demonstrated that there would be no detrimental impact on Portsmouth Water's environmental commitments around Havant Thicket Reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 2.3 and 3.11 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.11
PW_SoR65g	Havant Borough Council	Supply Options	The Council agrees that it is of the utmost importance that the proposal is correctly scrutinised to ensure it delivers safe drinking water in an environmentally responsible way. As a Nationally Significant Infrastructure Project, the Secretary of State is the consenting authority in place of the Council as the local planning authority. As such, it is appropriate for there to be meaningful engagement and cooperation between Southern Water, Portsmouth Water and the Council before the proposal is submitted for consideration through the Development Consent Order process. In particular, the Council has sought ongoing engagement between Southern Water and our residents in relation to the water recycling project between now and the formal consultation on the Hampshire Wastewater Transfer and Recycling Project which took place during the Summer 2022.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We welcome the Council's ongoing engagement.	N	N/A	N/A
PW_SoR65h	Havant Borough Council	Demand Options	We welcome Portsmouth Water's initiatives to save water which will help our residents and businesses to reduce the cost of water and energy bills.	Comment noted, no action required.	N	N/A	N/A
PW_SoR65i	Havant Borough Council	Engagement and consultation	Havant Borough Council welcomes this draft Water Resources Management Plan which will help to secure safe drinking water supplies for our residents and businesses over the next 50 years. It is a key priority of the Council to deliver infrastructure projects that will help towards addressing climate change, and indeed we look forward to working with you to deliver the Plan.	Comment noted. No action required. We welcome the long-standing and active role Havant Borough Council has taken over the long term process of developing and scrutinising plan for water resources. We welcome the Council's ongoing engagement.	N	N/A	N/A
PW_SoR65j	Havant Borough Council	Supply Options	Whilst we recognise there is a very clear need to address the water shortfall in deficit, we remain unconvinced that Southern Water's water recycling project represents a sound environmental solution. <a href="#">[Duplicate of PW_SoR65b]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR65k	Havant Borough Council	Supply Options	<p><a href="#">[Question raised by local resident groups following a public meeting called by HBC]</a> Trust in the Southern Water</p> <ul style="list-style-type: none"> <li>-The trustworthiness of Southern Water to safely run the recycling plant and provide drinking water, following a court case and substantial fines for untreated sewage releases, and ongoing releases</li> <li>-Transparency of company ownership, organisational structure, funding arrangements etc</li> <li>-Balance of investments in infrastructure vs dividends paid to shareholders</li> <li>-Public accountability of private water companies</li> <li>-Treatment of land owners on pipeline route</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.8, 3.9 and 4.5 of Appendix 7F</p>	Y	Appendix 7F	3.8, 3.9 and 4.5

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PW_SoR65l	Havant Borough Council	Supply Options	<p>[Question raised by local resident groups following a public meeting called by HBC]</p> <p>Interaction between Southern Water and Portsmouth Water</p> <ul style="list-style-type: none"> <li>-Greater transparency and clarity needed on whether Portsmouth Water customers will be supplied with drinking water using recycling as a source</li> <li>-The cost of the project and who will pay for it, including whether Southern and Portsmouth Water customer bills will be affected</li> <li>-Why water recycling proposals did not form part of the planning application for Havant Thicket Reservoir</li> <li>-Impact of proposal on environmental credentials of Havant Thicket Reservoir</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 1.2, 2.2, 2.3, 3.5, 3.9, 3.10 and 4.3 of Appendix 7F</p>	Y	Appendix 7F	1.2, 2.2, 2.3, 3.5, 3.9, 3.10 and 4.3
PW_SoR65m	Havant Borough Council	Supply Options	<p>[Question raised by local resident groups following a public meeting called by HBC]</p> <p>The need for the water recycling project</p> <ul style="list-style-type: none"> <li>-Independent oversight of the water company's assessment of need</li> <li>-Whether all alternative supply options have been fully explored</li> <li>-Whether alternative locations for water recycling infrastructure have been fully explored</li> <li>-Whether water companies are doing enough to stop leakages</li> <li>-Whether profit is the driver for this project</li> <li>-Why Havant Thicket Reservoir cannot be filled purely with spring water to meet the identified need</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.1, 3.2, 3.3, 3.4, 3.9, and 4.5 of Appendix 7F</p>	Y	Appendix 7F	3.1, 3.2, 3.3, 3.4, 3.9, and 4.5
PW_SoR65n	Havant Borough Council	Supply Options	<p>[Question raised by local resident groups following a public meeting called by HBC]</p> <p>Technical Matters</p> <ul style="list-style-type: none"> <li>-The ability of the technology to remove harmful chemicals, pharmaceuticals, pathogens, hormones etc to make recycled water safe for human consumption and the environment</li> <li>-Future monitoring of the system and public access to data</li> <li>-Safety measures in case of failures of the system</li> <li>-Effects on the flavour of the local drinking water</li> <li>-Effect on the environment, in particular on the reservoir, rivers and the harbours</li> <li>-Whether recycled water will only form part of supply during a drought, or all the time</li> <li>-Energy requirements of the technology, in particular in light of the current energy crisis and carbon neutrality targets</li> <li>-Number, length and location of pipelines</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.4, 3.5, 4.1, 4.2 and 4.3 of Appendix 7F</p>	Y	Appendix 7F	3.4, 3.5, 4.1, 4.2, 4.3
PW_SoR65o	Havant Borough Council	Supply Options	<p>[Question raised by local resident groups following a public meeting called by HBC]</p> <p>Decision Making and Public Engagement</p> <ul style="list-style-type: none"> <li>-Why this is a Nationally Significant Infrastructure Project (NSIP) to be determined by Development Consent Order (DCO) route, rather than local planning permission?</li> <li>-Role of the Local Authority in decision making</li> <li>-The sign off process for this project and opportunities of public influence</li> <li>-Poor advertising of consultations – eg why was information not provided with water bills?</li> <li>-Need for compulsory purchase of land</li> <li>-Delivery timescales</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.10, 4.5 and 5.2 of Appendix 7F</p>	Y	Appendix 7F	3.10, 4.5, 5.2
PW_SoR65p	Havant Borough Council	Supply Options	<p>Thank you also for attending our public meeting, held on 15th February, which enabled the Borough's residents to ask questions directly of yourselves and your colleagues in Southern Water about how water is provided in the future, taking into account the growing need and the pressures of climate change. This includes the proposed Hampshire Water Transfer and Recycling Project, which would use Havant Thicket Reservoir.</p>	<p>We welcome the input of Havant Borough Council in developing a best value plan for water resources. We hear the concerns raised by the Council, and also those raised by local residents at the public meeting hosted by the Council at its offices on 15 February 2023. We were pleased to be able to participate in this public meeting and look forward to this open and honest engagement continuing to deliver the best outcome for sustainable water resources for our communities, our environment and our economy.</p>	N	N/A	N/A
PW_SoR65q	Havant Borough Council	Supply Options	<p>In considering the proposed water recycling project, I consider it essential that the information which our residents receive is clear and unambiguous. One uncertainty which has emerged is whether Portsmouth Water customers will continue to receive water directly from the Havant Springs or whether water from Havant Thicket Reservoir would also be supplied to them.</p>	<p>We welcome the input of Havant Borough Council in the ongoing process of resolving forecast water shortfalls and developing a best value plan for water resources. We hear the concerns raised by the Council. Both Southern Water and ourselves received a range of consultation comments regarding the Hampshire Water Transfer Water Recycling Project (HWTWRP). Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Section 1.2 of Appendix 7F. The section details how the HWTWRP interacts with our supply system.</p>	Y	Appendix 7F	1.2

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PW_SoR65r	Havant Borough Council	Supply Options	Councillors and residents were sold the idea and supported the concept of a fresh water reservoir. However, we are now concerned about shifting positions of our local water companies. Now we understand from our engagement that recycled water will be mixed with our [Source B2] water for Portsmouth Water customers. This has raised great concern amongst the public and members.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 1.2, 2.3, 4.1 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	1.2, 2.3, 4.1 and 5.2
PW_SoR65s	Havant Borough Council	Supply Options	We understand how new technology can further assist in reducing the abstraction from such sources, including leakage reduction, bulk transfers and water recycling. However whilst we have an excess of spring water in Havant we cannot support the use of water recycling to provide drinking water in Havant Borough, unless aquifer supply is insufficient to serve Portsmouth Water customers. We understand that this would not be the case for the foreseeable future, even including allowances for climate change. We are also concerned about how these changes are being communicated to residents in the Borough. At this point, there has not been any external communication which suggests that water supply to Portsmouth Water customers could come from any source other than the [Source B2], as it always has.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 1.2, 3.1, 3.2 and 3.3 of Appendix 7F. Section 1.2 clarifies the interaction of the HWTWRP links to Havant Thicket Reservoir and therefore Portsmouth Water's supply to customers.</p>	Y	Appendix 7F	1.2, 3.1, 3.2, 3.3
PW_SoR65t	Havant Borough Council	Supply Options	<ol style="list-style-type: none"> <li>1. Can you confirm for the public record that Portsmouth Water is planning to supply recycled water to Portsmouth Water customers?</li> <li>2. If the answer to 1 is yes, would this be throughout Portsmouth Water's network or in specific areas?</li> <li>3. If the answer to question 1 is yes, would this be all year round, during summer conditions or at times of drought?</li> <li>4. If the answer to question 3 is that water from Havant Thicket Reservoir would be regularly supplied to Portsmouth Water customers, do you have any concerns that customers would be more cautious about the safety of the water they are drinking, leading to increases in the use of bottled water?</li> </ol>	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All
PW_SoR65u	Havant Borough Council	Supply Options	5. What is the current excess flows from [Source B2] on a daily basis and how does this change throughout the year?	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All
PW_SoR65v	Havant Borough Council	Supply Options	6. Would any additional pipelines need to be constructed (beyond what is proposed by Southern Water) to allow recycled water to reach Portsmouth Water customers?	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All
PW_SoR65w	Havant Borough Council	Supply Options	7. Would Portsmouth Water re-consider any plans to supply recycled water to its customers based upon widespread public opposition?	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All
PW_SoR65x	Havant Borough Council	Supply Options	8. Would the inclusion of recycled water into Havant Thicket Reservoir change the types of leisure activities which can take place, compared to what was set out in the original planning application?	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All
PW_SoR65y	Havant Borough Council	Supply Options	9. What is Portsmouth Water's communication plan moving forwards to ensure your customers are kept up to date with Southern Water's proposals for Havant Thicket and how this might affect them?	These questions were sent directly to Portsmouth Water on the 22nd March 2023. We responded directly to Havant Borough Council on the 14th April 2023 (Letter reference BT/BT/140423). Our rdWRMP24 contains further information on Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP). Please refer to Section 7.8 of our main WRMP Statutory Document. In addition, since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Please refer to Appendix 7F.	Y	Appendix 7F	All

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PW_SoR66a	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> Planning issues - Southern Water must have had the draft details of their treated effluent scheme for some years yet I never saw any of the details published until after the reservoir was agreed, why did they not mention or publish this when the reservoir was going through the consultation processes or consult via the Local Council? Instead they have gone for a Development Consent Order and taken away the choice of the local people. This should be investigated to ensure transparency as it could be seen as obtaining permission via the backdoor.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR66b	Individual	Supply Options	Environmental impact - I understand that extensive environmental impact assessments were carried out at the reservoir planning stage but this scheme will invalidate all of those.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR66c	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme Contamination]</a> - Southern Water cannot 100% guarantee that the treatment won't fail at some point, causing irreversible contamination to the reservoir and killing the wildlife. I note they have previously been fined £92 million for releasing untreated sewage into local waters	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR66d	Individual	Supply Options	No credible alternatives - No sane person would consider building an extension of their property without getting several different ideas and at least 3 quotes, yet Southern Water propose to spend millions of pounds of our money on one scheme without considering other options or other costings. Preventing leaks, encouraging the reduction of water use, improving water collection and large scale fresh water storage should be researched extensively before agreeing with this scheme.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR66e	Individual	Supply Options	Nuisance- This scheme would mean that the roads in parts of Havant, Leigh Park and surrounding area are dug up which will cause mayhem to an already congested road network.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2

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PW_SoR66f	Individual	Supply Options	I hate the thought of a wonderful scheme that stores natural water, provides a valuable haven for wildlife plus a recreation area for residents and tourists being turned into a dumping ground for Southern Waters treated effluent. It would completely change the nature of the original project and has huge potential to go wrong.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2, 4.3 and 4.4 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3, 4.4
PW_SoR67a	Chichester District Council	Preferred Plan	<p>Q1 Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?</p> <p>A1 Yes. The approach will need to be a mix of a range of measures and the WRMP strikes an appropriate balance.</p>	Comment noted, no action required.	N	N/A	N/A
PW_SoR67b	Chichester District Council	Demand Options	<p>Q2 Do you support our plans to reduce leaks by half by 2050?</p> <p>Yes, although there should be interim targets introduced, starting at 2035. It would be interesting to know what percentage of water supply is lost through leakage to be aware of the size of this problem as this would inform the priority of this action.</p>	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR67c	Chichester District Council	Demand Options	<p>Q3 Do you support our plans to help homeowners and businesses save water? Yes</p> <p>A3 Yes, managing water consumption is a vital part of future planning in the Portsmouth Water area. We have already seen the impacts of constrained water supply areas on delivering much needed new development and infrastructure, and mitigation of such impacts must be properly planned for and mitigation put in place.</p>	Comment noted, no action required.	N	N/A	N/A
PW_SoR67d	Chichester District Council	Demand Options	<p>Q4 Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?</p> <p>A4 Yes- This will likely be required to drive lower consumption, however there will need to be appropriate adjustment to fees, to take account of a directly measured system rather than estimation (which is naturally averaged higher to take account of higher water users)</p>	Customers on a meter will pay for the water they use rather than the rateable value of their property	N	N/A	N/A
PW_SoR67e	Chichester District Council	Demand Options	<p>Q5 Do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)?</p> <p>A5 Yes. This could be a more equitable way of charging customers, provided it takes into account any adjustment necessary for those with higher water consumption needs but on low incomes.</p>	We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers.	N	N/A	N/A
PW_SoR67f	Chichester District Council	Demand Options	<p>Q6 Do you support the use of smart meters?</p> <p>A6 No. Smart meters may be part of the solution to changing behaviours around water usage, however care must be taken to ensure that the result is not to make high water demand businesses unviable and to protect those households that may have high water demand, but are low income.</p>	The vast majority of NHH properties are already metered so this should not create a material issue for the NHH properties. We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers.	N	N/A	N/A
PW_SoR68a	RSPB	Decision Making (Programmes and Plans)	<p>[...] the dWRMP24 aims to achieve a target of 119 litres per person per day, a value that falls short of the Government's National Framework for Water Resources' aspiration to achieve a national average of 110 litres per head per day by 2050.</p> <p>The RSPB considers that Portsmouth Water should go further to target a Domestic PCC reduction to below 100 litres per person per day by 2040 to reflect the scale of the threat to the environment and water supplies.</p>	We have reviewed PCC targets following Defra's Environmental Improvement Plan, published in January 2023. We have also confirmed with Ofwat and the Environment Agency that we should be targeting 110 litres/person/day by 2050 in a dry year. We have re-developed our demand management basket (including the use of innovative tariffs once universal smart metering has been achieved) and made different assumptions about Government Led demand savings to demonstrate that 2050 targets will be met in a dry year. Appendix 10B details our approach to Water Efficiency. The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier.	Y	Appendix 10B	All

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PW_SoR68b	RSPB	Demand Options	The RSPB is supportive of the ambition to deliver a halving of leakage by 2050. However, we encourage Portsmouth Water to challenge themselves in committing to the delivery target of a halving of leakage by 2040. Further reductions in leakage will again require fewer new schemes with the potential to have impacts on the environment and the network of sensitive chalk stream habitats.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR68c	RSPB	Demand Options	A multi-faceted approach must be taken to attain target reductions in Domestic PCC. The RSPB welcomes the approach taken by Portsmouth Water to increase efforts to deliver compulsory smart metering throughout the duration of the dWRMP. Smart meters are known to help customers understand and reduce their water use. In addition to smart meter installation, a package of community engagement and education on water efficiency should be developed and delivered to change consumer behaviour.	Comment noted. We are committed to delivering a full community and education programme alongside our smart meter programme. Please refer to section 4.5.2.2, 4.5.2.4 & 4.5.2.5 in the Water Efficiency strategy appendix (10B) for further information on our proposals.	Y	Appendix 10B	4.5.2.2, 4.5.2.4, 4.5.2.5
PW_SoR68d	RSPB	Supply Forecast	[...] we urge Portsmouth Water to show greater ambition in the delivery of its environmental improvements in relation to the timings of abstraction reductions. Although an evidence-based approach is required for decision making, a decision point in 2035 does not act quickly enough to improve the condition of the impacted sensitive chalk streams affected through abstraction.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction and our short to long term strategy for abstraction reductions. This also includes potential mitigation measures to manage shorter term risks. Please refer to this supporting appendix.	Y	Appendix 5B	All, Section 2.2, 2.3 and 4 in particular.
PW_SoR68e	RSPB	Demand Forecast	There is also the potential for considerable population growth in this region, and whilst the plan considers the impact of tighter building standards it fails to look at water neutrality, which is particularly surprising given the Thames incentive scheme and water neutrality policy in Sussex. The plan should seek to inform and be informed by local development and other relevant plans to ensure that economic growth is sustainable with respect to water resources and the increased stresses that climate change and historic underinvestment will lead to.	<p>Portsmouth Water support Water Neutrality and its aims to reduce water demand. The following text has been added to the rdWRMP24 to confirm our position on Water Neutrality.</p> <p>"We are supportive of the aims of Water Neutrality to improve building standards and reduce our demand for water. Our ambitious water resources management plan seeks to reduce demand for water through compulsory smart metering and leakage reduction. However, we acknowledge Water Neutrality cannot solely be delivered by the water companies and they cannot be seen as the "default" funders of the measures required for water neutrality. The delivery of water neutrality must be on the basis of concerted action in partnership with the local community, and involving the local authority, local water companies, the Environment Agency and developers. Due to the above statement, demand savings from Water Neutrality have not been considered in the rWRMP24, however we will continue to liaise with the relevant authorities to support its implementation".</p>	Y	Main Statutory Document	Section 4.3 (baseline household demand forecast). A new paragraph after the first existing paragraph but before the sub heading 4.3.1
PW_SoR68f	RSPB	Options Appraisal	The RSPB is disappointed by the lack of emphasis within the dWRMP24 in the use of catchment and nature-based solutions (NBS) to improve the water environment. [...] RSPB acknowledges that some of the potential schemes may come through DWMP and WINEP rather than the WRMP. However, it is important that the understanding from monitoring of NBS is brought together across plans, programmes, and regions to provide an evidence-base so that NBS can be used more readily going forward.	<p>For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and bring wider social and environmental benefits. The options appraisal will include a review of Catchment &amp; Nature based (C&amp;NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The C&amp;NB solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature Based Solutions will be defined in our Water Industry National Environment Programme. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including nature based solutions.</p> <p>For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24. For the development of any water supply solutions, such as Havant Thicket Reservoir, we would seek to deliver Biodiversity Net Gain as part of our standard operations.</p>	Y	Appendix 5B	All, Section 3.2
PW_SoR68g	RSPB	Environmental Assessment	The RSPB is concerned by the lack of clarity regarding Portsmouth Water's commitment to BNG. We would highlight that the Government's mandatory requirement is to deliver at least a 10% BNG. This must be considered as a minimum and we would strongly encourage a more ambitious target (minimum 20% BNG). A clear commitment should be made within the plan to ambitious BNG, which contributes to the delivery of strategic local, national and international ecological networks, through Local Nature Recovery Strategies.	<p>The Environment Act was given royal assent in November 2021. This is an act to make provision about targets, plans and policies in relation to the environment, including Part 6 of the Environment Act 2021 'nature and biodiversity', which allows for biodiversity gain in planning.</p> <p>In England, Schedule 14 of the Environment Act 2021 makes provision for a 10% biodiversity gain to be a condition of planning permission through amendment of the Town and Country Planning Act 1990. It also makes provision for habitat enhancements undertaken to deliver biodiversity gain to be maintained for a period of at least 30 years after the development is completed. At the time of writing, Part 6 of the Environment Act 2021 has not been brought into force and there are no current regulations legally mandating BNG. The secondary legislation required is currently expected to come into force in November 2023. However, the Environment Act 2021 makes exemptions for permitted development (development orders) and urgent crown development. Many Portsmouth Water projects are permitted development and they are, therefore, exempt development outside the scope of mandatory 10% biodiversity net gain.</p> <p>However, Portsmouth Water, as a public body, understand we have a duty to conserve biodiversity under Section 40 of the Natural Environment and Rural Communities (NERC) Act 2006 (as amended). The introduction of the Environment Act 2021 strengthens this biodiversity duty by amending Section 40 of the NERC Act 2006 (as amended) so that public bodies also have a duty to enhance biodiversity. Public bodies must now:</p> <ul style="list-style-type: none"> <li>• Consider what they can do to conserve and enhance biodiversity.</li> <li>• Agree policies and specific objectives based on their consideration.</li> <li>• Act to deliver their policies and achieve their objectives.</li> </ul> <p>The first consideration of what action to take for biodiversity must be completed by 01 January 2024.</p> <p>In response to our biodiversity duty, Portsmouth Water has prepared a 'Strategy for Delivering Biodiversity Net Gain', which provides a commitment to protect and enhance the natural environment by delivering BNG. Portsmouth Water has already delivered projects to enhance biodiversity on Portsmouth Water land holdings and will be extending these activities to outside Portsmouth Water land-holdings by establishing a capital grants scheme. We have considered making BNG obligatory for all projects, which would be accountable by applying an appropriate biodiversity metric to measure biodiversity losses and gains resulting from development and/or land management change, and which would apply the ten 'good practice principles' for achieving BNG (CIEEM, CIRIA, IEMA. Biodiversity net gain. Good practice principles for development. A practical guide. CIRIA C776a. London, 2019.). It acknowledges that joint working with Portsmouth Water partners (e.g. customers, Local Planning Authorities, statutory advisors and NGOs) would be required to ensure the delivery of BNG beyond Portsmouth Water land-holdings.</p>	N	N/A	N/A



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PW_SoR68h	RSPB	Supply Forecast	The RSPB is also concerned by the indication that Havant Thicket Reservoir is able to deliver an overall biodiversity net gain (p.27). As the development of Havant Thicket Reservoir will result in the loss of ancient woodland, BNG is not possible to achieve due to the loss of an irreplaceable habitat.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.	Y	Appendix 7F	2.2
PW_SoR69a	Havant Climate Alliance	Demand Options	We agree with proposals for universal smart metering, aerating water from taps and showers, smaller baths, and water butts for gardeners.	Comment noted, no action required.	N	N/A	N/A
PW_SoR69b	Havant Climate Alliance	Demand Options	Projects to separate grey water from effluent should be explored.	We considered options to separate grey water in our demand options appraisal but the option has not been included in our preferred suit of demand options because retro fitting installation of rainwater harvesting that integrates into home plumbing is a specialist undertaking and the devices and storage required do not represent value for Portsmouth Water customers. This would be a subsidised offering that ultimately all customers will pay for, but typically only the wealthy few could take advantage of. Please refer to the Water Efficiency Strategy (10B) appendix for further information. We would support the development of suitable building standards for new builds which integrates grey water separation.	Y	Appendix 10B	All
PW_SoR69c	Havant Climate Alliance	Demand Options	Lower charging rates for abstemious users, and higher rates for unnecessarily heavy users could be tried, as long as those with low incomes, larger families or medical needs can be protected.	We agree with your comment. Following the installation of smart meters across our customer base, we will consider introducing variable tariffs to encourage water efficiency for household customers. Our current approach would be to set variable tariffs that escalate with consumption, but taking account of customer vulnerability. Due to the impact that high consumption has on the regional and global environment, we believe our customers would approve of a profiling that dissuades high consumption as long as this does cause overall billed revenue to rise notably. We will also explore with our customers what might be the appropriate tariff model in times of drought and high demand in order to protect our water resources. We will use WMRP24/AMP8 and AMP9 as the opportunity to engage with our customers to identify the most effective acceptable options. We forecast a saving of 4 l/h/d in a normal year and 6 l/h/d in dry years through this option. We also plan to launch a community reward programme to engage newly metered customers and all existing metered customers. Since the dWRMP24 we have produced a new Water Efficiency Strategy which details our approach to water efficiency, including variable tariffs.	N	N/A	N/A
PW_SoR69d	Havant Climate Alliance	Options Appraisal	More flexible abstraction licences can be used so that water can be extracted from rivers and aquifers when levels are high after heavy rain and stored. More small reservoirs should be built, closer to the areas where water is needed. Storage via recharge of confined underground aquifers should be explored.	During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff and winter flows, but these Aquifer storage options were screened out during the options appraisal process. Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.  The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or retain. There are Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore the drilling and operational pumping of ASR boreholes would be very expensive - to determine the feasibility of this option investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.  We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependant upon available water resources to put into them during wetter conditions. As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. We expect there will be an increased number of supply options available for assessment for WRMP29. This will include a review of supply options which were rejected for WRMP24.	Y	Appendix 5B	All
PW_SoR69e	Havant Climate Alliance	Demand Options	Farmers and commercial growers can be encouraged to collect and store water for their own use. e.g. at a fruit farm in the Meon valley, growers have been able to build themselves an olympic swimming pool size reservoir, filling it with rainwater from the roofs of farm buildings. They had enough water to produce a bumper harvest despite last year's dry summer.	We are seeking to support agricultural producers to reduce their demand for water via our catchment sensitive farming work. Further details of this approach is detailed in Section 4.5.2.10 of Appendix 10B (our Water Efficiency Strategy)	Y	Appendix 10B	4.5.2.10
PW_SoR69f	Havant Climate Alliance	Demand Options	We do not think that a target of halving leaks by 2050, from 27 million litres per day to 16 million litres per day, is at all acceptable. To plan to bring in more water sources, especially recycling, when so much drinking water is being lost, is indefensible. Resources to fix leaks must be multiplied with a target of fixing the majority by 2030.	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017.  Resolving all leaks by 2030 is not technically viable with currently technology. Due to the natural rate of rise in leakage we need to constantly find and fix leaks to maintain current levels our current levels of leakage. Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan (in particular Section 4 and 5). The selection of water recycling is a Southern Water option.	Y	Appendix 10C	All
PW_SoR69g	Havant Climate Alliance	Environmental Assessment	We support the reduction of carbon emissions, but the target of being carbon neutral by 2050 is far too late [...] There is scope for you to increase the number of solar pv panels on your buildings, as well as installing wind turbines where you can.	Thank you for your consultation response. Our strategy for Carbon falls out of the scope for the WRMP24 consultation and will be defined in the PR24 Business Plan submission. In our PR24 submission we will be detailing our carbon reduction plan, which aligns with national targets of net zero by 2050. However, since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero which forms the initial basis of our PR24 submission. Our plans for net zero include the use of Solar PV. Wind turbines do not form part of our current plan but we may consider them at suitable locations, subject to the relevant assessments. Please refer to Appendix 7E for further information.	Y	Appendix 7E	All, Section 2.1, 5 in particular
PW_SoR69h	Havant Climate Alliance	Supply Forecast	In respect of Havant Thicket Reservoir, we would like to see greenhouse gas emissions from construction and operation fully mitigated. Additional measures are needed to address the dip in carbon capture between the felling of mature trees in 2023 and the maturing of new saplings, covering a 10 to 20 year period.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.	Y	Appendix 7F	2.2
PW_SoR69i	Havant Climate Alliance	Supply Forecast	[Regarding chalk stream protection] We would like to see Havant Thicket Reservoir used to prevent abstraction in summer.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the background of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.1 of Appendix 7F.	Y	Appendix 7F	2.1

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PW_SoR69j	Havant Climate Alliance	Overview	While plans to deal with drought are necessary, plans to avoid all but a 1 in 500 year drought go too far. You are aiming not to impose hose pipe bans on residential customers, but having a ban is not unreasonable and will reduce the need for new water supplies.	Drought are predicted to increase in severity in the future. Our ability to maintain reliable water supplies up to a severity of a 1 in 500 year drought event is a Government requirement that we have a regulatory requirement to plan to. The use of hosepipe bans (also called Temporary Use Bans) is an option we intend to continue to use to contribute to meeting this level of resilience. We are not proposing to reduce the frequency of their use, which is currently 1 in 20 years.	N	N/A	N/A
PW_SoR69k	Havant Climate Alliance	Supply Options	a). It will be both environmentally damaging and a huge source of carbon, due to the energy needed for reverse osmosis (even if only 10% of that needed for desalination) and the amount of new infrastructure that needs to be built, with a Waste Processing Plant, pumping stations and more than 40 Km of pipeline from the reservoir to Otterbourne. We doubt that the high level of carbon emissions can be mitigated.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2 and 4.3 of Appendix 7F.	Y	Appendix 7F	4.2, 4.3
PW_SoR69l	Havant Climate Alliance	Supply Options	b). A decision about this should be <b>delayed</b> until a later "decision point", as defined by the WRSE, after 2030, when smaller alternative schemes have been fully investigated and if appropriate, implemented. These can be less environmentally damaging and emit less greenhouse gas. Recycling schemes should be seen as a last resort, if other schemes are unable to provide sufficient water.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 3.2, 3.3, 4.2, 4.3 and 5.2 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3, 4.2, 4.3 and 5.2
PW_SoR69m	Havant Climate Alliance	Supply Options	c). We understand that water recycling needs to be very carefully managed and monitored to avoid contaminants and pathogens getting into the water supply. We do not trust Southern Water to do this, in view of their poor track record on pollution incidents and lack of compliance with regulations.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.5, 3.8 and 4.1 of Appendix 7F.	Y	Appendix 7F	3.5, 3.8 and 4.1
PW_SoR69n	Havant Climate Alliance	Supply Options	d).The results of Environmental Impact Assessments and Habitats Regulations Assessments are not expected until later this year. A public consultation should not be taking place until after those results are known and fully publicised.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 4.2, 4.3 and 5.2 of Appendix 7F.	Y	Appendix 7F	4.2, 4.3, 5.2
PW_SoR69o	Havant Climate Alliance	Supply Options	The public have had little information about alternative schemes. The Recycling Project has been presented as the only reasonable option.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3

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PW_SoR69p	Havant Climate Alliance	Supply Options	e). This round of public consultation has been inadequate. Very few people knew about it until local groups such as ours started raising concerns.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR69q	Havant Climate Alliance	Supply Options	f). There is concern about how constant topping up with recycled water will effect the wetlands and biodiversity planned for the reservoir. When full, some of the water from the reservoir will also be released into Langstone Harbour via streams. We do not know the effect of this on that nationally designated habitat.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR69r	Havant Climate Alliance	Supply Options	g). Portsmouth as well as Southern Water customers will receive recycled water mixed with spring water. We don't know whether this will effect the taste of the water. This and/or the thought of recycled effluent may drive more people to use bottled water for drinking, which will be environmentally damaging.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 4.1 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.3
PW_SoR69s	Havant Climate Alliance	Supply Options	h). We are told that water recycling is a tried and tested technology used around the world. However this is mainly in drought-stricken countries such a California and Namibia. Climate change models show that although we will suffer periods of drought, these will be interspersed with periods of heavy rain with the risk of flooding. Rather than recycling we should be looking at solutions that enable us to harvest and store that water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comments are covered in Sections 3.2, 3.3 and 3.7 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 3.7
PW_SoR70a	Havant Climate Alliance	Preferred Plan	The Council considers the balance between saving water from leaks, metering and water efficiency is an appropriate approach.	Comment noted, no action required.	N	N/A	N/A
PW_SoR70b	Havant Climate Alliance	Demand Options	The Council considers that Portsmouth Water needs to be much more ambitious in its treatment of water leakage.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All

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PW_SoR70c	Havant Climate Alliance	Demand Options	Reducing leakages more quickly will have substantial benefits to the overall amount of water resources available to customers and the environment. The Council suggests that more satisfactory targets would be to halve leakages in the high priority catchments by 2030, by 2040 for medium priority catchments and by 2050 for low priority catchments. Given that the measures set out in the plan focus on the roll out of meters, sensors and fibre optic technology and the greater digitalisation of leakage data, rather than a vast programme of pipeline replacement, these more ambitious targets would seem achievable.	We target leakage in it's most effective form, which is a mixture of nightline increases from District Metered Areas (DMA's), as well as alerts from our Acoustic Fixed Network Fleet, which is in use across 50% of our network (90% of metallic network). This is the most efficient method of leakage targeting as we can quickly react to new leaks, and also analyse the assumed leakage in an area to get the bigger leaks quicker. The speed of leakage reductions is influenced by the roll out of smart metering and therefore achieving 50% reductions by 2030 is not considered possible. We are developing our leakage and smart metering strategies for effective implementation which will share we these plans develop.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan (in particular Section 4 and 5). We have also have produced a Water Efficiency Strategy appendix which details how we will implement smart metering (Section 4.5.2.7 and Annex 3, of Appendix 10C).	Y	Appendix 10C	All
PW_SoR70d	Havant Climate Alliance	Demand Options	<b>[Regarding leakage reduction]</b> The Council would also welcome greater transparency over how this important work will be undertaken, with goals and milestones against which customers, shareholders and stakeholders can hold Portsmouth Water to account. Without this, there is little confidence that any target will be achieved.	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.  These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.  A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.	Y	Appendix 10C	All
PW_SoR70e	Havant Climate Alliance	Demand Options	the Council support plans to help homeowners and businesses to save water. The Council's emerging Local Plan includes a policy to support new homes to meet the standards for reducing water use to 110 litres per person per day.	Comment noted, no action required.	N	N/A	N/A
PW_SoR70f	Havant Climate Alliance	Demand Options	The Council agree that installing meters at most homes will encourage water saving and will be beneficial for finding more leaks.	Comment noted, no action required.	N	N/A	N/A
PW_SoR70g	Havant Climate Alliance	Demand Options	The Council agree that basing water bills on the amount of water a household uses is fairer approach than using rateable value. Homes can be both under and over occupied, therefore basing bills on amount used, as is the case for energy supplies, would be a fairer approach.	Comment noted, no action required.	N	N/A	N/A
PW_SoR70h	Havant Climate Alliance	Demand Options	The Council support the use of smart meters, making customers aware of how much water they are using encourages saving, and enabling more leaks to be found.	Comment noted, no action required.	N	N/A	N/A
PW_SoR71a	National Farmers Union	Options Appraisal	The NFU asks that the Portsmouth Water WRMP looks to: - work at a catchment level to fully understand the implications of water resources within those catchments and ensure solutions are focused and specific	Between 2025 to 2035 we have proposed catchment based investigations for all our abstraction sources. The investigations will also consider wider environmental pressures on the catchment to consider the most appropriate and beneficial mitigation measures (such as catchment and nature based solutions), rather than assessing each source or issue individually. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction' which details our approach to investigations and working at a catchment level.	Y	Appendix 5B	3.2
PW_SoR71b	National Farmers Union	Supply Demand Balance	<b>[The NFU asks that the Portsmouth Water WRMP looks to:]</b> <b>provide a detailed understanding of the deficits that the agricultural sector face across the area</b>	As part of the requirements of the WRMP we need to forecast demand from current and new customers during the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand for water from agricultural customers over the planning period. We have therefore accounted for this demand in our baseline supply demand balance.  Since the dWRMP24 we have added additional information to Section 4.8 of the main statutory document about non-public water supply (PWS) demands (i.e. demand not connected to our supply network). This section summarises work undertaken by WRSE to assess this demand. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information ( <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a> )	Y	Main Statutory Document	4.8
PW_SoR71c	National Farmers Union	Demand Options	<b>[The NFU asks that the Portsmouth Water WRMP looks to:]</b> <b>provide a timeline for working with the agricultural sector to understand the options and how they support the short, medium and long term risks of water shortages</b>	Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details. This work would commence from 2025 but we plan to develop trials in 2024 which will shape our proposals and timescales for implementation from 2025.	N	N/A	N/A
PW_SoR71d	National Farmers Union	Demand Options	<b>[The NFU asks that the Portsmouth Water WRMP looks to:]</b> <b>-provide assurance that regulation will work alongside the proposed options to secure water resources for a sustainable future for agriculture</b>	As part of our requirements of the WRMP we need to forecast demand from current and new customers of the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  WRSE also considered the non public water supply demand of the region. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information. <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a>	Y	Appendix 10B	4.5.2.7, 4.5.2.10

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PW_SoR71e	National Farmers Union	Demand Options	[The NFU asks that the Portsmouth Water WRMP looks to:] -ensure fair access, for agri-food abstractors, to the available water resources	Our current abstraction licences are granted by the Environment Agency and we are working with the Environment Agency to ensure that our abstractions are sustainable. Portsmouth Water cannot restrict other abstractions in the catchment and it is the responsibility of the Environment Agency.  As part of our requirements of the WRMP we need to forecast demand from current and new customers over the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details.	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR71f	National Farmers Union	Other (catch all)	[The NFU asks that the Portsmouth Water WRMP looks to:] -ensure a food risk assessment is undertaken, reviewing the impact and implications of reduced water available to the agricultural sector	As part of our requirements of the WRMP we need to forecast demand from current and new customers of the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  Since the dWRMP24 we have added additional information to Section 4.8 of the main statutory document about non-public water supply (PWS) demands (i.e. demand not connected to our supply network). This section summarises work undertaken by WRSE to assess this demand. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information ( <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a> )	N	N/A	N/A
PW_SoR71g	National Farmers Union	Supply Options	[The NFU asks that the Portsmouth Water WRMP looks to:] -fully explore the financial implications (capital and operational costs) of the options available to the agricultural sector and to explore funding opportunities	As part of the requirements of the WRMP we need to forecast demand from current and new customers during the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand for water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other non household (NHH) customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy); please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  Since the dWRMP24 we have added additional information to Section 4.8 of the main statutory document about non-public water supply (PWS) demands (i.e. demand not connected to our supply network). This section summarises work undertaken by WRSE to assess this demand. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information ( <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a> )	Y	Main Statutory Document	4.8
PW_SoR71h	National Farmers Union	Demand Options	Current plans focus on Public Water Supply (PWS) and work undertaken for the non-PWS sectors has been limited. This has limited the ability of the plan to fully understand the reflect these sectors and limits the multi sector approach that gives accurate predictions of water needs for the agriculture, food and drink sectors	As part of our requirements of the WRMP we need to forecast demand from current and new customers over the planning period. Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  WRSE also considered the non public water supply demand of the region. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information. <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a>	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR71i	National Farmers Union	Other (catch all)	Current planning has also missed the opportunity to fully consider wider sector issues, e.g., abstraction restrictions (HoF's, section 57's etc) and wider abstraction reform.	Comment noted. Defra will receive copies of all consultation replies and this Statement of Response will be published. For the dWRMP24, WRSE considered the non public water supply demand for the region. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information. <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a> . This is considered to cover the shorter term demand needs. Long term demand needs will be captured via the next plan (WRMP29) by incorporating the Agriculture sector' WRMP, and including licence capping on the agricultural sector.	N	N/A	N/A
PW_SoR71j	National Farmers Union	Engagement and consultation	The NFU is keen to work closely with Portsmouth Water on the evolving supply and demand pressures, specifically when this may result in the removal, adoption or change in the location or number of abstraction points across the companies' networks	Comment noted. No action required. We welcome the comments of the NFU and look forward to continuing to build a good working relationship to support an increasingly resilient water supply system and to understand the demand and supply pressures of agricultural and horticultural water users across our supply area.	N	N/A	N/A
PW_SoR71k	National Farmers Union	Engagement and consultation	[...] In the case of water supply disruptions, we are keen to collaborate on emergency plans for livestock to prevent animal welfare concern.	We welcome your comment in support of future collaboration between our organisations. Under such circumstances as supply disruptions, we would consider requests from other water users such as private water suppliers or other sectors such as agriculture, for example where there are needs for livestock during a drought and we will make best endeavours to provide supplies in these circumstances. However, we are only able to do this where it does not adversely affect the security of supply for our own customers, and we will give priority to supply to our own customers.	N	N/A	N/A
PW_SoR71l	National Farmers Union	Demand Forecast	The development of an enhanced network and associated storage options must ensure communication and compensation for agricultural businesses affected by infrastructure developments and we ask that all new sources include an allocation for food production.	Our rdWRMP24 demand forecast includes consideration of agricultural demand from customers connected to our network. We are forecasting an increased demand of water from agricultural customers over the planning period. For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  In relation to the impacts of any infrastructure developments, we would ensure any impacted companies or individuals were engaged with and compensated if appropriate. This is our existing approach put into practice during the development of the Havant Thicket reservoir.	N	N/A	N/A

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PW_SoR71m	National Farmers Union	Supply Options	Whilst many of the proposals are focused upon PWS, these may also impact the agricultural sector [...]. we would need to understand the challenges (e.g. cost to extract) and opportunities (e.g. new abstraction benefits) of such proposals.	Our rdWRMP24 demand forecast includes agricultural demand from connected customers. We are forecasting an increased demand for water from agricultural customers over the planning period. For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy); please refer to Section 4.5.2.7 and 4.5.2.10 for further details.  Since the dWRMP24 we have added additional information to Section 4.8 of the main statutory document about non-public water supply (PWS) demands (i.e. demand not connected to our supply network). This section summarises work undertaken by WRSE to assess this demand. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information ( <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a> )  Regarding the impacts on the agricultural sector of new abstractions / schemes, these would be considered separately for each proposed scheme as part of the required assessment and licencing of abstraction licences. Portsmouth Water do not have any new supply schemes in the rdWRMP24.	Y	Main Statutory Document	4.8
PW_SoR71n	National Farmers Union	Supply Options	[...] there are many opportunities on farm for the use of non-potable water and we would welcome collaboration to make use of these supplies.	In our options appraisal we considered options to make use of non potable water but they were not included in the preferred options (further information is detailed within our new Water Efficiency Strategy Appendix 10B), Section 4.1). However, as part of our plans with Catchment Sensitive Farming we plan to work with farmers to reduce their demand for water via water storage and efficiency interventions where they bring wider benefits. Further information can also be found in Appendix 10B, Section 4.5.2.10.	N	N/A	N/A
PW_SoR71o	National Farmers Union	Engagement and consultation	[The NFU highlights the pressure on farmers to deliver environmental objectives while competing with business needs; the NFU proposes collaboration with PW and other organisations will more efficiently deliver catchment scale objectives]. The best value plan for Portsmouth Water must look at a co-ordinated and collaborative approach to water resources planning at a catchment scale in order to ensure the environment is protected and sectors/industries are sustainable.	Portsmouth Water's Catchment & Environment Team work with the local NFU, farmers, landowners and catchment partnerships to address catchment issues. This catchment work will continue into 2025 and beyond. For the next planning period we have a range of catchment based investigations where we will work with a range of catchment stakeholders, including farmers to identify catchment pressures and identify the best outcomes (i.e. Catchment & Nature Based Solutions). These outcomes or options may be included within WRMP29 as options for implementation.	N	N/A	N/A
PW_SoR72a	Hampshire and Isle of Wight Wildlife Trust	Supply Forecast	We are pleased to see that the Portsmouth Water Resources Management Plan takes steps to reduce reliance on abstraction from our chalk streams by tackling leaks and implementing water efficiency measures. However, we consider that the plan must go further to place the environmental limits of our river catchments at the heart of decision-making and ensure that the highest environmental ambition scenario is delivered.	In addition to the demand reductions we have also tested potential licence and abstraction reduction scenarios (High, Medium and Low Environmental Destinations). Environmental ambition is at the heart of our WRMP24 and is the biggest driver for option selection. We are planning for a 'High' Environmental Destination by 2050, with the aim of achieving river flows that support good ecological status. To support decision making for the next WRMP we will be delivering catchment-based investigations to identify catchment pressures and suitable mitigation measures, such as nature-based solutions to complement abstraction reductions to ensure the best environmental outcomes.	N	N/A	N/A
PW_SoR72b	Hampshire and Isle of Wight Wildlife Trust	Decision Making (Programmes and Plans)	We have concerns that the 'best-value approach' does not effectively consider the environmental impacts and recommend a natural capital approach to cost benefit assessments of all investments.	WRSE used best value planning and decision making to determine the option being selected in our plan. As well as meeting policy expectations set by Government, water resources planning and the investment in water resources resulting from it can also deliver wider benefits. Adopting a wider approach to decision making – and not making decisions just based on cost alone – enabled WRSE to identify a Portsmouth Water plan that we consider represented best value across a wide range of factors. In developing the plan, WRSE considered several additional, non-monetised criteria alongside cost and carbon cost to identify Portsmouth Waters best value plan. The criteria and metrics used to identify our best value plan were: <ul style="list-style-type: none"> <li>• Options customers prefer (based on customer research)</li> <li>• Environmental benefits (based on our Strategic Environmental Assessment)</li> <li>• Environmental disbenefits (based on our Strategic Environmental Assessment)</li> <li>• Natural capital creation (based on our environmental assessment)</li> <li>• Biodiversity net-gain (based on our environmental assessment)</li> <li>• Resilience (based on our resilience framework assessment)</li> <li>• Spreading the cost across future generations (using the Government's Long-Term Discount Rate).</li> </ul> The best value plan creates more natural capital, improves biodiversity, has less overall impact on the environment and increases the resilience of our water supplies when compared to the plan that just considers economic cost (least cost plan). Further information on this is presented in Section 8.	N	N/A	N/A
PW_SoR72c	Hampshire and Isle of Wight Wildlife Trust	Decision Making (Programmes and Plans)	[expressing concern on the best-value approach] Furthermore, the best-value approach could be overruled by customer, stakeholder and shareholder views which could further dampen environmental ambition – something we cannot afford to do.	There is a need to develop a balanced view of a best-value plan, including environmental and non-environmental factors. Nonetheless our WRMP24 is ambitious, seeking early reduction of demand through smart metering and leakage reduction, and plans for a 'High Environmental Destination' by 2050, with the aim of achieving river flows that support good ecological status.	N	N/A	N/A
PW_SoR72d	Hampshire and Isle of Wight Wildlife Trust	Supply Forecast	[We] encourage water companies to vastly reduce their reliance on abstraction from our chalk streams [...]. we must see accelerated plans to develop long-term, more sustainable, solutions that rapidly reduce abstraction and eliminate the use of drought permits.	Our rdWRMP24 details significant demand reductions via metering, water efficiency (Appendix 10B) and leakage reductions (Appendix 10C) to reduce abstraction on chalk streams to meet the short and longer term reductions required. Since the dWRMP24, WRSE have put forward a new investigation which will seek to undertake options appraisal over the WRSE region of options to allow the earlier implementation of sustainability reductions (see Appendix 5B for further information). In our rdWRMP24, the use of drought permits ends in 2040/41. We have undertaken sensitivity analysis to test the exclusion of drought permits from the modelling. The outcome indicates that the model does not solve in 2025-26 but it does from 2026-27, suggesting we may be able to reduce our reliance on drought permits earlier than 2040/41. This would be monitored and tracked annually.	N	N/A	N/A
PW_SoR72e	Hampshire and Isle of Wight Wildlife Trust	Supply Forecast	we consider that [supply schemes] must reduce reliance on short-term mitigation measures in future and provide better long-term resilience for [...] chalk streams.	Our rdWRMP24 proposed significant licence reductions which will bring permanent reductions in abstraction to protect chalk streams. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction' which details our approach to ensuring abstraction is sustainable.	N	N/A	N/A
PW_SoR72f	Hampshire and Isle of Wight Wildlife Trust	Supply Forecast	[...] it is unclear to what extent abstraction will be reduced across different catchments and whether the scenario exceeds the minimum environmental requirements set out in the Environment Agency's BAU+ scenario.	Since the publication of the dWRMP24 we have produced a new supporting appendix which details the short to long term strategy for abstraction reductions (Appendix 5B). This includes the licence reductions per abstraction source (please refer to Section 2.2). We have worked closely with the Environment Agency to ensure that our WRMP24 reported pathway is aligned with the requirements of the Environment Agency's BAU+ scenario.	Y	Appendix 5B	Section 2.2
PW_SoR72g	Hampshire and Isle of Wight Wildlife Trust	Supply Forecast	[...] the enhanced scenario takes into account additional long-term requirements for sites with environmental designations, principal salmon rivers, and chalk streams. We would expect to see a clearer commitment to applying the most sensitive flow constraints on these rivers.	Our supply region is predominately chalk aquifers and rivers and therefore are considered as the highest priority for abstraction reductions. Our baseline deployable output of our Preferred plan considers meeting the High Environmental Destination. Since the publication of the dWRMP24 we have produced a new supporting appendix which details the short to long term strategy to abstraction reductions (Appendix 5B). Please refer to this appendix, in particular Section 3.2.1.2. Here we state investigations will review Environmental Flow indicators for each catchment against relevant flow indicators (for example assessment against the most sensitive flow constraints for designated sites).	Y	Appendix 5B	All, Section 3.2.1.2

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PW_SoR72h	Hampshire and Isle of Wight Wildlife Trust	Decision Making (Programmes and Plans)	We are very concerned that Portsmouth Water will continue to use drought permits up until 2039. We remain unconvinced that the drought permit will not have a detrimental impact on the internationally renowned and legally protected chalk streams [...] Portsmouth Water should adopt the precautionary principle ensuring the needs of the environment are definitely being met until the evidence shows that any additional abstraction will not result in unacceptable impacts on it.	For the rdWRMP24 we are forecasting the use of Drought Permits up to 2040/41 which reflects regulatory expectations in meeting the required levels of service. During this period we are proposing significant demand reductions via leakage and customer metering in order to reduce our abstraction. Further information about our leakage and water efficiency plans can be found in Appendix 10B and 10C.  The use of Drought Permits requires water companies to be Drought Permit Application ready which includes a quantification of the expected environmental effects from the implementation of the option. This includes the monitoring and mitigation requirements. The Environment Agency would not grant Drought Permits unless we are considered to be Drought Permit Application ready. Over 2025-2030 we have a proposed investigation on the Drought Permit; further information can be found in Appendix 5B, Section 3.3.	N	N/A	N/A
PW_SoR72i	Hampshire and Isle of Wight Wildlife Trust	Decision Making (Programmes and Plans)	We must strongly reiterate the importance of water efficiency measures, reducing leakage of supply pipes, water recycling and bulk water transfers to ensure that abstraction to a potentially damagingly low HOF level is truly a last resort measure. [...] the plan should adopt a long-term target of reducing PCC to 100 l/p/d or less by 2050, as is the ambition by neighbouring water company Southern Water.	We are committed to reducing demand for water. In our rdWRMP24 we have committed to the tighter Government targets on Per Capita Consumption (PCC), which is 110 by 2050 as a dry year target (compared to a normal year target in the dWRMP24). We are also committed to reducing leakage by 50% by 2040, not 2050 in the dWRMP24. Our plans for Water Efficiency and Leakage Reductions are detailed in two new supporting appendices (10B and 10C respectively). The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier. These demand reductions are alongside significant sustainability reductions in abstraction. Our plans for reducing abstraction is detailed in Appendix 5B which is a new supporting Appendix.  In common with water resource planning across the WRSE region, the use of drought permit options is planned to end in 2040/41.	Y	Appendix 10B, 10C	All
PW_SoR72j	Hampshire and Isle of Wight Wildlife Trust	Demand Options	Government's Environmental Improvement Plan confirms non-household use should be reduced by 9% by 2038 and 15% by 2050 as a contribution towards achieving Environment Act targets, so the plan should include more detail on how this will be supported.	Since the dWRMP24 we have reviewed our non-household demand reductions to meet at least the 9% by 2037/28 and 15% by 2050 to align with the Government targets. During WRMP24 we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls.  Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 which details options we considered in the rdWRMP24.	Y	Appendix 10B	All, 4.5
PW_SoR72k	Hampshire and Isle of Wight Wildlife Trust	Demand Forecast	[...] there is no reflection of the role that water neutrality could play. We consider the plans should promote a position where any large-scale developments should be water neutral, particularly in areas with water deficits and where abstraction licenses are being capped or reduced to protect legally protected habitats.  Portsmouth Water should be proactively working with local authorities and developers to minimise the water demand footprint of new development focusing on those areas under greatest growth, abstraction and environmental pressure.	Portsmouth Water support Water Neutrality and its aims to reduce water demand. The following text has been added to the rdWRMP24 to confirm our position on Water Neutrality.  "We are supportive of the aims of Water Neutrality to improve building standards and reduce our demand for water. However, we acknowledge Water Neutrality cannot solely be delivered by the water companies who cannot be seen as the "default" funders of the measures required for water neutrality. The delivery of water neutrality must be on the basis of concerted action in partnership with the local community, and involving the local authority, local water companies, the Environment Agency and developers. Due to the above considerations, demand savings from Water Neutrality have not been included in the WRMP24 (as baseline demand or as options), however we will continue to liaise with the relevant authorities to support its implementation."	Y	Main Statutory Document	Section 4.3 (baseline household demand forecast). A new paragraph after the first existing paragraph but before the sub heading 4.3.1
PW_SoR72l	Hampshire and Isle of Wight Wildlife Trust	Environmental Assessment	We urge Portsmouth Water to adopt a target of 20% Biodiversity Net Gain for the Price Review, in line with the industry's commitment to 'champion measures through which water companies can enshrine what it means to operate in the public interest'. Showing leadership by adopting a target greater than the minimum 10% is entirely fitting for a sector that benefits from a healthy water environment.	As per item PW_SoR68 Portsmouth Water has prepared a 'Strategy for Delivering Biodiversity Net Gain', which provides a commitment to protect and enhance the natural environment by delivering BNG. Portsmouth Water has already delivered projects to enhance biodiversity on Portsmouth Water land holdings and will be extending these activities to outside Portsmouth Water land-holdings by establishing a capital grants scheme. We have considered making BNG obligatory for all projects, which would be accountable by applying an appropriate biodiversity metric to measure biodiversity losses and gains resulting from development and/or land management change, and which would apply the ten 'good practice principles' for achieving BNG (CIEEM, CIRIA, IEMA. Biodiversity net gain. Good practice principles for development. A practical guide. CIRIA C776a. London, 2019.). It acknowledges that joint working with Portsmouth Water partners (e.g. customers, Local Planning Authorities, statutory advisors and NGOs) would be required to ensure the delivery of BNG beyond PW land-holdings.	N	N/A	N/A
PW_SoR72m	Hampshire and Isle of Wight Wildlife Trust	Environmental Assessment	Little reference is made in the plan to Local Nature Recovery Strategies; these should be used to guide delivery of BNG to ensure that preferred options contribute more strategically to the recovery of nature.	Further clarity on, and reference to Local Nature Recovery Strategies has been provided within the revised draft WRMP SEA - Biodiversity Net Gain Report (Appendix I).	Y	Appendix 1Da	Appendix I (of SEA)
PW_SoR72n	Hampshire and Isle of Wight Wildlife Trust	Options Appraisal	We are disappointed that the plan fails to highlight and plan investment in nature-based solutions for securing water resources but also for providing multiple benefits – reducing pollution, lessening flood risk or boosting biodiversity	For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and bring wider social and environmental benefits. The options appraisal will include a review of Catchment & Nature based (C&NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The Nature Based Solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature Based Solutions will be defined in our Water Industry National Environment Programme. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including nature based solutions.  For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24.	Y	Appendix 5B	All, Section 3.2
PW_SoR72o	Hampshire and Isle of Wight Wildlife Trust	Options Appraisal	The plan could also do more to factor in that the nature-based solution schemes are important from a climate perspective to help river systems to adapt to a changing climate.	For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and bring wider social and environmental benefits. The options appraisal will include a review of Catchment & Nature based (C&NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The Nature Based Solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature Based Solutions will be defined in our Water Industry National Environment Programme. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including nature based solutions.  For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24.	Y	Appendix 5B	All, Section 3.2
PW_SoR72p	Hampshire and Isle of Wight Wildlife Trust	Environmental Assessment	We would also urge the plan to adopt a natural capital approach to cost benefit assessments for all investment rather than decisions made on financial costs alone.	The options selected as part of Portsmouth Waters WRMP are the result of a multi-criteria analysis process of which economics, environmental and social benefits and costs were included.	N	N/A	N/A

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PW_SoR72q	Hampshire and Isle of Wight Wildlife Trust	Supply Options	[Regarding public concern on the impacts of water recycling to the environment] We therefore seek firm commitments, supported by robust evidence, that the proposals would not adversely impact the River Itchen Special Area of Conservation (SAC) or Chichester and Langstone Harbours Special Protection Area (SPA), the Solent Maritime SAC, the Solent and Southampton Water SPA and Ramsar and, Portsmouth Harbour SPA and Ramsar.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR72r	Hampshire and Isle of Wight Wildlife Trust	Supply Options	In principle, the Trust would not object to a solution, such as wastewater recycling, that would reduce reliance on abstracting water from our chalk streams. However, the implementation of measures designed to address this issue, should not come at the expense of unsustainable downstream environmental impacts.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR72s	Hampshire and Isle of Wight Wildlife Trust	Supply Options	Currently, we do not consider that the environmental impact of the 'Hampshire Water Transfer and Water Recycling Project' on the designated Solent Marine Sites has been assessed. In particular, we urge both water companies to provide more information, including a Habitats Regulations Assessment (HRA), on what will be directly discharged into the Solent as a result of this project and the potential impacts on the designated sites.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR72t	Hampshire and Isle of Wight Wildlife Trust	Supply Options	we seek confirmation that the net benefit of the Havant Thicket reservoir on nutrients in the designated harbours will be maintained. We would like to see accurate detail of the potential increase in inputs through the Lavant and Hermitage Stream and also the volumes and composition of the outputs through the long sea outfall.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR72u	Hampshire and Isle of Wight Wildlife Trust	Supply Options	Considering the significant public concern [Regarding the water recycling scheme], we urge this information to be provided in time for a robust consultation on the proposals in the summer [in relation to the assessment environmental effects].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2



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PW_SoR72v	Hampshire and Isle of Wight Wildlife Trust	Supply Options	[Referencing the ecosystem services monetary value provided by the reservoir] We need to see clear evidence provided that the water recycling proposals for Havant Thicket will not undermine the net gain for wildlife or the ecosystem services provided by the project.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR72W	Hampshire and Isle of Wight Wildlife Trust	Supply Options	The Trust is clear that water recycling could be an essential component of a suite of measures needed to help us reduce reliance on chalk streams, if accompanied by robust ecological analysis. We must urgently see robust evidence that the proposals would not adversely impact any legally protected habitats, including the Chichester and Langstone Harbours Special Protection Area (SPA), the Solent Maritime SAC, the Solent and Southampton Water SPA and Ramsar and, Portsmouth Harbour SPA and Ramsar. We would urge both water companies involved in this proposal to rapidly address some of the shortcomings in the information provided to support this application.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR73a	Forestry Comission	Environmental Assessment	We are encouraged by the plan's consideration of how the plan can deliver environmental gains but are concerned by the potential loss and impacts on ancient woodland and non-ancient woodland/trees that could be caused by the infrastructure proposed as part of delivering this plan.	Your comment has been noted - clarification has been made throughout the option assessments regarding the protection of ancient woodlands and mitigation strengthened.	N	N/A	N/A
PW_SoR73b	Forestry Comission	Environmental Assessment	Comment 1: Development associated with the Regional plan is Expected to result in the direct loss and impact on ancient woodland sites. The Regional Plan should exhaust efforts to avoid impacts on ancient woodland, ancient trees and veteran trees.	The SEA considers the loss or deterioration of ancient woodland to be a significant effect - see pre mitigation scores where options intersect ancient woodland. Portsmouth Water are committed to avoiding impacts on ancient woodland, ancient trees and veteran trees where possible, as documented in the Revised WRMP. The SEA has been reviewed to ensure that the direct and indirect effects of the construction and operation of the schemes on ancient woodland and ancient and veteran trees have been considered appropriately.	Y	Appendix 1G	1G
PW_SoR73c	Forestry Comission	Environmental Assessment	Comment 2: We encourage a clear commitment to being nature positive and delivering targets for measurable environmental gains, including biodiversity net gain, on all development associated with the plan.	Portsmouth Water has developed a 'Strategy for Delivering Biodiversity Net Gain', which sets out our commitment to protect and enhance the natural environment by delivering BNG. Portsmouth Water has already delivered projects to enhance biodiversity on Portsmouth Water land holdings and will be extending these activities to outside Portsmouth Water land-holdings by establishing a capital grants scheme. They have considered making BNG obligatory for all projects, which would be accountable by applying an appropriate biodiversity metric to measure biodiversity losses and gains resulting from development and/or land management change, and which would apply the ten 'good practice principles' for achieving BNG (CIEEM, CIRIA, IEMA. Biodiversity net gain. Good practice principles for development. A practical guide. CIRIA C776a. London, 2019.). It acknowledges that joint working with Portsmouth Water partners (e.g. customers, Local Planning Authorities, statutory advisors and NGOs) would be required to ensure the delivery of BNG beyond Portsmouth Water land-holdings.	N	N/A	N/A
PW_SoR73d	Forestry Comission	Environmental Assessment	Comment 3: We encourage the exploration and adoption of specific measurable targets associated with woodland/tree cover to contribute to meeting the national tree canopy target being considered by Government.	We have and will continue to work together with the Forestry Commission and other woodland creation organisations. As part of our catchment management and nature based solutions work we would consider woodland/tree cover as ways to support our objectives with managing raw water quality. We will also be undertaking a range of water resource catchment based investigations which will also include options appraisal. As part of this options appraisal we will also consider catchment and nature based solutions, such as woodland and tree cover to bring wider environmental benefits.	N	N/A	N/A
PW_SoR73e	Forestry Comission	Environmental Assessment	Comment 4: All efforts should be taken to avoid loss of other trees and woodland, especially where they complement the wider network of ancient woodland, and we encourage maximising the use of trees and woodland (and other nature-based solutions), to deliver multi-functional benefits.	Portsmouth Water considers the loss or deterioration of ancient woodland to be a significant effect and are committed to avoiding impacts on ancient woodland, ancient trees and veteran trees where possible. As detailed in Section 3.2 of Appendix 5B we will be actively considering nature based solutions as part of our WINEP investigations.	Y	Appendix 1Da Appendix 1G	Section 12 1G
PW_SoR73f	Forestry Comission	Overview	Comment 5: We are aware that a considerable proportion of South East drinking water resources are derived from chalk aquifers. We are surprised that none of the plans mentioned the challenge of nitrate levels within these aquifers and how they will be addressed into the future.	<p>For the rdWRMP24 we will include a new raw water quality section within the main statutory document, which details our approach to tackling raw water quality via our catchment based approaches (www.cleanwaterpartnership.co.uk) and asset solutions. This includes detailing our challenges of raw water quality (and projected changes), our current and future planned work.</p> <p>For the dWRMP24 we did not include any options for the management of nitrates as the schemes did not have attributable deployable output benefit. However, for PR24 Business Plan we are proposing that our current catchment management schemes continue. We have also identified a number of asset based solutions to support our management of nitrates, such as blending and treatment. Further detail will be provided in the PR24 Business Plan submission.</p>	Y	Main Statutory Document	5.8
PW_SoR73g	Forestry Comission	Environmental Assessment	[The Forestry Commission response provides detailed and extensive advice on how best to deliver the above comments and considerations for future Regional plans].	Note has been made of the advice provided for future iterations of the Regional Plans.	N	N/A	N/A

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PW_SoR73h	Forestry Comission	Supply Forecast	The construction of Havant Thicket Reservoir is resulting in the direct loss of 15.2 ha of ancient woodland. While we appreciate the public needs for this reservoir we are particularly concerned by the additional indirect loss of further ancient woodland for access to establish and then maintain the site (especially as routes which could have avoided this loss were available). While we support the compensation package which is being delivered we must advise that the importance of full canopy ancient woodland does not seem to be recognised and the package includes management of existing woodlands already owned by water utilities which have been neglected for decades.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.	Y	Appendix 7F	2.2
PW_SoR73i	Forestry Comission	Environmental Assessment	We welcome the Plans' reference to achieving environmental gains, including biodiversity net gain. Before this can be achieved, existing habitats need to be protected as far as possible, with irreplaceable habitats being among the highest priorities to protect. This is needed before overall environmental gains are possible to achieve.	Portsmouth Water has developed a 'Strategy for Delivering Biodiversity Net Gain', which sets out our commitment to protect and enhance the natural environment by delivering BNG. Portsmouth Water has already delivered projects to enhance biodiversity on Portsmouth land holdings and will be extending these activities to outside Portsmouth Water land-holdings by establishing a capital grants scheme. They have considered making BNG obligatory for all projects, which would be accountable by applying an appropriate biodiversity metric to measure biodiversity losses and gains resulting from development and/or land management change, and which would apply the ten 'good practice principles' for achieving BNG (CIEEM, CIRIA, IEMA. Biodiversity net gain. Good practice principles for development. A practical guide. CIRIA C776a. London, 2019.). It acknowledges that joint working with Portsmouth Water partners (e.g. customers, Local Planning Authorities, statutory advisors and NGOs) would be required to ensure the delivery of BNG beyond Portsmouth Water land-holdings.	N	N/A	N/A
PW_SoR73j	Forestry Comission	Environmental Assessment	We also highlight that it is difficult to truly achieve environmental gain if irreplaceable habitat is being permanently lost, As acknowledged in 'Technical Annex 2: Our draft regional plan proposals' (November 2022), Ancient woodland loss cannot be accounted for in the Biodiversity Net Gain Metric. [...] We ask that we are consulted on this to help develop compensation that is meaningful, targeted and of optimal value.	Your comment has been noted - Portsmouth Water are committed to ensuring ancient woodland and irreplaceable habitat is avoided during project design. Where this is not possible, Portsmouth Water will engage with the Forestry Commission to develop appropriate compensation.	Y	Appendix 1Da Appendix 1G	Section 12 1G
PW_SoR73k	Forestry Comission	Decision Making (Programmes and Plans)	[we encourage the following be considered in the next stages of the Plan's development] A direct commitment for plans to be nature positive or to contribute to leaving nature in a stronger position than we found it, in line with the Government's 25 Year Environment Plan	Since the dWRMP24 we have revised our demand reduction options which seek to meet the Environmental Improvement Plan which is part of the Government's 25 Year Environment Plan for demand reductions. Further detail can be found in Appendix 10B (Water Efficiency Strategy) and 10C (Leakage Strategy). This will also be supported by our abstraction reductions by 2050 which are detailed in our new supporting appendix 'Investigating and Achieving Sustainable Abstraction'. Please refer to Section 1 of Appendix 5B which details the drivers for ensuring sustainable abstraction, which include restoring the effects of potential over abstraction.	N	N/A	N/A
PW_SoR73l	Forestry Comission	Environmental Assessment	[we encourage the following be considered in the next stages of the Plan's development] Commitments within the plan to achieve a specific minimum net gain target in line with good practice regarding Biodiversity Net Gain Design (ie about the overall design, not just the metric results), in consultation with Natural England and complements local priorities including local nature recovery strategies and in consultation with local authorities/LNRS groups.	Your comment has been noted - Portsmouth Water will consider committing to a specific minimum net gain target in line with good practice regarding Biodiversity Net Gain Design as part of the next stage of the Plan development.	N	N/A	N/A
PW_SoR73m	Forestry Comission	Environmental Assessment	[we encourage the following be considered in the next stages of the Plan's development] Ensure alignment with other strategic land-use plans including local nature recovery strategies which water companies are well placed to positively contribute to and align with as part of any mitigation/compensation efforts. We welcome the commitment to explore this in more detail as part of the water companies' WRMP24 SEA process" (SEA page 115).	Relevant plans and policies have been considered within Appendix B and informed development of the SEA framework.	Y	Appendix 1G	1G
PW_SoR73n	Forestry Comission	Environmental Assessment	[...] As part of the Environment Act, there is a proposal being considered by Government to set a legally binding target to increase national tree cover from 14.5% to 16.5% by 2050. A large-scale regional plan like this can lead by example to ensure overall gain of tree/woodland cover. [...] As part of the next stages of developing the regional plan and WRMPs, we encourage the WRSE to anticipate this by directly committing to a tree canopy cover increase up to 2050, with appropriate management in place to ensure this is delivered in practice. As part of this, the supporting assessments including the Strategic Environment Assessment (SEA) and Environment Assessment could be improved to directly consider tree canopy cover to inform the options being appraised.	Portsmouth Water recognise the important role it can play in contributing to targets in respect of biodiversity and habitat improvement. This is embedded in the SEA option assessments through the assessment framework and supporting decision aid questions. This is also demonstrated through supporting Biodiversity Net Gain and Natural Capital Assessments. Implications arising from future legislation will also be captured and integrated in the SEA development through review of Plans and Policies at the Company and Regional (WRSE) level.	Y	Appendix 1Da	Section 7
PW_SoR73o	Forestry Comission	Environmental Assessment	We encourage the Plans to maximise the multi-functional benefits provided by trees and woodlands, including for water quality improvements and sustainable flood management. We would welcome direct consideration of this within the Environment Assessment and SEA to ensure these benefits are fully regarded.	Your comment has been noted - assessments have been reviewed in light of the comment.	Y	Appendix 1G	1G
PW_SoR73p	Forestry Comission	Overview	[The Forestry comission remark on previous work done in partnership with Portsmouth Water regarding Nitrate leaching into drinking water; the FC highlights that this challenge should be clearly outlined and addressed on the WRMP].	This comment is a duplication of SoR83a. Please refer to this response.	N	N/A	N/A
PW_SoR73q	Forestry Comission	Environmental Assessment	As part of future iterations of the Regional Plan, we advise that the SEA Framework could be strengthened by considering the following:  Appraise options against their potential to actively contribute to nature recovery and enhancement, not just to avoid impacts  Specifically consider veteran and ancient tree impacts as these are not mentioned. Policies within the Regional Plan/WRMPs to avoid impacts on these irreplaceable features as far as possible are encouraged	Your comment has been noted - Portsmouth Water will look to appraise options against their potential to actively contribute to nature recovery and enhancement as well as consider specific veteran and ancient tree impacts with the next iteration of the Plan.	N	N/A	N/A
PW_SoR73r	Forestry Comission	Environmental Assessment	We welcome the mention of carbon sequestration within the Climatic Factors SEA Topic and its consideration of whether it is affected. This could be stronger by specifically considering how plan options could make it worse (eg from woodland loss) and how efforts to achieve environmental gains could contribute to increasing carbon sequestration. [...] In particular, we would encourage that this is considered as part of mitigation required in table 5.2.	We recognise the potential impacts the WRMP options may have in respect of carbon sequestration and the SEA option assessments have been reviewed where appropriate.	Y	Appendix 1G	1G

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PW_SoR73s	Forestry Comission	Environmental Assessment	<p>"Increase resilience and reduce flood risk" could be improved by using net gains that are targeted at flood risk benefits, using nature-based solutions</p> <p>"Reduce vulnerability to climate change risks and hazards" could be improved by considering net gains and nature based solutions that contribute to resilience</p> <p>Consider impacts and provision of green infrastructure, including trees and woodlands as part of other factors such as population and health</p>	Catchment investigations and Option Appraisals are needed to evaluate this further and an extensive programme has been forward for AMP8 & AMP9 to investigate and undertake Options Appraisal which will include catchment and Nature Based Solutions. This will be delivered via our WINEP programme. Please refer to Section 3.2 of Appendix 5B (Investigating and Achieving Sustainable Abstraction).	Y	Appendix 5B	3.2
PW_SoR73t	Forestry Comission	Environmental Assessment	We note that the Post 2050 Best Value Option table 5.6 doesn't mention ancient woodland or woodland more generally. We appreciate that there are some unknowns with the plan but we would be surprised if there wasn't a risk to impacting woodland sites so suggest this is included here.	Table 5.6 is within the WRSE Regional Plan. Portsmouth Water WRMP SEA has been updated and strengthened in respect of protection and mitigation afforded to woodland (including ancient woodland).	Y	Appendix 1Da Appendix 1G	Section 12 1G
PW_SoR73u	Forestry Comission	Environmental Assessment	The SEA makes reference to: "Use of directional drilling under sensitive assets such as river, motorways, railway lines and certain designated sites." This option should be one considered for Ancient Woodland to avoid open trenches or damage to the soil profile of the ancient woodland. There will need to be consideration for root depths on any potential sites, particularly of veteran trees	Our SEA has been reviewed to ensure that directional drilling has been used as a measure of mitigation on schemes which intersect ancient woodland. The need for consideration for root depths on any potential sites, particularly of veteran trees, has also been included.	Y	Appendix 1G	1G
PW_SoR74a	Individual	Supply Options	<b>I do not support the proposal in both plans to utilise the Havant Thicket Reservoir as part of an effluent recycling scheme to be delivered in 2031.</b> I am very concerned that there has <u>not</u> been a robust options appraisal and that the plans do <u>not</u> provide a 'best value' plan for customers or the environment. The plans are certainly not in line with customers stated preferences in relation to new water resources (see item 17 below).	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR74b	Individual	Supply Options	I have called on Defra to delay approval of the SW plan and require that both Southern Water and WRSE look more carefully and seriously at other options including: <ul style="list-style-type: none"> <li>- Setting more challenging targets for leakage reduction &amp; mains renewal.</li> <li>- More environmentally friendly alternative solutions that work with climate change for development of new water resources. Southern Water's 'restricted' Options Appraisal demonstrates that investigation of many potentially viable greener solutions has been deferred to 2029 and that is not acceptable.</li> </ul>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2
PW_SoR74c	Individual	Supply Options	I ask that Defra reject the proposal to move forward now with unsustainable, unnecessary and expensive effluent recycling and desalination schemes, especially the scheme that involves using the PW Havant Thicket Reservoir as an environmental buffer lake. There are cheaper and greener alternatives. We are not a severely drought-stricken desert country where these might be the only solution. Climate change will give the region wetter winters and water companies need to work with these changes to collect and store more water across the region.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.1, 3.2, 3.3, 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2, 3.3, 3.9, 4.2 and 4.3
PW_SoR74d	Individual	Demand Options	<b>Defra must also work urgently to introduce new minimum standards and Regulations much sooner</b> than proposed to promote and ensure more efficient use of water. <b>Introducing new minimum standards for all water using products by 2030, not 2040 as currently proposed. Introducing new Building Regulations for water efficiency by 2040 at the very latest, not by 2060 as currently proposed</b>	This comment was directed to Defra. We would support the earlier introduction of these measures.	N	N/A	N/A
PW_SoR74e	Individual	Demand Options	I support the introduction of metering across the P.Water supply area and I would urge Defra to work urgently with water companies to produce guidance on the introduction of variable charging tariffs. Using a suitable base rate for water use where the standard charge would apply, with a higher rate of charge where water is consumed above that base rate. This would help to make people think more carefully about their water usage, as if they trigger the higher rate of use this would regularly appear on their bill as an additional charge. The introduction of water meters across the SE region in the plan period makes this a realistic option. Clearly there would be a need for checks and balances for vulnerable customers who have a genuine medical need to use more water. WRSE and all water companies should be more actively progressing the use of variable tarrifs in the plan period.	We agree with your comment. Enabled by our smart meters, we will introduce variable tariffs to encourage water efficiency for household customers. Our current approach would be to set variable tariffs that escalate with consumption, but taking account of customer vulnerability. Due to the impact that high consumption has on the regional and global environment, we believe our customers would approve of a profiling that dissuades high consumption as long as this does cause overall billed revenue to rise notably. We will also explore with our customers what might be the appropriate tariff model in times of drought and high demand in order to protect our water resources. We will use WMRP24/AMP8 and AMP9 as the opportunity to engage with our customers to identify the most effective acceptable options. We forecast a saving of 4 l/h/d in a normal year and 6 l/h/d in dry years through this option. We also plan to launch a community reward programme to engage newly metered customers and all existing metered customers. Since the dWRMP24 we have produced a new Water Efficiency Strategy which details our approach to water efficiency, including variable tariffs.	N	N/A	N/A

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PW_SoR74f	Individual	Options Appraisal	While I support the WRSE/ water company proposal in the south-east to stop relying on drought orders by 2040 to protect our chalk streams, the Environment Agency need to ensure that any abstraction licence revisions proposed work with predicted climate changes that will give us wetter winters and more frequent drier summers. More flexible abstraction licences are needed that allow water companies to take more water in winter when there is excess flow, which they can capture and store for dry summers in underground aquifers, new, or modified winter storage reservoirs.	<p>During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff and winter flows, but these Aquifer storage options were screened out during the options appraisal process.</p> <p>Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.</p> <p>The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or retain. There are Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore the drilling and operational pumping of ASR boreholes would be very expensive - to determine the feasibility of this option investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.</p> <p>We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependant upon available water resources to put into them during wetter conditions.</p> <p>As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. We expect there will be an increased number of supply options available for assessment for WRMP29. This will include a review of supply options which were rejected for WRMP24.</p>	N	N/A	N/A
PW_SoR74g	Individual	Supply Forecast	There is also a need to review & update the Environment Agency environmental flow indicators to be more relevant locally. I believe the Environment Agency environmental flow indicators are based on national criteria. There is need to develop new low flow indicators which are based on the actual local situation and functioning of the rivers to which they are being applied.	We are proposing catchment based investigations over AMP8 and AMP9 (via the Water Industry National Environment Programme) to assess the effects of abstraction on the river environment and the flow requirements of the rivers. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including details on the scope of the investigations and assessments. Please refer to this appendix, in particular Section 3.2.1.2. Here we state investigations will review Environmental Flow indicators for each catchment against relevant flow indicators (for example assessment against the most sensitive flow constraints for designated sites).	Y	Appendix 5B	All, Section 3.2
PW_SoR74h	Individual	Other (catch all)	Ofwat funding mechanisms need to be urgently updated to encourage water companies to develop more sustainable new water resources which work with climate change predictions	<p>Ofwat funding mechanisms are outside the control of Portsmouth Water. Ofwat have recently updated their guidance on funding mechanisms for catchment and nature based solutions (which work with climate change) to reduce barriers in their implementation.</p> <p>For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and bring wider social and environmental benefits. The options appraisal will include a review of Catchment &amp; Nature based (C&amp;NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The Nature Based Solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying Nature Based Solutions will be defined in our Water Industry National Environment Programme. Since the dWRMP24 we have produced a new appendix which details our approach to considering C&amp;NB solutions as part of our investigations (Appendix 5B)</p> <p>For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24.</p>	Y	Appendix 5B	3.2
PW_SoR74i	Individual	Options Appraisal	Portsmouth Water & Southern Water should be leading the way on developing more environmentally friendly solutions that work with climate change and deliver wider benefits, not wait for Ofwat to change the funding mechanism in 2024 for the 2029 planning period. That would then deliver a truly best value plan (WRMP24) for people and the environment [...]	<p>Ofwat have recently updated their guidance on funding mechanisms for Catchment and Nature-Based (C&amp;NB) solutions (which work with climate change) to reduce barriers in their implementation.</p> <p>For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and deliver wider social and environmental benefits. The options appraisal will include a review of C&amp;NB solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The C&amp;NB solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying C&amp;NB solutions will be defined in our Water Industry National Environment Programme (WINEP). Since the dWRMP24 we have produced a new appendix which details our approach to considering C&amp;NB solutions as part of our investigations (Appendix 5B)</p> <p>For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24.</p>	Y	Appendix 5B	3.2
PW_SoR74j	Individual	Supply Options	Portsmouth Water (PW) should reject the use of Havant Thicket Reservoir as an environmental buffer lake associated with Southern Waters (SW) proposed effluent recycling scheme. This is a lose-lose option for P.Water customers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11

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PW_SoR74k	Individual	Supply Options	I object to the selection of the [Budds Farm] effluent recycling scheme via Havant Thicket Reservoir. The scheme should be removed as a potential option in PW long-term plan. It is currently a back up solution for selection in 2049, if the inter-regional transfers to SW are not in place. PW should instead plan to retain more of the water from the reservoir for supply to their own customers in the long-term. Supplies from the reservoir should not be re-directed to Sussex they should be retained by PW.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR74l	Individual	Supply Options	[Objecting to the water recycling scheme] High risk of rejection of the water mixed with recycled effluent for drinking by PW & SW customers. Resultant increase in cost to consumers and environmental impact associated with the use of millions more plastic bottles.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.9, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.9, 4.1, 4.2 and 4.3
PW_SoR74m	Individual	Supply Options	Significant cost to customers of a building and operating a drought scheme that must operate 365 days per year, even when the water is not needed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR74n	Individual	Supply Options	[objecting to water recycling scheme] -Loss of environmental benefits originally promised [...] -Loss of a unique biodiversity opportunity to provide a chalk spring fed reservoir -Loss of biodiversity net gain promised, due to keeping topped up with recycled effluent. -Impacts of changes in water quality on biodiversity in the reservoir, including salinity, temperature, increased risk of eutrophication and algal blooms. -Increased risk to water quality and of pollution incidents. -Lack of risk assessment and improved control in the sewer catchment. -Impacts on coastal European Protected Sites and reduced benefits. -A full EIA and HRA has not been undertaken, SW have no plans to do that until it is too late. The scheme should fail a robust Habitats Regulation Assessment. [...] -Environmental & ecological impact of pipeline & multiple pumping station construction. -The environmental screening is not robust leading to inappropriate scoring and selection.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.2, 3.3, 3.5, 3.11, 4.1, 4.2, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 3.5, 3.11, 4.1, 4.2, 4.3 and 5.2
PW_SoR74o	Individual	Supply Options	[Objecting to the water recycling scheme] High energy use & carbon impact – it is just not credible to state that it is a sustainable solution. It is also contrary to PW & SW the commitment for net zero carbon by 2030.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR74p	Individual	Supply Options	<a href="#">[Objecting to the water recycling scheme]</a> Concern that because this is a new technology costs will spiral and be passed on to customers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR74q	Individual	Supply Options	<a href="#">[Objecting to the water recycling scheme]</a> -Additional community & recreational benefits being double counted & potentially lost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to how the HWTWRP may influence amenity and recreation of Havant Thicket Reservoir and is specifically addressed in Section 4.4 of Appendix 7F.</p>	Y	Appendix 7F	4.4
PW_SoR74r	Individual	Supply Options	<a href="#">[Objecting to the water recycling scheme]</a> -Information provided by SW is impenetrable to the public and stakeholders.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR74s	Individual	Supply Options	It is very disappointing that it is not made explicitly clear in the PW, nor SW plan that PW customers would receive recycled water as part of their drinking water supply after 2031. [...] The statement on page 17 of the PW summary document which refers to some customers receiving the blended water in a drought is misleading, they will receive it whenever PW take water from the reservoir, that will not only be in a drought.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 1.2.3 and 3.12 of Appendix 7F.</p>	Y	Appendix 7F	1.2.3, 3.12
PW_SoR74t	Individual	Demand Options	I fully support the PW proposed programme to install smart meters in most homes by 2035 and replace existing meters by 2040. In fact, I would urge PW set; A more ambitious target to complete the metering programme more quickly, and <a href="#">[REPEAT COMMENT ON VARIABLE TARIFFS SEE PW_SoR74e]</a>	Since the dWRMP24 we have revised our profile of smart meter installations. We believe the current roll out will balance the needs of customers and ensure delivery risks are managed. We have also produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering. Please refer to 4.5.2.7 and Annex 3 of the Appendix which gives further information on smart metering roll out.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR74u	Individual	Supply Options	I support the PW proposal to upgrade a pumping station to make it easier to move supplies to where they are needed by 2030.	Comment noted, no action required.	N	N/A	N/A
PW_SoR74v	Individual	Overview	The use of Temporary Use Bans (TUBs) during droughts should continue at the current level of service, their frequency must not be reduced.	Our rdWRMP24 does not propose a reduction in the frequency of restrictions (Temporary Use Bans and Non-Essential Use Bans) compared to our 2019 Water Resources Management Plan. These are key options for us to meet 1 in 500 drought resilience. We will continue to encourage and support customers to reduce their water demand. Customers will continue to have a 5% and 1.25% annual risk of Temporary Use Bans and Non Essential Use Bans respectively.	N	N/A	N/A
PW_SoR74w	Individual	Overview	I have some concerns about the any proposed change in the frequency of use of emergency drought orders (standpipes & rota cuts) from 1 in 200 to 1 in 500 by 2039 (PW summary page 8), especially if this change drives the selection of unsustainable and expensive new water source solutions such as effluent recycling. Customers should not have to pay for infrastructure solutions which are only required to operate in a severe drought, which might not happen during the lifetime of that infrastructure. I think that having a realistic threat of emergency drought orders is useful in educating customers to the value of water.	Meeting a 1 in 500 drought resilience is a Government requirement that we have a regulatory requirement to meet.	N	N/A	N/A

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PW_SoR74x	Individual	Demand Options	The targets for leakage reduction need to be more demanding. The PW & Regional Plans only propose to reduce this by half across the region by 2050 (i.e. 8% of existing and new water resources will be lost by wastage, even in 2050). This is just not challenging enough, SW has suggested it could achieve 62%. Water companies need to develop new technologies that allow them to detect, locate and repair leaks much more quickly.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR74y	Individual	Demand Options	<b>More challenging targets for the rate of mains replacement need to be set</b> , especially in the Southern Water area to help reduce wastage. Comparative figures on rates of mains replacement are not provided in the consultation documents, nor are targets. P.Water already have an active mains replacement programme, targeted to replace the mains with the most regular history of bursts, and to replace less durable pipe materials. Large volumes of water can be lost when mains burst, it is important that targets for mains replacement are improved. <b>Ambitious targets for mains replacement should be included in each company WRMP and the Regional Plan.</b>	The historic investment in mains renewal by Portsmouth Water is high compared with other water companies. Portsmouth Water have maintained a high replacement ratio, and has remained well above the industry average, for several planning cycles. The results of the mains renewal modelling carried out by WRC, an independent research-based consultancy, concluded that bursts have reduced significantly faster than predicted five years ago. The level of investment planned for the next AMP would enable Portsmouth Water to maintain a stable burst position (under average weather conditions) and still contribute a 1Ml/d leakage reduction by focusing on the most vulnerable pipes, shown to have the worst history of bursts. A cost benefit analysis demonstrated that although leakage reduction could be achieved through mains renewal, there are much more cost-effective mechanisms that achieve the same levels of reduction in leakage. Please refer to our Leakage Strategy Appendix (10C) for further information on our proposed strategy for leakage reductions.	Y	Appendix 10C	All
PW_SoR74z	Individual	Supply Options	<p><b>There has been inadequate investigation of Aquifer Storage / recharge options.</b> Incredibly no Managed Aquifer Storage Schemes (MARS) are selected in the period 2025 to 2035 in the PW nor regional plans. Only 3 schemes are selected across the entire WRSE region from 2035 to 2075, with just one selected in the Hampshire &amp; Sussex area by SW. [...] A list of SW groundwater storage options that should already have been progressed is set out in Appendix C of my response to Defra on the SW draft WRMP, it is extremely disappointing that these investigations have not happened. Was the failure to investigate MARS options a deliberate tactic so that SW can argue there are no alternatives to effluent recycling?</p> <p>In the PW supply area there are confined aquifers close to rivers that currently have flooding problems that could be explored for aquifer storage using excess winter river flows, including in the vicinity of [Source J] WTW. Such schemes could provide multiple benefits to society. The WRSE summary page 30 stated if water recycling schemes cannot be progressed, then desalination plants or more storage options will need to be built instead. Given the lower cost to construct &amp; operate, lower environmental impact, customer preference for aquifer storage, MARS options should be considered first, before effluent recycling.</p>	<p>During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff, but these ASR options were screened out during the options appraisal process.</p> <p>Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.</p> <p>The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or the water will be lost. There are also Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore ASR boreholes would be very expensive. Investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.</p> <p>We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependent upon available water resources to put into them during wetter conditions.</p> <p>As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. Therefore, for WRMP29 we expect there will be an increased number of supply options available for assessment. This will include a review of supply options which were rejected for WRMP24.</p> <p>Water Recycling is not an option in Portsmouth Water's plan but we are working alongside Southern Water regarding the feasibility of Hampshire Water Transfer and Water Recycling Project which would discharge into Havant Thicket Reservoir.</p>	N	N/A	N/A
PW_SoR74aa	Individual	Options Appraisal	<p>Water companies and regulators need to come up with a more balanced approach, with more flexible licencing, that allows water companies to take more water in winter when there is excess flow, which they can capture and store for dry summers in underground aquifers, new, or modified winter storage reservoirs.</p> <p>Note: PW draft WRMP confirms that there is the possibility that less demanding abstraction reductions could be required following the current no deterioration studies. The scale of sustainability reductions is a key driver of the level of investment needed to meet future deficits. Innovative use of more flexible licencing could also reduce the future demand deficit and thus cost to customers.</p>	<p>During our options appraisal process we considered reservoir and aquifer storage and retrieval options (ASR) and also options to capture rainfall runoff and winter flows, but these Aquifer storage options were screened out during the options appraisal process.</p> <p>Portsmouth Water abstracts groundwater found within the Chalk rock of the South Downs to supply public drinking water across our area. Around 85% of the water we supply comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed.</p> <p>The areas of confined chalk aquifers under our supply area are either unproductive from a groundwater perspective, or have karstic features which allow rapid flows, such that any injection of water will be very difficult to achieve or retain. There are Lower Greensand aquifers deep underground, below the chalk but this is hundreds of metres deep and therefore the drilling and operational pumping of ASR boreholes would be very expensive - to determine the feasibility of this option investigation trial holes would need to be drilled and tested to see if this Lower Greensand is productive or has suitable water quality characteristics.</p> <p>We are committed to investigating new reservoir options and formally reviewing the feasibility of using the Lower Greensand for abstraction or ASR within our WRMP29. This would be in conjunction with exploration of complex licensing through the AMP8 WINEP investigations and option appraisals to understand how much water might be available for winter abstraction and storage elsewhere. The success of any potential reservoirs or ASR schemes would be dependant upon available water resources to put into them during wetter conditions.</p> <p>As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. We expect there will be an increased number of supply options available for assessment for WRMP29. This will include a review of supply options which were rejected for WRMP24.</p>	N	N/A	N/A

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PW_SoR74ab	Individual	Supply Options	It is not acceptable to dismiss the search for new reservoir options on the basis that all rivers are over abstracted, since they are highly unlikely to be over-abstracted in winter. Potential sites for off-line pumped winter storage reservoirs should be investigated further,	In our options appraisal we considered a range of options to utilise winter abstraction / winter rainfall for storage for the summer months via reservoirs and aquifers. These options were rejected due to concerns on technical feasibility and/or not being promotable (due to assessments of water available for abstraction). As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. Therefore, for WRMP29 we expect there will be an increased number of supply options available for assessment. This will include a review of supply options which were rejected for WRMP24 including the new reservoir sites.	N	N/A	N/A
PW_SoR74ac	Individual	Decision Making (Programmes and Plans)	Given that existing surplus surface water already exists in other regions, and the transfers can often use existing waterways for part of the transfer, why can some water transfer schemes not be brought forward more quickly? Transferring surface water via existing waterways can have multiple benefits including to biodiversity and recreation	Portsmouth Water does not have any strategic water transfer options. These have been considered by other companies within Water Resources South East (WRSE) and nationally. Large water transfer projects are termed Strategic Resource Options (SROs) and each option put forward is subject to detailed assessments of the yield (considering drought periods), the costs and the environmental effects of the option. This is in conjunction with Regulators such as Ofwat and the Environment Agency. Due to the scale of these options and the assessments needed they require a significant lead in time. Further information on SRO and the assessment process can be found on the Ofwat website: <a href="https://www.ofwat.gov.uk/regulated-companies/rapid/the-rapid-gated-process/">https://www.ofwat.gov.uk/regulated-companies/rapid/the-rapid-gated-process/</a>	N	N/A	N/A
PW_SoR74ad	Individual	Supply Options	<b>Selecting low carbon solutions must be an integral part of the PW and WRSE options appraisal process.</b> The selection of energy and carbon hungry effluent recycling and desalination solutions demonstrates that this is not currently the case. It is not acceptable or good practice to select carbon hungry technologies and then look to alternative energy or carbon off-setting to address the impacts <a href="#">[Comment in relation to Havant Thicket Water Recycling]</a> .	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR74ae	Individual	Supply Options	High risk strategy of selecting one large effluent recycling option in Hampshire [...] SW have not learnt the lesson from putting all of their eggs in the Fawley Desalination basket, only to have the scheme rejected when the environmental impacts were more robustly assessed. This has delayed the development of a viable new water resource option by 5 years. SW cannot be allowed to make the same mistake again.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.2, 3.3 and 5.2 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3 and 5.2
PW_SoR74af	Individual	Supply Options	The public consultation has been completely inadequate and not properly advertised. [...] Effluent recycling in the UK should not proceed unless the water company (PW & SW) has fully engaged with their customers to ensure that they support the proposal. This is not the case for the [Budds Farm] effluent recycling scheme via Havant Thicket Reservoir.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.	Y	Appendix 7F	3.10
PW_SoR74ag	Individual	Supply Options	Despite stating that customer feedback has been taken into account the options selected by SW and WRSE in both the short and long-term are dominated by effluent recycling and desalination schemes, as shown on the maps in the WRSE summary pages 37 & 38. This confirms that customer feedback is not being given adequate weight by SW, PW or WRSE.  SW Annex 6 confirmed (page 17) that customers felt strongly that reductions in risk of emergency drought measures need to be achieved via sustainable investment and protecting the environment. By selecting effluent recycling as a drought resource SW are ignoring this feedback from their customers, as the solution is not sustainable. It must operate 365 days a year even when it is not needed as it is only required as a drought resource, and is not located close to where it is needed.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3



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PW_SoR74ah	Individual	Demand Forecast	Concern the forecast population figures used are excessive & driving a huge demand deficit. [...] It would seem to be more sensible and prudent for water companies and WRSE to plan on the basis of a more moderate growth figure, such as the 16% growth forecast by the Office of National Statistics and to review that again in 2030.	Population figures for our dWRMP24 were produced in compliance with the Water Resources Planning Guidelines produced by our regulators and provided to us by Edge Analytics as part of Regional forecasting that was commissioned through WRSE (Edge Analytics, July 2020). These considered ONS forecasts. Population forecasts have been reviewed and revised since the dWRMP24 to include more recent published data in our rdWRMP24. Our WRMP uses adaptive planning pathways to account for future uncertainties in supply and demand. One of the uncertainties considered is population growth. Of these pathways, our Ofwat Core Pathway represents investments required in all possible futures to avoid over investment. Please refer to Section 2.2 and 10.9 for further information of our Main Statutory Plan on our Adaptive Plan and how influences the required investments.	N	N/A	N/A
PW_SoR74ai	Individual	Options Appraisal	Options that need to be actively investigated and pursued by PW going forward include; - Aquifer storage & recharge schemes (use in conjunction with additional treatment such as Dissolved Air Flotation that can operate as and when required) - Optimising existing borehole sources - Licence trading & utilising third party licences - Wallington source where PW abstraction is under-utilised – previous problem is only at low flow, look at winter abstraction, potentially in association with aquifer storage, or off-line reservoir storage (licence conditions can protect minimum residual flow & downstream European protected habitats) - Winter abstraction on the River Hamble & develop new off-line storage (licence conditions can protect minimum residual flow & downstream European protected habitats) – only seem to have considered impounding River Hamble which would never be acceptable - River Hamble – surface water available even at low flow, could this be piped to Itchen for treatment? (PW Option spreadsheet row 148) - Winter abstraction on the River Meon & develop new off-line storage (licence conditions can protect minimum residual flow & downstream European protected habitats) – only seem to have considered impounding River Meon which would never be acceptable - Treated recycled effluent (not [Budds Farm] as it has a saline intrusion problem) to augment river flows above [Source A] - Use of Chichester gravel pits as a drought resource	Our Options Appraisal considered these or similar options within our assessment but these were subsequently rejected (please refer to WRMP24 Planning Tables, Table 4 for reason for rejection). These options will be reviewed again for WRMP29 in light of new information and/or guidance.	N	N/A	N/A
PW_SoR74aj	Individual	Supply Options	Alternative options for effluent recycling via HT Reservoir - including [SRN Works B] [...] There are other Waste Water Treatment Works (WWTW) options that are nearer to where the water is needed. [The respondent outlines the benefits of using [SRN Works B] as an option]	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR74ak	Individual	Supply Options	[...] a decision on effluent recycling is not needed now, it can be deferred to 2030.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.3 of Appendix 7F.	Y	Appendix 7F	3.3
PW_SoR74al	Individual	Supply Options	I do not believe that the WRSE Regional Plan is a best value plan, nor least cost for customers. It is certainly <u>not</u> in the best interests of PW customers, for whom it presents a lose – lose situation, having to receive recycled water by default because of the SW plan in 2031, even though the water is not needed at that time in the PW supply area. I urge PW to stick up for its customers and reject the SW proposal for effluent recycling via Havant Thicket Reservoir.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3

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PW_SoR74am	Individual	Supply Options	[The respondent provides two appendices with A) further supporting arguments against the effluent recycling scheme and B) details of how public consultation is deemed to have been inadequate for said scheme] These points are considered to be covered by other comments logged within PW_SoR74 and/or are addressed to Southern Water, not Portsmouth Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR74an	Individual	Supply Forecast	Water companies don't know exactly where, when or by how much they will need to reduce their existing abstraction by, yet PW, SW & WRSE are planning for a worst case, with no phased reduction. The WINEP investigations which will inform this change are still underway or planned. This gives time for other alternative new water source solutions to be investigated further. The government requires that any regulatory changes must be proportionate and pragmatic, otherwise they can be challenged.	The uncertainty in the Sustainability Reductions is reflected in our Adaptive Plan which details many potential futures of supply and demand and the investments which may result from those futures. The planned investigations between 2025 and 2035 will resolve this uncertainty. Between 2025 to 2030 our Preferred Plan consists of demand reduction measures (to meet customer and regulator expectations) and therefore there is no risk of over investment.	N	N/A	N/A
PW_SoR75a	Havant Green Party	Supply Options	1. We are very concerned that a full options appraisal has not been completed [Comment in relation to Havant Thicket water recycling scheme]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR75b	Havant Green Party	Supply Options	2. We are very concerned that targets for leakage reduction and water usage are not strong enough [Comment in relation to Havant Thicket water recycling scheme].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR75c	Havant Green Party	Supply Options	3. We have very serious concerns that a full EIA and HRA has not been undertaken to ascertain the impact of the [Budds Farm] Effluent Recycling scheme on Havant Thicket Reservoir in Havant.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR75d	Havant Green Party	Supply Options	4. We are concerned that the promised Havant Thicket Reservoir 'environmentally led' mitigation and compensation scheme can no longer be met.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR75e	Havant Green Party	Supply Options	5. We are very concerned that the lack of public trust in Southern Water's capability to deliver a quality drinking supply will drive residents to buy bottled water because tap water will taste different	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR75f	Havant Green Party	Supply Options	As it stands we believe that more work is required on the alternative options such as aquifer storage, reduced usage and leakage reduction [comment in relation to Havant Thicket water recycling scheme]. Solutions such as effluent recycling and desalination must be a last resort and therefore should be delayed until the 2029 WRSE WRMP.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR76a	Individual	Demand Options	I agree with proposals for universal smart metering, aerating water from taps and showers, smaller baths, and water butts for gardeners.	Comment noted, no action required.	N	N/A	N/A
PW_SoR76b	Individual	Demand Options	Projects to separate grey water from effluent should be explored.	We considered options to separate grey water in our demand options appraisal but the option has not been included in our preferred suit of demand options because retro fitting installation of rainwater harvesting that integrates into home plumbing is a specialist undertaking, which has an associated risk of cross-connections with potable water. The devices and storage required do not represent value for Portsmouth Water customers, and would require maintenance from users. This would be a subsidised offering that ultimately all customers will pay for, but typically one that only wealthier customers could take advantage of. Please refer to the Water Efficiency Strategy appendix (10B) for further information. We would support the development of suitable building standards for new builds which integrates grey water separation.	Y	Appendix 10B	All
PW_SoR76c	Individual	Demand Options	Lower charging rates for frugal users, and higher rates for unnecessarily heavy users could be tried, as long as those with low incomes, larger families or medical needs can be protected.	We agree with your comment. Once we have rolled out Smart meters across our customer base, we are currently planning to introduce variable tariffs to encourage water efficiency for household customers. Our current approach would be to set variable tariffs that escalate with consumption, but taking account of customer vulnerability. Due to the impact that high consumption has on the regional and global environment, we believe our customers would approve of a profiling that dissuades high consumption as long as this does cause overall billed revenue to rise notably. We will also explore with our customers what might be the appropriate tariff model in times of drought and high demand in order to protect our water resources. We will use WMRP24/AMP8 and AMP9 as the opportunity to engage with our customers to identify the most effective acceptable options. We forecast a saving of 4 l/h/d in a normal year and 6 l/h/d in dry years through this option. We also plan to launch a community reward programme to engage newly metered customers and all existing metered customers. Since the dWRMP24 we have produced a new Water Efficiency Strategy which details our approach to water efficiency, including variable tariffs.	N	N/A	N/A
PW_SoR76d	Individual	Supply Options	More flexible abstraction licences can be used so that water can be extracted from rivers and aquifers when levels are high after heavy rain and stored.	In our options appraisal we considered a range of options to utilise winter abstraction / winter rainfall for storage for the summer months via reservoirs and aquifers. These options were rejected due to concerns on technical feasibility and/or not being promotable (due to assessments of water available for abstraction). Alternative sources of water will be considered for WRMP29 and will be supported via a WRSE regional options appraisal of options to reduce the delivery time of sustainability reductions. These and similar options will be considered further during these investigations. As part of our work with non-households and supporting their reduction in water use, we may look at smaller scale water storage solutions for selected companies where this may be viable.	N	N/A	N/A
PW_SoR76e	Individual	Supply Options	More small reservoirs should be built, closer to the areas where water is needed. Storage via recharge of confined underground aquifers should be explored.	In our options appraisal we considered a range of options to utilise winter abstraction / winter rainfall for storage for the summer months via reservoirs and aquifers. These options were rejected due to concerns on technical feasibility and/or not being promotable (due to assessments of water available for abstraction). As part of our AMP8 WINEP programme we will undertake options appraisal of alternative options e.g. moving abstraction further downstream to allow the sustainability reductions to occur faster and the use of more complex licences (perhaps with storage of winter abstraction via reservoirs or aquifer storage) that can help mitigate the impact of the Environmental Destination. Therefore, for WRMP29 we expect there will be an increased number of supply options available for assessment. This will include a review of supply options which were rejected for WRMP24.	N	N/A	N/A
PW_SoR76f	Individual	Demand Options	Farmers and commercial growers can be encouraged to collect and store water for their own use	We agree. As part of our work with Catchment Sensitive Farming we will work with farmers to identify where we can support farmers with water efficiency to reduce their water demand. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5.2.10 which provides further details on this approach.	Y	Appendix 10B	4.5.2.10
PW_SoR76g	Individual	Demand Options	I do not think that a target of halving leaks by 2050, from 27 million litres per day to 16 million litres per day, is at all acceptable. To plan to bring in more water sources, especially recycling, when so much drinking water is being lost, is indefensible. Resources to fix leaks must be multiplied with a target of fixing the majority by 2030.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017.</p> <p>Resolving all leaks by 2030 is not technically viable with currently technology. Due to the natural rate of rise in leakage we need to constantly find and fix leaks to maintain current levels our current levels of leakage. Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan (in particular Section 4 and 5).</p>	Y	Appendix 10C	All

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PW_SoR76h	Individual	Environmental Assessment	I support the reduction of carbon emissions, but the target of being carbon neutral by 2050 is far too late.	Thank you for your consultation response. Our strategy for Carbon falls out of the scope for the WRMP24 consultation and will be defined in the PR24 Business Plan submission. In our PR24 submission we will be detailing our carbon reduction plan, which aligns with national targets of net zero by 2050. However, since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero which forms the initial basis of our PR24 submission.	Y	Appendix 7E	All, Section 2.1, 5 in particular
PW_SoR76i	Individual	Supply Forecast	Chalk streams need protection and alternatives found	We agree with your comment. Since the publication of the dWRMP24 we have produced a new supporting appendix which details the short to long term strategy to reduce abstraction from chalk aquifers and streams. Please refer to Appendix 5B.	Y	Appendix 5B	All
PW_SoR76j	Individual	Overview	In planning for drought resilience, temporary hose pipe bans should be acceptable for residential customers.	The use of hosepipe bans (also known as Temporary Use Bans) is an option in our WRMP24 to meet drought resilience. We are not proposing to reduce the frequency of implementation in comparison to WRMP19 or our published Drought Plan.	N	N/A	N/A
PW_SoR76k	Individual	Supply Options	I support the building of Havant Thicket Reservoir as storage for excess water from [Source B2], as well as the use of water transfer from other regions when needed.	Comment noted, no action required.	N	N/A	N/A
PW_SoR76l	Individual	Supply Options	I do not agree that recycled effluent from [Budds Farm] should be stored in the reservoir and piped 40 km to Otterbourne. I think that many members of the public who supported this plan were not provided with sufficient information to understand what would be involved.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.	Y	Appendix 7F	2.3
PW_SoR76m	Individual	Supply Options	a). It will be both environmentally damaging and a huge source of carbon, due to the energy needed for reverse osmosis (even if only 10% of that needed for desalination) and the amount of new infrastructure that needs to be built, with a Waste Processing Plant, pumping stations and more than 40 Km of pipeline from the reservoir to Otterbourne. I doubt that the high level of carbon emissions can be mitigated.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.	Y	Appendix 7F	4.3
PW_SoR76n	Individual	Supply Options	b). A decision about this should be <b>delayed</b> until a later "decision point", as defined by the WRSE, after 2030, when smaller alternative schemes have been fully investigated and if appropriate, implemented. These can be less environmentally damaging and emit less greenhouse gas. Recycling schemes should be seen as a last resort, if other schemes are unable to provide sufficient water.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR76o	Individual	Supply Options	c). I understand that water recycling needs to be very carefully managed and monitored to avoid contaminants and pathogens getting into the water supply. I do not trust Southern Water to do this, in view of their poor track record on pollution incidents and lack of compliance with regulations.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8
PW_SoR76p	Individual	Supply Options	d). The results of Environmental Impact Assessments and Habitats Regulations Assessments are not expected until later this year. A public consultation should not be taking place until after those results are known and fully publicised.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2, 4.3 and 5.2 of Appendix 7F.	Y	Appendix 7F	4.2, 4.3 and 5.2

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PW_SoR76q	Individual	Supply Options	The public have had little information about alternative schemes. The Recycling Project has been presented as the only reasonable option.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR76r	Individual	Supply Options	e). This round of public consultation has been inadequate. Very few people knew about it until local groups such as ours started raising concerns.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR76s	Individual	Supply Options	f). There is concern about how constant topping up with recycled water will effect the wetlands and biodiversity planned for the reservoir. When full, some of the water from the reservoir will also be released into Langstone Harbour via streams. I do not know the effect of this on that nationally designated habitat.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR76t	Individual	Supply Options	g). Portsmouth as well as Southern Water customers will receive recycled water mixed with spring water. I don't know whether this will effect the taste of the water. This and/or the thought of recycled effluent may drive more people to use bottled water for drinking, which will be environmentally damaging.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR76u	Individual	Supply Options	h). I understand that water recycling is a tried and tested technology used around the world. However this is mainly in drought-stricken countries such a California and Namibia. Climate change models show that although we will suffer periods of drought, these will be interspersed with periods of heavy rain with the risk of flooding. Rather than recycling Southern Water should be looking at solutions that enable us to harvest and store that water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR77a	Individual	Supply Options	I am disappointed that Portsmouth Water is now supporting the plans to recycle sewage effluent into drinking water and I believe Defra should require Southern Water to delay and properly explore other cheaper and greener solutions such as aquifer storage options.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR77b	Individual	Supply Options	Far better information about the adverse impacts and risks associated with the reservoir scheme should also be provided before any position has been made.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR77c	Individual	Supply Options	I believe that the decisions should not be made until 2030 so that more work can be done especially on impact assessments and regional water transfer options. There are interim measures which could secure water supplies in the meantime.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR77d	Individual	Supply Options	Defra should require Southern Water and WRSE to look at other options including more challenging targets for leakage reduction and mains renewal, reviewing the need for such a large-scale project, working out ways to store water better and pushing for new building regulations which would improve water efficiency. This should be by 2040 not 2060 as currently planned.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR77e	Individual	Supply Options	More flexible abstraction licences would allow water companies to take more water in winter when there is excess flow and to capture and store that for dry summers in underground aquifers or modified winter storage reservoirs.	In our options appraisal we considered a range of options to utilise winter abstraction / winter rainfall for storage for the summer months via reservoirs and aquifers. These options were rejected due to concerns on technical feasibility and/or not being promotable (due to assessments of water available for abstraction). Alternative sources of water will be considered for WRMP29 and will be supported via a WRSE regional options appraisal of options to reduce the delivery time of sustainability reductions. These and similar options will be considered further during these investigations. As part of our work with non-households and supporting their reduction in water use, we may look at smaller scale water storage solutions for selected companies where this may be viable.	N	N/A	N/A
PW_SoR77f	Individual	N/A	The aquifer storage scheme Test MARS has been included in the SW and WRSE plans for delivery in 2042. Why can this not be brought forward as it would clearly protect the Test and provide extra water?	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR77g	Individual	Supply Options	We need to work with climate change in mind and this project will do nothing towards the water companies net zero target for 2030. You need to exhaust all the low impact possibilities before selecting this one <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR77h	Individual	Demand Forecast	I believe that the population estimates used for the application are excessively high and could usefully be reviewed in 2030.	Annual population growth will also be monitored annually, as detailed in our monitoring plan in Appendix 10A. In addition, population estimates will be reviewed ahead of the next water resource management plan (WRMP29) to be based on the latest published data and published forecasts. Population figures for our dWRMP24 were produced in compliance with the Water Resources Planning Guidelines produced by our regulators and provided to us by Edge Analytics as part of Regional forecasting that was commissioned through WRSE (Edge Analytics, July 2020). These considered ONS forecasts. Population forecasts have been reviewed and revised since the dWRMP24 to include more recent published data in our rdWRMP24. Our WRMP uses adaptive planning pathways to account for future uncertainties in supply and demand. One of the uncertainties considered is population growth. Of these pathways, our Ofwat Core Pathway represents investments required in all possible futures to avoid over investment. Please refer to Section 2.2 and 10.9 of the main statutory plan for further information on our Adaptive Plan and how influences the required investments.	N	N/A	N/A
PW_SoR77i	Individual	Supply Options	I also believe that the proposed site for recycling at [Budds Farm] it is unwise because it is on a landfill site and very close to the sea and apart from flood risk, there is also the danger of releasing large quantities of methane which is of course an extremely potent greenhouse gas. Moreover, [Budds Farm] is 40 km from where the water is needed. Why has this location been selected? Other treatment works are closer would involve shorter pipelines and do not require the use of the reservoir or cause the detrimental impacts of this choice.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2 and 4.5 of Appendix 7F.	Y	Appendix 7F	4.2, 4.5
PW_SoR77j	Individual	Supply Options	If the effluent recycling plan does go ahead (despite our reservations) there seem to be considerable advantages in selecting [SRN Works B] for this plant.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR77k	Individual	Supply Options	I am not alone in having serious concerns about the safety of the water we will be expected to drink because of the drug, hormone and toxic traces which could feasibly survive the reverse osmosis and further treatment.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR77l	Individual	Supply Options	There is of course considerable cynicism locally about the reliability of Southern Water because of its reputation in contaminating Langstone Harbour and the rest of the South Coast with sewage outfalls. Residents will have many questions about the risks to the waters around the area.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8

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PW_SoR77m	Individual	Supply Options	Southern Water appear to be assessing the impacts primarily as a pipeline and building project, ignoring the risks and environmental impacts of mixing recycled effluent in the reservoir, as well as the downstream impacts on the streams and harbour.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR77n	Individual	Supply Options	Southern Water have organised totally inadequate consultation processes before going ahead with this scheme.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR77o	Individual	Supply Options	The plan is to run out scheme operating 365 days a year which is clearly unnecessary and will be very expensive. So, what does this mean for customer bills?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR77p	Individual	Supply Options	There is considerable concern among residents that profit is one of the main motives in pushing for this application to be accepted rather than selecting more environmentally friendly options.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR78a	Ofwat	Preferred Plan	<p>Please set out the following information on options to meet public water supply demands for those in the feasible list and preferred best value list (at 2050 where relevant), without duplication from sub-options or variants, and (where WAFU is involved) specific to your water company water resource zones.</p> <p>-Number of options by type and total number</p> <p>-WAFU gain of option, specific to your company, by type and total</p> <p>-Saving in demand of option, specific to your company, by type and total</p> <p>% of 2050 supply / demand balance by type and total (i.e. 100M/d of options against a deficit of 50M/d is 200%)</p> <p>[Suggested table format provided by regulator]</p>	<p>Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 17).</p>	N	N/A	N/A
PW_SoR79a	Ofwat	Demand Forecast	<p>Could you please confirm that the figures presented in table 2a in the lines listed below represent how you would present your draft WRMP proposals in terms of PR24 business plan performance trends. If the data currently provided in table 2a does not meet this requirement, could you please provide an updated data table 2a containing the appropriate data.</p> <p>1NY Total Household Consumption  2NY Average Household - PCC  3NY Total Non-Household Consumption  4NY Total Leakage  5NY Distribution input</p>	<p>Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 1).</p>	N	N/A	N/A



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PW_SoR79b	Ofwat	Demand Forecast	Could you please confirm the population figures that you have used to calculate your PCC figures and where these are presented in your plan.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 1).	N	N/A	N/A
PW_SoR79c	Ofwat	Demand Forecast	Could you please identify as requested in the 'Water Resources Planning Tables - Instructions' where you have explained the assumptions you have used to determine the normal year figures you intend to propose in your business plan.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 1).	N	N/A	N/A
PW_SoR80a	Ofwat	Supply Demand Balance	1. Please provide the following data on the impact of planned changes in use of supply-side drought orders and permits on the supply-demand balance between WRMP19 and WRMP24 and over time in the draft WRMP24:	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 20).	N	N/A	N/A
PW_SoR80b	Ofwat	Supply Demand Balance	2. Where there are differences in the benefits that supply-side drought orders and permits make between the WRMP19 and WRMP24 plans please explain why. For example, changes in assumed benefit or planned frequency of use, etc.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 20).	N	N/A	N/A
PW_SoR80c	Ofwat	Supply Demand Balance	3. Where there are differences in the benefits that drought orders and permits make over time please explain why. For example, changes in assumed benefit or planned frequency of use, etc.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 20).	N	N/A	N/A
PW_SoR80d	Ofwat	Supply Demand Balance	4. Please explain the process for choosing the planned changes in drought order and permit use in the draft WRMP24? For example is it a company policy choice, or has each order/permit been assessed based on environmental risk and the costs/benefits against other options. If it is based on a risk based or CBA approach please provide details of each.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 20).	N	N/A	N/A
PW_SoR81a	Individual	Preferred Plan	My answers to your survey are as follows: 1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources? Yes 2. Do you support our plans to reduce leaks by half by 2050? No – it should be quicker than by 2050, this is extraordinarily slow. 3. Do you support our plans to help homeowners and businesses to save water? Yes [Questions 4-6 were all about metering and smart metering] 4,5,6 These questions amount to the same thing, putting everyone on a water meter so that everyone pays for what they use and to encourage water saving. Yes.	Comments noted. In respect to leakage, since the dWRMP24 we have committed to meeting the 50% leakage reduction by 2040, compared to 2050 in the dWRMP24. Further information can be found in our Leakage Strategy Appendix (10C).	Y	Appendix 10C	All
PW_SoR81b	Individual	Supply Options	There is nothing on the plan regarding waste water. If Southern Water continue to carry out this abhorrent practice, they should be sanctioned by refusal to bring in and transfer water to and from them.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.	Y	Appendix 7F	3.11
PW_SoR82a	Friends of the Ems	Supply Forecast	1) We do not believe there is a satisfactory statement of the proposed water balance particularly with respect to water transfers and the proposed sustainability abstraction reductions. The need for reduced abstraction in the Ems catchment has long been accepted and is overdue with no clear plan or proposed action date.	The River Ems is one of our priority catchments for investigation in AMP8. The investigation will include an options appraisal of Catchment and Nature-Based Solutions and any supply options needed to meet any required sustainability reductions. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which provides further detail on our plan. Please see Appendix 5B for further information, in particular Section 3.2, 3.2.2.2, 4	Y	Appendix 5B	All, Section 3.2, 3.2.2.2, 4
PW_SoR82b	Friends of the Ems	Engagement and consultation	2) There is too much jargon even for the informed and well initiated non water industry observer.	Our dWRMP24 documents are required to cover a wide range of audiences which is reflected in the range of documents submitted, which include the Non Technical Summary, the main statutory document and the supporting technical appendices. Whereas some readers might want a quick accessible view of plans whereas regulators or NGOs might want the full and comprehensive detail around a specific technical area.	N	N/A	N/A
PW_SoR82c	Friends of the Ems	Demand Options	3) The time frame for water saving measures is excessively long and needs to be significantly accelerated.	We are committed to reducing demand for water. In our rdWRMP24 we have committed to the tighter Government targets on Per Capita Consumption (PCC), which is 110 by 2050 as a dry year target (compared to a normal year target in the dWRMP24). We are also committed to reducing leakage by 50% by 2040, not 2050 in the dWRMP24. Our plans for Water Efficiency and Leakage Reductions are detailed in two new supporting appendices (10B and 10C respectively). The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier.	Y	Appendix 10B, 10C	All
PW_SoR82d	Friends of the Ems	Supply Forecast	4) It has been suggested that the Thicket reservoir will not be on line until at least 2030 and maybe not until 2035. This would jeopardise the plan.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the background of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.1 of Appendix 7F.	Y	Appendix 7F	2.1
PW_SoR82e	Friends of the Ems	Supply Forecast	5) The proposals have been made in the absence of the updated East Hants/Chichester Chalk Block model as acknowledged in the plan. Presumably this could significantly affect the plan as outlined notwithstanding the vague detail on volumes, some sustainability reductions may actually need to be increased!	This comment is correct. Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario, with the first abstraction reductions occurring in 2030. The timing of abstraction reductions have been based upon our ability to maintain a secure and reliable supply of water for our customers; for example, the reductions planned for 2030 rely first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030.  For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. The investigations proposed will refine the sustainability reductions required within each catchment, which may be higher than those planned. If this were to occur, we would undertake options appraisal to identify suitable solutions. Please refer to Section 2.2 and 3.2 of Appendix 5B.	Y	Appendix 5B	All, Section 2.2, 3.2

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PW_SoR82f	Friends of the Ems	Supply Forecast	6) FotE acknowledge that EA verification/scrutiny/ has lead to higher (proposed) levels of sustainability reductions. FotE could only support the BAU+ scenario with the recorded Environment Agency proposals. It is to be hoped before implementation all chalk watercourses will be accorded ASB3 status. The proposed time course for introduction of sustainability reductions is again too long and should be accelerated along with inter regional transfers to ensure the WRSE best plan achieves adequate water resources in the south east.	<p>Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario (BAU+), with the first abstraction reductions occurring in 2030. The timing of abstraction reductions have been based upon our ability to maintain a secure and reliable supply of water for our customers; for example, the reductions planned for 2030 rely first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030.</p> <p>Abstraction Sensitivity Bands (ASB) provide an indication of the percentage reduction in natural flows that are acceptable. ASB3 is the high sensitivity bands which means that Q95 flows can't be less than 10% when compared to natural flows. All chalk rivers have been placed in that band regardless of the water resource situation or the current status of the ecology and supporting elements (e.g. hydro-morphology). This will be considered in our catchment-based investigations.</p> <p>For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond (Section 2), details the proposed reductions in abstraction and sets out our approach to the investigations (Section 3).</p>	Y	Appendix 5B	All, Section 2.2, 3.2
PW_SoR83a	Forestry Comission	Overview	<p>[The Forestry Commission provided the following comments on water quality]</p> <p>a. Nitrate 'spikes': as you will recall Forestry Commission have been working with yourselves for several years to explore how targeted woodland creation could help address the 'spikes' in nutrients and clay particles in water received at some of your bore holes shortly after heavy rain. Your geologist at the time highlighted how heavy rain can result in surface water flowing across chalk downland, especially where there is a 'clay cap', in doing so this water collects nitrates and clay particles and can reach your boreholes within days (or less) via dry valleys or Karstic features in the chalk. This creates 'spikes' in poor water quality meaning this water has to be treated to meet drinking water standards. Such treatment is expensive in both capital investment and running costs. Hence we were exploring how targeted woodlands can act to filter such 'surface water flows' before they enter the Karstic features;</p> <p>b. Base level of nitrate in the chalk aquifer: fertiliser has been applied to a significant proportion of the chalk downs for several decades. Some of this has leached into that aquifer, and other than via Karstic features outlined above, has been percolating very slowly through the aquifer. Hence, enhanced nitrate levels are likely from chalk aquifer water sources for several decades. It would be helpful to consider the challenges posed and outline how Portsmouth Water plan to cope with them.</p>	<p>For the rdWRMP24 we will include a new raw water quality section within the main WRMP24, which will detail our approach to tackling raw water quality (such as nitrates) via our catchment management (www.cleanwaterpartnership.co.uk) and asset solutions. This includes detailing our challenges of raw water quality (and projected changes), our current and future planned work. This will include the work directly referenced by the Forestry Commission. Please refer to Section 5.8 of the main Statutory Plan.</p>	Y	Main Statutory Document	5.8
PW_SoR83b	Forestry Comission	Environmental Assessment	2. Carbon neutrality: you have summarised what you plan to do to reduce the net carbon emissions from the business on page 17. We suggest there are dual benefits is using trees and woodland to help improve water quality while also sequestering carbon. FC remain happy to work with you to encourage the establishment of multifunctional woodland.	<p>Thank you for your consultation response. Our strategy for Carbon falls out of the scope for the WRMP24 consultation and will be defined in the PR24 Business Plan submission. In our PR24 submission we will be detailing our carbon reduction plan, which aligns with national targets of net zero by 2050. However, since the dWRMP24 we have produced a new supporting Appendix (7E) which details our baseline carbon, the carbon assessment for WRMP24 and the carbon resulting from the preferred plan. In this document we provide additional clarity on our approach to Net Zero which forms the initial basis of our PR24 submission.</p> <p>Portsmouth Water are keen recognise any dual benefits which come from catchment based work and would welcome the opportunity of working with partners to do this. It is however worth noting that Ofwat guidance does limit insetting to a maximum 1% of the gross operational footprint, within its carbon reporting frameworks. In Section 5 of Appendix 7E we detail how we will achieve Net Zero, which include the consideration of wider biodiversity schemes. Whilst not directly linked to carbon, our PR24 plans include a continuation of our catchment management work (to improve raw water quality) and a consideration of nature based solutions via our planned investigations to bring wider environmental benefits to aquatic environmental. Please refer to Appendix 5B for further information.</p>	Y	Appendix 7E	All, Section 5 in particular
PW_SoR84a	Individual	Supply Options	<p>[In response to survey question 1, "Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?"]</p> <p>No, I do not support the proposals. I supported the existing plan because the proposed reservoir at Havant Thicket was to be a project with a specific statement that there would not be any element of recycled water. The reservoir was going to capture the clean water that came down from the Southern Parishes above it. There was a strong bias to the environmental improvements that would come with the reservoir in particular with regard to wildlife.</p> <p>The proposal to allow Southern Water to discharge recycled water is totally unacceptable. This is a company with a track record of deliberate pollution of the waterways, seas and harbours. This should have been stopped many years ago but that company continues to pollute and simply pays huge fines for such pollution. Those monies would have been better used in improving their infrastructure and performance.</p> <p>I am concerned that you would even consider any partnership with Southern Water. It is guaranteed that the reservoir would be polluted which in itself is unacceptable. It would be wrong for that water to then be used to fill up local rivers.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 2.2, 2.3, 3.8, 3.11, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	2.2, 2.3, 3.8, 3.11, 4.1, 4.2 and 4.3
PW_SoR84b	Individual	Supply Options	Any proposal to abstract groundwater would have to be fully investigated particularly as to the resulting impact on those sources.	<p>Comment noted. We agree. Groundwater in the catchments we operate in is already categorised as over abstracted, and we are looking to reduce the amount of groundwater we abstract through Sustainability Reductions. New groundwater schemes would be unlikely to be granted abstraction licences by the Environment Agency. For WRMP29 we will consider options which seek to utilise winter abstraction and storage as part of our options appraisal (which would seek to capture excess water in the environment).</p>	N	N/A	N/A
PW_SoR84c	Individual	Demand Options	Metering and water efficiency measures would be supported in principle but that is subject to what the latter proved to be.	<p>Comment noted. Since the dWRMP24 we have produced a new Water Efficiency Strategy (10B) appendix which details our water efficiency strategy. Please refer to this appendix for further information.</p>	Y	Appendix 10B	All

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PW_SoR84d	Individual	Demand Options	[In response to survey question 2, "Do you support our plans to reduce leaks by half by 2050?"] No, the leakage targets seem very low and set over too long a period for what is a significant problem. I would also query how enforceable any such targets would be.	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.  These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.  A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.	Y	Appendix 10C	All
PW_SoR84e	Individual	Demand Options	[In response to survey question 3, "Do you support our plans to help homeowners and businesses to save water?"] In principle, I support the idea but the plans would need to be set out in more detail with an emphasis on practical implementation.	Comment noted. Since the dWRMP24 we have produced a new Water Efficiency Strategy (10B) appendix which details our water efficiency strategy. Please refer to this appendix for further information. As we progress towards 2025 we will develop our detailed plans for delivery with communication to customers and stakeholders.	Y	Appendix 10B	All
PW_SoR84f	Individual	Demand Options	[In response to survey question 4, "Do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)"] Yes, I do. A bill based on actual usage is fair and would ensure that those wasting water considered their actions and/or paid for such wastage.	Comment noted, no action required.	N	N/A	N/A
PW_SoR84g	Individual	Demand Options	[In response to survey question 5 "Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?"] Yes.	Comment noted, no action required.	N	N/A	N/A
PW_SoR84h	Individual	Demand Options	[In response to survey question 6, "Do you support the use of smart meters? (So customers can track their water use and spot leaks)"] No. With other services, there are huge problems in meters even working properly, if at all. I doubt that I would look at a meter. I am conscious of the need to conserve water and act accordingly.	Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Metering also supports the identification of leaks within supply pipes and customer properties. We will ensure the smart metering technology that is deployed is reliable and consistent for our customers. This would be considered via our tendering and procurement stage. Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24 in respect to metering, please refer to Annex 3 for further information.	Y	Appendix 10B	Annex 3
PW_SoR85a	everflow	Demand Options	[The respondent outlines the benefits of smart metering, data sharing and services they may provide to help improve water saving efficiency with a focus on the NHH market.] In summary, they ask that all wholesalers: • Specifically detail their plans for NHH metering and water efficiency	Since the dWRMP24 we have produced a new supporting Water Efficiency Strategy appendix which details our plans for NHH metering and water efficiency. Please refer to Section 4.5.2.7 and 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR85b	everflow	Demand Options	[The respondent outlines the benefits of smart metering, data sharing and services they may provide to help improve water saving efficiency with a focus on the NHH market.] In summary, they ask that all wholesalers: • Align with MOSL led national approaches	Since the dWRMP24 we have committed to rolling out smart metering for NHH customers as part of our approach to meet the 15% NHH demand reduction by 2050 in line with the Government targets. We have engaged with MOSL regarding our proposals and we will be using MOSL benchmarking to inform our strategies as they develop. We have also produced a new Water Efficiency Strategy Appendix (10B) since the dWRMP24 which details our approach and options to support NHH customers to reduce demand. Please refer to this Appendix, in particular Section 4.5.2.7 and 4.5.2.10 which provides further details on our proposals.	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR85c	everflow	Demand Options	[The respondent outlines the benefits of smart metering, data sharing and services they may provide to help improve water saving efficiency with a focus on the NHH market.] In summary, they ask that all wholesalers: • Think about how to incentivise retailers to deliver water efficiency or collaborate. We look forward to working with you on delivering greater water saving in the NHH sector in the coming years	Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix 10B which details our approach and options to support NHH customers to reduce demand. Within this Appendix we detail our plans to refine our approach to working with retailers ahead of 2025, which include a range of trials in 2024 to work out the optimal delivery strategy. This will also include establishment of a communication strategy. Please refer to Section 4.5.2.10 of Appendix 10B.	Y	Appendix 10B	4.5.2.10
PW_SoR86a	Individual	Supply Options	[referring to the plan consultation (particularly water recycling scheme)] No notification of such a proposal, or of there being a consultation proposal has been received despite our being directly affected as Portsmouth Water water supply customers. I have to question the validity of such an exercise if those affected are not informed.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.	Y	Appendix 7F	3.10
PW_SoR86b	Individual	Supply Options	Southern Water has a terrible history of repeated untreated effluent discharge over very long periods including illegal discharges during dry spells. It has had 34 years to sort out its problems. [...] I do not think that Southern Water is a firm that can be trusted with effluent treatment let alone water supply for its own customers or be allowed to affect another company's [Portsmouth Water] customers	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8

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PW_SoR86c	Individual	Supply Options	The proposal of Havant Thicket does not comply with the terms of planning permission granted to Portsmouth. It is a massive degradation of the development and should be rejected on these grounds alone.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.	Y	Appendix 7F	2.3
PW_SoR86d	Individual	Supply Options	I understand that there will be no application to the Local Planning Authority for permission for effluent recycling <a href="#">[as an infrastructure project of national importance]</a>	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.	Y	Appendix 7F	5.2
PW_SoR86e	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> reduce leaks and there is time to develop other, better solutions. Desalination and effluent reuse are rather lacking in imagination and environmentally damaging.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR86f	Individual	Supply Options	The recognised value of reverse osmosis appears to suggest that it can have a place in providing water for agriculture and other consumers rather than drinking water in drought areas. Hampshire does not count as a one of these areas.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.	Y	Appendix 7F	3.1
PW_SoR86g	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> What proposals are there to increase storage and reduce consumption? What about other means of generating water that do not involve potentially contaminating cleaner water?	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.	Y	Appendix 7F	3.2, 3.3
PW_SoR86h	Individual	Supply Options	I do not know the limitations of reverse osmosis and frankly would not trust Southern Water to give an accurate account, given failure in many other areas. Bacterial, viral, fungal, heavy metal, sodium content, endocrine disruptors, pharmaceutical products and byproducts, microplastics, industrial pollutants, herbicides and pesticides and radioactive materials all come to mind.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1

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PW_SoR86i	Individual	Supply Options	The environmental cost of the project will be considered by others but is of concern as is the operating cost of such a venture.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's costing of the HWTWRP option and is specifically addressed in Section 3.6 of Appendix 7F.</p>	Y	Appendix 7F	3.6
PW_SoR87a	Individual	Supply Options	I wish to register my opposition to and disgust at the proposal to add recycled sewage to the reservoir currently under construction in Havant Thicket.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR88a	Individual	Supply Options	I am concerned about the effects recycled water will have on health and the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.2 and 4.3
PW_SoR89a	Individual	Supply Options	There is no requirement to 'top up' the Havant Thicket Reservoir with treated water. Portsmouth Waters approved plan already delivers all the benefits that Southern Water claim.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR89b	Individual	Supply Options	Portsmouth Water have a proven track record of managing the supply water without the water shortages unlike the experience by Southern Water customers. Portsmouth Water customers have no requirement for the extra water to be added to Havant Thicket Reservoir as proposed by Southern Water. In fact the Havant Thicket Reservoir will be able to supply excess water to the Southern Water region.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR89c	Individual	Supply Options	Portsmouth Waters plan will also reduce their requirement to extract water from the Test and Itchen allowing Southern Water to extract more. It is another claim by Southern Water which is in fact delivered by Portsmouth Waters plan. In fact all Southern Waters proposed benefits are covered by the existing Portsmouth Water plan.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the background of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.1 of Appendix 7F.</p>	Y	Appendix 7F	2.1
PW_SoR89d	Individual	Preferred Plan	Portsmouth Water plans are environmentally sensitive, add to the biodiversity of the area and provide an amazing resource for the local community.	Comment noted, no action required.	N	N/A	N/A

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PW_SoR89e	Individual	Supply Options	I am also concerned about the impact of Southern Waters plan to add treated water to the Reservoir particularly on the Wetlands which is one of the most interesting aspects of Portsmouth Water plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR89f	Individual	Supply Options	I am also concerned that Portsmouth Water will no longer have control over the extra 'treated water' provided by Southern Water and how it will affect the purity of the spring water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR89g	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> Southern Water have an appalling record when it comes to releasing raw sewerage into the local harbours and have been fined recorded amounts for release sewerage across their region. It clearly shows a total disregard for the environment and their local community putting profit before the environment and safety standards.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR89h	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Spend more effort and money on reducing their water wastage by accelerating their plans to fix leaks as they have one of the worst records.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR89i	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Southern Water go back and re-access their alternative plans and put extra water resources near the demand within their region.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR89j	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Southern Water re-access their plans for water resilience. It makes no sense in adding to an existing scheme that will produce excess water. Instead they invest in a more diverse approach adding alternative water supplies that will add to a more robust water network instead of piggy backing on an existing scheme that will already provide excess water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR90a	Individual	Supply Options	I would like to lodge my strong objection to this plan. We have plenty of rain and spring water keeping the reservoir topped up. To even consider recycling sewage and contaminating our drinking water with it beggars belief.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR90b	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Just look at the track record of Southern waters pollution of our harbours and sea.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR90c	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Please focus on using criminal negligence sentences for the directors and unlimited fines to it a stop to that before considering any projects like this	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR91a	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> I do not support the principle of using recycled water in place of 'natural' spring water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR91b	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> I am also very disappointed at the way this proposal has been added in as a modification to the original proposal for a reservoir. Totally unethical.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3

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PW_SoR91c	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> More money and work needs to go into seeking 'natural' solutions, and addressing leakage, and conservation measures.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR92a	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> [...] we have been increasingly concerned by the pumping of raw sewage into the harbour during heavy rainfall and at other times. These plans for building a new effluent recycling plant are even more worrying and it feels unimaginable that we would not be able to trust the drinking water or swim in clean seas.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR92b	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> We as you to focus on protecting the local environment with clean and sustainable solutions.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR92c	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 1. We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR92d	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 2. Southern Water has a very poor track record on pollution incidents and compliance with Regulations. Will you trust them to properly treat the recycled effluent	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8



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PW_SoR92f	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 4. It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.5, 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.9, 4.2 and 4.3
PW_SoR92g	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 5. It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR92h	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 6. The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR92i	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 7. The impacts on Langstone Harbour have not been fully assessed	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR92j	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> 8. There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2

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PW_SoR92r	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] 3. The water taken from the reservoir will taste different. If you know it contains treated recycled effluent, will you drink the water? If not, what are the impacts for you of buying bottled water and for the environment	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR93a	Individual	Supply Options	There is abundant rainfall in this area over the year, with winter rainfall predicted to rise due to climate change. With adequate storage arrangements, reduction of leakage and use of dual piping in houses, so that only a small percentage of clean water is used for drinking and cooking, and water stored in butts used for toilets and washing machines, there would be enough water available for future use. The reservoir does not need to be topped up with recycled effluent, and this was never part of the original plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR93b	Individual	Supply Options	[...] if the reservoir is going to receive recycled effluent every day, there would be a loss of biodiversity as the water level would be more or less constant, with no natural fluctuations over the year, islands would not be exposed and nor would there be muddy margins for waders, young birds and migrants.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR93c	Individual	Supply Options	The process of recycling effluent using reverse osmosis requires high energy use, both in construction and operation. The construction of a 40 km pipe from the reservoir to Otterbourne would have a high carbon footprint, as well as impacting badly on the local landscape and environment. It is a hugely expensive scheme which would not help us reach net zero.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR93d	Individual	Supply Options	Southern Water has a very poor track record of respecting environmental regulations [...] Local people have no confidence that there will not be incidents with recycled effluent in the reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR93e	Individual	Supply Options	Langstone Harbour is a European Protected Habitat (Special Area of Conservation and a Special Protection Area). I am very concerned that the effluent recycling process, which produces a toxic brine, which will have to be discharged via the existing long sea outfall into the Solent. So far, there has not been an environmental assessment of the harm this would cause.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR93f	Individual	Supply Options	In the original plan, there would have been a reduction in the amount of nitrates entering Langstone Harbour. The nitrates in the spring water would naturally breakdown in the reservoir before water flowed down to the harbour. This benefit to the harbour will be significantly reduced under Southern Water's plan as less spring water will need to be pumped up to the reservoir, as the reservoir will be kept full throughout the year by the daily input of recycled effluent. At the same time, there would be less pure spring water being released into Langstone Harbour as it would be mixed with recycled effluent in the reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR93g	Individual	Supply Options	I am very concerned that Southern Water is pushing ahead with this plan before full environmental assessments have taken place.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR94a	Individual	Supply Options	I believe that the proposed supply of treated water from effluent by Southern Water as part of water supply to the new reservoir, invalidates the original planning consent for the reservoir. Portsmouth Water's original plan to use spring water is totally acceptable. The introduction of treated water is unacceptable and must not be allowed. I believe that this change makes the end result environmentally unacceptable and should be rejected now.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR94b	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> The Southern Water record on environmental responsibility as a private company has been shown to be totally inadequate, preferring shareholder reward over and above a societal responsibility. They have shown that they cannot be relied on to do the right thing.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR95a	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] I am against this plan. Due to the understandable lack of trust in southern water it will lead to more bought water and plastic pollution	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.8 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.8 and 4.3
PW_SoR95b	Individual	Supply Options	[Comment related to Havant Thicket Water Recycling Scheme] Southern water should concentrate on reducing untreated effluent being released in our rivers harbours and beaches.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR96a	Individual	Supply Options	I am deeply troubled by the proposed Hampshire Water Transfer and Water Recycling Project planned in West Sussex. As a happy Portsmouth Water customer, I relish the fact that my water supply is spring water from the Downs. This project puts that water supply and its purity in danger.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR96b	Individual	Supply Options	Southern Water has a poor track record of dealing with pollution incidents and complying with water regulations, so I do not trust them to properly treat and recycle the sewage effluent that they would be pumping into this spring.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR96c	Individual	Supply Options	[...] imagine the environmental impact it would have as people turn to drinking bottled water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR96d	Individual	Supply Options	Furthermore, it is likely that the customers will bear the immense cost of the project, which is appalling given the current economy and cost of living crisis. [...] Following on from this, to make up for this project's huge carbon footprint, the cost would - yet again - fall on customers and the environment, neither of whom can afford it. <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.9, 4.2 and 4.3
PW_SoR96e	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Other greener and cheaper suggestions have been made to maintain water supplies which include rain storage and leakage fixes. How come these are not being pursued in the face of climate change, where high energy and chemical usage should be a last resort?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR96f	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> Southern Water has also committed to being net carbon zero in operation by 2030, so I struggle to see how this project aligns with this commitment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR96g	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> I object to this project and urge you to step in. This proposal needs to be seriously reconsidered, especially given the impacts and risks it poses to the local wildlife and ecosystems, and not least the West Sussex residents who drink this water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR97a	Individual	Supply Options	<b>1. Greener options.</b> It appears that alternative, greener options have not been fully explored. From my understanding it is not necessary to make a decision regarding effluent recycling yet, so I feel strongly that all alternatives should be fully assessed before deciding on effluent recycling as part of a long-term regional water resources plan. The proposal in its current form has many drawbacks including being operationally energy intensive and having a huge carbon footprint from its construction.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR97b	Individual	Supply Options	<b>2. Better use of existing resources.</b> Although summer droughts may be more likely in the future, the South East receives plenty of rainfall over the winter months. I would like to see more capture and storage of winter rainfall. This could potentially also alleviate flooding in some areas if an integrated approach were taken. Southern Water should also be far more ambitious in fixing and preventing leaks. Every household and business should be metered, with concessions for households needing to use extra water, for example, for health needs.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR97c	Individual	Supply Options	<b>3. Detrimental impact on Havant Thicket Reservoir - and on democratic processes.</b> I have real concerns over the use of the future Havant Thicket Reservoir to store large amounts of recycled effluent. In terms of the effects on biodiversity, I am concerned about the proposal to keep the reservoir 'topped up' year round. When local people were consulted on the proposal to build a reservoir, we were told that it would include a large wetland area in which islands would be exposed during the drier months, thereby creating nesting areas for breeding birds. Indeed the creation of the wetland area was key in persuading many locals that the biodiversity losses caused by the felling of ancient woodland and the loss of grassland hosting nesting skylarks among other species, would be offset by the biodiversity gains in the wetland areas being created. These gains now look under threat both by water levels and water quality. Furthermore I feel that this 'moving of the goalposts' after planning permission undermines the democratic process and trust in the water companies. In the case of Southern Water, trust is already at a very low point following a recent £90 million fine for breach of regulations and subsequent massive discharges of untreated sewage into local harbours.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 2.3, 4.2, 4.3 and 5.2 of Appendix 7F</p>	Y	Appendix 7F	2.3, 4.2, 4.3 and 5.2
PW_SoR97d	Individual	Supply Options	<b>4. Lack of trust in Southern Water.</b> Following on from my last point, I, like so many other Southern Water customers, do not trust Southern Water to run this project without pollution incidents.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR97e	Individual	Supply Options	<b>5. Lack of proper environmental assessments.</b> This project feels like it is being rushed through. If it is true that there is time to explore other options, then this should definitely be put on hold until the proper environmental checks and modelling have been carried out. What will be the impact on Langstone Harbour, for example? It would surely be a dereliction of duty not to fully consider the wider environmental consequences of this proposal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR97f	Individual	Overview	<b>6. Hose pipe bans.</b> These serve to remind people that fresh water is not an infinite resource and should be used sparingly. I do not support the proposal to reduce their use.	The use of hosepipe bans (also known as Temporary Use Bans) is an option in our WRMP24 to meet drought resilience. We are not proposing to reduce the frequency of implementation in comparison to WRMP19 or our published Drought Plan.	N	N/A	N/A
PW_SoR98a	Individual	Supply Options	I am concerned about proposal <a href="#">[No further context given but assumed to relate to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F.</p>	Y	Appendix 7F	All

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PW_SoR99a	Individual	Supply Options	1. Southern Water has a very poor reputation, heavily fined by the Environment Agency for discharging untreated sewage into our local harbours with a total disregard for any risk to human health, as well as extensive damage to marine life. Additionally they have currently had to cease supplying clean water to many customers in the Southampton area, as contaminated water was wrongly put into a tank of clean water. Can this company be trusted?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR99b	Individual	Supply Options	2. The fact that Macquarie Asset Management now has a stake in Southern Water adds to my concern [regarding Havant Thicket water recycling scheme], as I understand this company was involved previously with Thames Water, which was left with a debt of £2bn.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR99c	Individual	Supply Options	3. Why has Southern Water decided to use Reverse Osmosis to provide their recycled water? This is a very expensive system, which also uses an enormous amount of electricity, making it environmentally harmful. I have visited the pilot project at the [Budds Farm] water treatment facility, and learned that the system has to run continuously. This is not what the reservoir was designed to cope with. What happens when the high rainfall we now experience in the winter months is sufficient to fill the reservoir? So much importance has been given to the possibility of a 1 in 500 year drought, that the more frequent incidence of high winter rainfall has been virtually ignored. RO was designed in the U.S.A to deal with prolonged droughts and water shortages in California, and is widely used in desert areas elsewhere in the world. As far as I am aware this does not apply in the U.K.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.1, 3.5, 3.7, 4.1, 4.2, 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.5, 3.7, 4.1, 4.2 and 4.3
PW_SoR99d	Individual	Supply Options	4. There is so far little information about how often this recycled water would be tested and by whom. It is obviously vital the reservoir should be free of contamination to prevent the possibility of water supplies being disrupted, as they currently are in Southampton.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR99e	Individual	Supply Options	5. The original plans from Portsmouth Water did not include any mention of additional recycled water being added to the rainwater being stored in the reservoir, but there were carefully drawn up plans to ensure protection of the natural environment including wildlife, such as a wetland area, tree planting, and other measures. There is no indication that these measures are still regarded as important, and the wetland area would almost certainly be overwhelmed if Southern Water's recycled effluent has to be pumped in continuously.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 2.3, 4.2, 4.3 and 4.4 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 4.2, 4.3 and 4.4

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PW_SoR99f	Individual	Supply Options	6. I am a concerned resident, and to date I have trusted Portsmouth Water as the supplier of my drinking water. I do NOT regard Southern Water as a company that has earned my trust. My [redacted], [name redacted] (you can find her on Google) is a Canadian specialist in the water supply and sanitation industry who has worked in many different parts of the world. She was already aware of the bad reputation of Southern Water when I contacted her, and she gave me her view that RO is not the most suitable method to be used in the U.K.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the water treatment processes included in the proposed HWTWRP and is specifically addressed in Section 3.5 and 3.7 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7
PW_SoR100a	Individual	Supply Options	In my opinion we get sufficient water for drinking from rainfall and the springs and therefore the recycling of effluent is completely unnecessary.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR100b	Individual	Supply Options	I also think it would be extremely unfair for Southern Water to impose this on Portsmouth Water customers <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR100c	Individual	Supply Options	I think that effluent recycling will put people off wanting to drink the tap water leading to people switching to bottled water with the associated extra costs to the consumers and the environment (from the extra plastic usage and plastic waste).	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR100d	Individual	Supply Options	I am also concerned about the environmental damage that will be caused during the building and operation of the infrastructure for this project <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2 and 4.3



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PW_SoR100e	Individual	Supply Options	Finally I am concerned about the adverse impact on Havant Thicket reservoir and Langstone Harbour. I think it will affect the water quality at these sites and will negatively impact the wildlife and biodiversity of these sites.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR100f	Individual	Supply Options	Discharging recycled water into a reservoir (where there is minimal water flow) will lead to greater and greater accumulations of pollutants in the reservoir and reductions in water quality - a big concern given this reservoir will be providing drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR100g	Individual	Supply Options	Given Southern Water's very poor record regarding sewage discharges I would not trust them to ensure the effluent is correctly treated before discharge.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR100h	Individual	Supply Options	I do not think Southern Water have properly considered all the alternative options. I think there are more environmentally friendly solutions available.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR100i	Individual	Supply Options	I think they are focusing on a large infrastructure solution because that will make them the most profit rather than smaller more suitable solutions that would be more environmentally friendly.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.2, 3.3 and 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3 and 3.9
PW_SoR100j	Individual	Supply Options	As the government department responsible for water, DEFRA should force Southern Water to properly and fully consider the alternative options before a final option is selected.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR100k	Individual	N/A	As with a previous consultation conducted by Southern Water, I think this consultation has been very poorly advertised by Southern Water. I only found out about it through a personal contact.	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR101a	Individual	Supply Options	Having lived on the South Coast all my life and regularly enjoying the sea and harbour we have been increasingly concerned by the pumping of raw sewage into the harbour during heavy rainfall and at other times. These plans for building a new effluent recycling plant are even more worrying and it feels unimaginable that we would not be able to trust the drinking water or swim in clean seas.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR101b	Individual	Supply Options	We ask you to focus on protecting the local environment with clean and sustainable solutions.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR101c	Individual	Supply Options	1. We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR101d	Individual	Supply Options	2. Southern Water has a very poor track record on pollution incidents and compliance with Regulations. Will you trust them to properly treat the recycled effluent?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR101e	Individual	Supply Options	3. The water taken from the reservoir will taste different. If you know it contains treated recycled effluent, will you drink the water? If not, what are the impacts for you of buying bottled water and for the environment?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR101f	Individual	Supply Options	4. It will require a large amount of infrastructure to be built, plus many chemicals and significant amounts of energy to operate daily which we, the customers, will have to pay for in our bills.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR101g	Individual	Supply Options	5. It will have a very high environmental and carbon impact during construction & operation, the planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR101h	Individual	Supply Options	6. The planned daily discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR101i	Individual	Supply Options	7. The impacts on Langstone Harbour have not been fully assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR101j	Individual	Supply Options	8. There will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR102a	Individual	Supply Options	I strongly object to both the Southern Water (SW) and Water Resources in the South East(WRSE) Regional Plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F.</p>	Y	Appendix 7F	All

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PW_SoR102b	Individual	Supply Options	The plan is absolutely not necessary and will not benefit the consumer <a href="#">[comment in relation to Havant Thicket Water Recycling]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR102c	Individual	Supply Options	It is environmentally unsound and serves only to increase the already bloated profits of Southern Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR102d	Individual	Supply Options	Southern Water have behaved in a disingenous manner regarding this project as the effluent recycling plan was revealed at a very late date.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 2.3, 3.10, 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 3.10 and 5.2
PW_SoR102e	Individual	Supply Options	Southern Water cannot be trusted to treat sewage in a timely manner and regularly pollute our local waterways with untreated raw sewage so they simply cannot be allowed to be entrusted with ensuring our drinking water will remain fit for human consumption.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR102f	Individual	Supply Options	Instead, Southern Water should be made to fix all their leaks in a timely manner, and explore all environmentally sustainable options for this plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR102g	Individual	Supply Options	Please do not approve this plan - think of the public, and think of the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2 and 4.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR103a	Individual	Supply Options	I would like DEFRA to record my strong objections to both the Southern Water (SW) draft WRMP and Water Resources in the South East(WRSE) Regional Plan	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F.</p>	Y	Appendix 7F	All
PW_SoR103b	Individual	Supply Options	I am very concerned that there has clearly not been a robust options appraisal and it does not provide a plan sensitive for the built and natural environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR103c	Individual	Supply Options	there has not been a well executed consultation process - anecdotal polls show most citizens are completely unaware of sewage recycling proposals WHILST INVITATION TO A CONSULTATION MEETING COULD HAVE BEEN EASILY AND ECONOMICALLY PUBLICISED USING SOUTHERN WATER AND/OR PORTSMOUTH WATER BILLING SYSTEM.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10
PW_SoR103d	Individual	Supply Options	At the recent public meeting, only the [Budds Farm] water recycling proposal was presented in any detail as a method of alleviating water shortages in the Southern Water area during drought periods.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR103e	Individual	Supply Options	[...] the Southern Water presenter [at a public meeting] did not even know at what rate mains were being renewed in his area As a first step systematic mains replacements are essential if leakage is to be controlled and reduced.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR103f	Individual	Supply Options	In spite of Southern Water assurances of attaining high quality treated effluent performance, failures continue regarding discharges into both Chichester and Langstone harbour and the recent failure at Otterbourne [WSW] casts serious doubt on their ability to perform.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR103g	Individual	Supply Options	Discharges from inland sewage plants when discharged into rivers are swept downstream. An untreated discharge into a static water reservoir may require having to draw down to waste.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR103h	Individual	Supply Options	The high capital cost and high running costs for a plant that is only needed periodically in times of drought were not justified in the consultation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's costing of the HWTWRP option and is specifically addressed in Section 3.6 of Appendix 7F.</p>	Y	Appendix 7F	3.6
PW_SoR104a	Individual	Supply Options	The eight KEY CONCERNS in the document <a href="#">[no document was provided with the consultation reply]</a> state exactly the reasons AGAINST the proposals of Southern Water NOT TO PROCEED with the plan to mix fresh spring water with recycled effluent it is TOTALLY wrong.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F.</p>	Y	Appendix 7F	All
PW_SoR104b	Individual	Supply Options	Southern Water must engineer an alternative than to mix abundant clean fresh spring water with recycled effluent water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105a	Individual	Supply Options	I object to both the Southern Water (SW) and Water Resources in the South East(WRSE) Regional Plan. I am very concerned that there has not been a robust options appraisal and it does not provide a 'best value' plan for customers or the environment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105b	Individual	Supply Options	The plan is certainly not in line with customer stated preferences in relation to new water resources .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR105c	Individual	Supply Options	I call on Defra to delay approval of the plan and require that both Southern Water and WRSE look more carefully and seriously at other options	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR105d	Individual	Supply Options	<a href="#">[other options to consider in relation to water recycling scheme]</a> Setting more challenging targets for leakage reduction & mains renewal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105e	Individual	Supply Options	<a href="#">[other options to consider in relation to water recycling scheme]</a> Environmentally friendly alternative solutions that work with climate change for development of new water resources. Southern Water's 'restricted' Options Appraisal demonstrates that investigation of many potentially viable greener solutions has been deferred to 2029 and that it is not acceptable	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105f	Individual	Supply Options	I ask that you reject the proposal to move forward now with unsustainable, unnecessary and expensive effluent recycling and desalination schemes.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.1 to 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2, 3.3
PW_SoR105g	Individual	Supply Options	Climate change will give the region wetter winters and water companies need to work with these changes to collect and store more water across the region.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105h	Individual	Supply Options	I specifically call on you to reject, or defer, the selection of the <a href="#">[Budds Farm]</a> effluent recycling scheme via Havant Thicket Reservoir in Hampshire. [...] If effluent recycling were the only viable solution (which I don't believe it is) there are other effluent recycling schemes that should be considered before the [Budds Farm] scheme, which proposes to use Havant Thicket Reservoir as an Environmental Buffer Lake.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR105i	Individual	Supply Options	There are alternative cheaper greener plans for how the 15MI/d needed in the short term can be delivered in the Hampshire area <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105j	Individual	Supply Options	There are other options that should be explored and brought forward in Hampshire before effluent recycling, which would be more environmentally friendly, as well as cheaper to develop and operate, reducing the impact on customer bills.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR105k	Individual	Supply Options	There are significant adverse impacts, concerns and risks associated with the <a href="#">[Budds Farm]</a> via Havant Thicket Reservoir scheme are set out in Appendix E of the submission from Tracey Viney, which explain why this option should not be pursued.	Comment noted. These points were addressed via other responses.	N	N/A	N/A
PW_SoR105l	Individual	Demand Options	Defra must also work urgently to introduce new minimum standards and Regulations much sooner than proposed to promote and ensure more efficient use of water including; <ul style="list-style-type: none"> <li>· Introducing new minimum standards for all water using products by 2030, not 2040 as currently proposed.</li> <li>· Introducing new Building Regulations for water efficiency by 2040 at the very latest, not by 2060 as currently proposed.</li> </ul>	We support any Government lead incentives to reduce water demand. We will continue to work with regulators on these measures. We support the earlier adaption of these measures where possible.	N	N/A	N/A
PW_SoR106a	Individual	Supply Options	I do not see why Southern Water should be allowed to send treated water to Portsmouth Water's reservoir. Southern Water have a terrible record of flouting rules. Portsmouth Water do not, they have a very good record at supplying our drinking water consistently.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR106b	Individual	Supply Forecast	Presumably Portsmouth Water are paying for the new reservoir?	The reservoir is funded by Southern Water. Further information can be found on the website: <a href="https://www.portsmouthwater.co.uk/new-reservoir/">https://www.portsmouthwater.co.uk/new-reservoir/</a>	N	N/A	N/A
PW_SoR106c	Individual	Supply Options	Why should Southern Water have any chance at spoiling our Portsmouth Water supply?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11



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PW_SoR106d	Individual	Supply Options	Why can't Southern Water build their own water reservoir? If Southern Water get involved with Portsmouth Water's supply we will end up with hosepipe bans because Southern Water have taken the supply for their own customers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR107a	Individual	Supply Options	[...]it would appear that Southern Water due to lack of forward planning, and lack of investment regarding storage and leakage in the Southampton Area are looking to share the use of the new Reservoir as a new source. Portsmouth Water in contrast, has never had its sources under stress, by planning for the future and investing heavily in mains renewals.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR107b	Individual	Supply Options	[Presenting alternative reservoir locations for SWS] As early as 1959 land at Rowlands Castle near Havant was earmarked for a storage reservoir for winter rainfall. In 1966 a Water resources study identified various options including the development of pumped storage reservoirs at Havant Thicket and Southliegh Forest.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR107c	Individual	Supply Options	It would appear that in return for help storing recycled effluent Southern Water will help finance the Havant Reservoir Project to the benefit of PWC shareholders!!  So SWAr plan is to build a very expensive reverse osmosis water purification plant at [Budds Farm] because "borrowing" Havant Thicket reservoir will be the quickest solution to their resource problem!!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR107d	Individual	Supply Options	Only where energy is cheap and clean water expensive can this type of plant be justified.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR107e	Individual	Supply Options	The site is a former tip adjacent to Langstone Harbour which is already distressed by pollutants , discharges from <a href="#">[Budds Farm]</a> etc .Disturbing the tip by excavations will increase leaching (heavy metals PCBs etc etc)	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR107f	Individual	Supply Options	<a href="#">[to SWS in relation to Havant Thicket water recycling scheme]</a> Tighten up on leakage!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR107g	Individual	Supply Options	<a href="#">[to SWS in relation to Havant Thicket water recycling scheme]</a> Encourage rainwater collection for use in toilets etc!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR107h	Individual	Supply Options	<a href="#">[to SWS in relation to Havant Thicket water recycling scheme]</a> Look for ground water replenishment.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR107i	Individual	Supply Options	<a href="#">[to SWS in relation to Havant Thicket water recycling scheme]</a> Build their own reservoirs	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR107j	Individual	Supply Options	If they must use effluent in the short term, build a plant and reservoir at <a href="#">[SRN Works B]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR107k	Individual	Supply Options	Please please do not allow the chalk spring water we enjoy to be tainted with recycled effluent!!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR107l	Individual	Supply Options	Please look in depth as to how these expensive works will be funded.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR108a	Individual	Supply Options	Why would you contaminate fresh drinking water with sewage?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR108b	Individual	Supply Options	Southern water's record on Sewage discharge is abysmal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR108c	Individual	Supply Options	I for one will be drinking bottled water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR109a	Individual	Supply Options	I have grave concerns over this plan [...] I have first-hand experience of the appalling failures of Southern Water to meet the most basic of its obligations to residents.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR109b	Individual	Supply Options	I also question why there will be no application to the Local Planning Authority for permission for effluent recycling, despite assurances given at the time of the reservoir planning application. This is a move that should set warning signs flashing.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR109c	Individual	Supply Options	Why do we need to treat and then recycle sewage effluent as drinking water when we get plenty enough rain.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR109d	Individual	Supply Options	Southern Water has a disgraceful track record when it comes to pollution and compliance, which shows they cannot be trusted to properly treat the effluent.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR109e	Individual	Supply Options	This plan requires large infrastructure investment, which means a huge environmental and carbon impact. The planet will pay the cost.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR109f	Individual	Supply Options	This infrastructure, if built, will require high daily energy and chemical use. Who will pay that cost? The householders no doubt.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR109g	Individual	Supply Options	The planned discharge of recycled effluent into Havant Thicket Reservoir will have adverse impacts on the reservoir wetland and biodiversity.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR109h	Individual	Supply Options	The impacts on Langstone Harbour have not been fully assessed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR110a	Individual	N/A	I am concerned that Langstone Harbour smells like a cesspit at every low tide.	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR110b	Individual	N/A	I am annoyed that house building eg the extensive new house building in Farlington, Waterlooville and Hayling Island is being undertaken without a competent water management scheme that doesn't include discharging effluent into the sea	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR110c	Individual	Supply Options	I wouldn't mind if treated water went into the sea but not into drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR110d	Individual	Supply Options	The local water authorities have a very poor record of doing the right things and do not deserve the trust of the public in relation to this matter.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR111a	Individual	Supply Options	There are far better options for supplying unadulterated water without adding treated effluent to drinking water. I do not support water transfer and water recycling as the proposed solution to the challenge of securing water supplies for the future in Hampshire.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111b	Individual	Supply Options	When it becomes known that treated effluent is being used for drinking water, people will reject it and use bottled water for drinking.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR111c	Individual	Supply Options	There is a risk of pollution to Havant Thicket Reservoir which was sold as increasing biodiversity despite the destruction of habitat to construct it.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR111d	Individual	Supply Options	The options appraisal process is flawed. Other solutions that would have a lower environmental impact and use less energy have not been seriously considered.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111e	Individual	Supply Options	This proposal requires high use of chemicals and energy and hence a high carbon footprint both for construction and operation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR111f	Individual	Supply Options	Operation will create a toxic brine that will be discharged into the sea with a negative impact on biodiversity in a sensitive area with SAC, SPA and Ramsar designations.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR111g	Individual	Supply Options	This "solution" would be expensive to build, operate and maintain. Those unnecessary costs will be passed on to customers over a long period.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR111h	Individual	Supply Options	This proposal does not offer value for money for customers.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's costing of the HWTWRP option and is specifically addressed in Section 3.6 of Appendix 7F.</p>	Y	Appendix 7F	3.6

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PW_SoR111i	Individual	Supply Options	Better alternatives are available. Instead of recycling effluent and pumping it 40km, why can rain not be extracted from rivers during periods of high rainfall during the winter and stored near to where the water is required?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111j	Individual	Supply Options	There is a complete lack of transparency with key information redacted in the Gate 2 documents.	Gate 2 documents are redacted due to Security and Emergency Measures Direction. We are part of on going consultations and further information will be communicated to stakeholders. Please refer to Section 5.2 of Appendix 7F.	Y	Appendix 7F	5.2
PW_SoR111k	Individual	Supply Options	Insufficient detailed information has been made available to comment on the process	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.10 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.10 and 5.2
PW_SoR111l	Individual	Supply Options	Effluent recycling is a new technology to the UK. Failure of the system would have a devastating impact on the reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR111m	Individual	Supply Options	I do not support the current approach of trying to develop one solution that meets the demand in a 1 in 500 year extreme drought event. This will burden customers with heavy costs for many years when alternative and better solutions could be provided.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111n	Individual	Supply Options	The former landfill site at Broadmarsh cannot be considered a suitable site for the location of the WRP and 3 tunnel /pipeline launch pits.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to landscape and location of the HWTWRP and is specifically addressed in Section 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.5

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PW_SoR111o	Individual	Supply Options	The Water Recycling Plant does not need to be located in Havant. It would make more sense to recycle effluent from the [SRN Works B] STW	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111p	Individual	Supply Options	The former landfill site at Broadmarsh cannot be considered a suitable site for the location of the WRP. There is a high risk of unknown contaminants in the leachate contaminating the Hermitage Stream.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2, 4.3 and 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3 and 4.5
PW_SoR111q	Individual	Supply Options	Ground settlement will be a continuing issue, giving the potential for damage to pipes and other services, as well as opening up new pathways for gas and leachate to disperse.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2, 4.3 and 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3 and 4.5
PW_SoR111r	Individual	Supply Options	The landfill will need to be levelled, exposing unknown contaminants and, possibly, requiring their removal. There is a risk of health and nuisance issues, including persistent smells from such disturbance.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111s	Individual	Supply Options	It will be difficult to screen the WRP which will be viewed as an eyesore.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2, 4.3 and 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.5
PW_SoR111t	Individual	Supply Options	The proposal to build two pipelines or a tunnel to house the pipelines from the Broadmarsh landfill to the [Budds Farm] STW works is not appropriate, due to the increased risk of landfill gas and leachate migration from the mixed waste municipal landfill	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2



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PW_SoR111u	Individual	Supply Options	There is a risk of gas migrating along the pipeline or tunnel towards [Budds Farm], a landfill gas explosion in confined spaces such as tunnels, pipes and tanks with the consequent risk of a major pollution incident to Langstone Harbour SAC/SPA.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2, 4.3 and 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3 and 4.5
PW_SoR111v	Individual	Supply Options	The construction of a pipeline along Park Lane and Middle Park Way would have a massive adverse impact on the local community. Water being returned to [Source B] pumping station would need to be pumped, requiring energy with an adverse environmental impact and a high cost of operation. Has consideration been given to the practicalities of repairing a burst pipe carrying recycled effluent pumped under pressure in this residential area?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2, 4.3 and 4.5 of Appendix 7F.</p>	Y	Appendix 7F	4.2, 4.3 and 4.5
PW_SoR111w	Individual	Supply Options	An open-cut method of construction along this main thoroughfare and bus route to schools, a medical centre and other community facilities and the resulting disruption would be unacceptable. Any pipeline (if constructed) must be by means of a tunnel, as residents have been led to believe would be the case.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111x	Individual	Supply Options	Street trees may need to be removed or are likely to be damaged by construction techniques. Trees are an important part of the street scene and character of the area and, given the belated realisation that we are in climate and biodiversity emergencies, we cannot afford to lose any mature trees.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111y	Individual	Supply Options	I support the tunnel route options for O & P over the open cut routes. If Effluent Recycling must go ahead, then it is essential the tunnel routes for corridor O and P are adopted rather than open cut routes to minimise the enormous disruption to the local community and a safer site is selected for the Water Recycling Plant and tunnel/pipeline launch pits, as the current proposal to locate the plant on the Broadmarsh landfill site presents too much unnecessary risk.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111z	Individual	Supply Options	If a tunnel is to be constructed below the Great Copse Ancient Woodland which is in a valley, the tunnel must be deep enough to ensure that it will have no impact on the trees above, which include veteran trees which will be deep rooted.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2

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PW_SoR111aa	Individual	Supply Options	What impact would tunnelling through the chalk aquifer would have on the drinking water source at Havant & <a href="#">[Source B2]</a> and how will risks be addressed?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111ab	Individual	Supply Options	If a tunnel is to be constructed below Bedhampton and Leigh Park to accommodate the new Southern Water pipes, then the tunnel should also be made large enough and routed so that it can accommodate the Portsmouth Water reservoir pipeline as well, to minimise disruption to the local community. This would have the further benefit of being more cost effective.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR111ac	Individual	Supply Options	I do not believe that the appraisal process has been robust. The scoring of options is not visible and available to challenge but looks suspect, given the preferred options selected. As no scoring is provided to evaluate, this makes Table 15 with the option ranking meaningless. <a href="#">[Comment in Relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ad	Individual	Supply Options	Other options were dismissed because they could not be delivered by 2027, yet this effluent recycling option cannot be delivered in that time frame either, even if everything goes smoothly and according to plan. Southern Water should take a step back now that desalination is rejected and fully consider all alternative options.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ae	Individual	Supply Options	I do not believe that the costs and benefits have been robustly evaluated. I believe that the timescales and costs of this scheme will increase massively beyond anything that will have been estimated by Southern Water. Effluent recycling using Reverse Osmosis is not an established technology in the UK. Implementing any new technology always takes longer and is more costly than was initially estimated. <a href="#">[other problems include]</a> : -Rising Energy Costs will impact 24h operation -Regulators may make demands that will raise the cost as it is a new technology -The project may face delays due to inadequate public consultation	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.2, 3.3, 3.6, 3.7, 3.9, 4.2, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 3.6, 3.7, 3.9, 4.2 and 5.2

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PW_SoR111af	Individual	Supply Options	It is not clear if Southern Water have taken into account the large cost of sewer catchment management needed for this option to operate safely. Where effluent recycling takes place in drought-stricken parts of the world the published case studies emphasise the need to have control of industrial / commercial discharges into the sewers. This includes introducing and monitoring discharge consents and placing monitors at key points in the sewer system. [Budds Farm] STW has a very big catchment, with large numbers of industrial / commercial discharges. If discharge consents exist, they would have been developed on the basis of effluent going out to sea and may not be stringent enough, some industries may have 'grandparent' rights to discharge with minimal control or monitoring. Bringing the consent and monitoring system up to a standard which is fit for effluent recycling will be a massive and expensive task, it will also require a huge education exercise for businesses in the catchment. It will change the risk assessment for discharges for all business in the catchment to [Budds Farm] STW. The task and costs involved in updating/ introducing consents, installing monitoring, publicity and education must not be underestimated. Have these industries even been consulted about the impacts?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5 and 3.7 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7
PW_SoR111ag	Individual	Supply Options	In the Gate 2 documents Southern Water were claiming environmental & social benefits for option B4 which were not detailed or were redacted. When in reality all the benefits of the reservoir are already provided without the B4 or D2 option. In fact it is more likely that these options will have a detrimental impact on the benefits of the Havant Thicket Reservoir, if they increase the risk of drawdown events and algal blooms, then the reservoir will be a less attractive place to visit and walk round, with the risk algae rotting down to cause smell problems.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 2.3, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 4.3 and 5.2
PW_SoR111ah	Individual	Supply Options	The Ofwat determination document made it clear that this effluent recycling solution was considered to be a very expensive option, especially as a drought resilience asset. [...] the solution is only really considered cost effective by Ofwat if the capacity is increased from 15MI/day to 60MI/day. Given that the scheme does not provide good value now, and scheme costs are only going to rise, it should not be pursued now, especially as it is not yet confirmed or agreed that this extra resilience volume will be required.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's costing of the HWTWRP option and is specifically addressed in Section 3.6 of Appendix 7F.</p>	Y	Appendix 7F	3.6
PW_SoR111ai	Individual	Supply Options	I do not support the current approach of trying to develop one solution that meets the demand in a 1:500 extreme drought event [Comment in relation to Havant Thicket water recycling scheme].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111aj	Individual	Supply Options	I do not want to pay as a customer for Southern Water to build and operate an effluent recycling plant that is only really needed in the event of a more than 1 in 200 year drought event.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

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PW_SoR111ak	Individual	Supply Options	Southern Water are putting all their eggs in one basket. This approach has already failed for the desalination option. The Company should learn the lesson and work on a number of solutions which can be delivered over a number of years, so that if one option fails, other solutions are already in the pipeline to come forward, putting the Company and customers in a better place.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111al	Individual	Supply Options	I am very concerned that Southern Water do not want to deliver smaller localised environmentally friendly solutions, as larger schemes requiring more infrastructure provide better profit margins.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR111am	Individual	Supply Options	The options appraisal process and conclusions on page 42 are flawed as Southern Water are only considering and comparing high cost effluent recycling options. It refers to the B4 option having a lower energy burden than desalination, but the energy and carbon burden will still be extremely high. No effluent recycling option is resilient, or cost effective, if customers do not drink the water making it unwholesome.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.1 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 5.2
PW_SoR111an	Individual	Supply Options	What we need is more robust water resource planning with the environment at its heart <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ao	Individual	Supply Options	More needs to be done to fix and prevent leaks <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ap	Individual	Supply Options	They have wasted 5 years pursuing desalination at Fawley which is now rejected on environmental grounds [...]. The main argument for selecting effluent recycling is that given the time wasted on the non-viable desalination scheme, no other solution can now be delivered in time to meet the need	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR111aq	Individual	Supply Options	Southern Water need to have a much greater focus on repairing leaks which waste so much drinking water which customers have already paid to treat. <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ar	Individual	Supply Options	<a href="#">[Alternative to discharging in the HTR]</a> Discharging the effluent treated to drinking water standards into underground confined aquifers where it would be retained for long periods, but available in the event of a drought.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111as	Individual	Supply Options	Recycle up to 15ml/day of effluent from the <a href="#">[Budds Farm]</a> Sewage Treatment Works and discharge it to the lower section of the River Itchen close to the tidal limit. This scheme was originally selected as the alternative to desalination and would have many benefits over the current <a href="#">[Budds Farm]</a> recycling scheme [...] (or recycle via an environmental buffer lake to Otterbourne WTW – Option B5).	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111at	Individual	Supply Options	I am extremely concerned that Southern Water are not actively pursuing the B5 option to keep an alternative to option B4 alive, despite the fact that Ofwat recently amended their draft determination and confirmed funding would continue for developing the <a href="#">[SRN Works B]</a> B5 option. [...] Southern Water have already confirmed that <a href="#">[SRN Works B]</a> has more environmental benefit/ less impact in relation to the discharge of effluent to the Solent. Delaying the development work on B5 pushes back the timescale for delivery. I am concerned that this shows Southern Water are keen to ensure there is not a viable alternative on the table.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111au	Individual	Supply Options	If Option B4 can consider recycling effluent from <a href="#">[Budds Farm]</a> & <a href="#">[SRN Works B]</a> STW, then so can Option B2 ([Budds Farm] to a new environmental buffer lake), but that is not recognised in Table 21 on page 41 of the Scheme Development Summary report.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111av	Individual	Supply Options	Reference is made on page 42 to option B4 being a potential regional solution for Portsmouth Water. However, if Southern Water build the plant at Fareham to take <a href="#">[SRN Works B]</a> and <a href="#">[Budds Farm]</a> Water (if needed for a more extreme drought), then PW could at a later date just negotiate to keep and utilise more of the water from the Havant Thicket Reservoir to meet their long-term need as it is right in the middle of their area and would be the most cost effective solution, with least pumping. At that time SW could then recycle more effluent and transfer the recycled effluent to the new Environmental Buffer Lake at Otterbourne to meet its needs, as the B5 infrastructure would be in place by then.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR111aw	Individual	Supply Options	Reconsider options to discharge recycled water to the Lower Itchen as rejection flawed <a href="#">[The respondent details the reasons for this]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ax	Individual	Supply Options	If effluent recycling has to go ahead I believe that a better option would be to build the Water Recycling Plant in the Fareham area to initially treat effluent from the <a href="#">[Budds Farm]</a> STW to meet the 15Ml/day 1 in 200 demand, while more environmentally friendly water sources are investigated and developed. This would have the benefit of having a shorter pipeline to either the Lower Itchen or Otterbourne than Option B4. This would deliver lower construction and operating costs, as well as having a lower carbon footprint, and less impact on the marine environment, as benefits have already been identified in discharging from the <a href="#">[SRN Works B]</a> long sea outfall compared to the <a href="#">[Budds Farm]</a> Option. If more effluent needs to be recycled at a later date the plant can be expanded in modules, as required, to initially use up the <a href="#">[SRN Works B]</a> STW capacity before needing to build a pipeline from <a href="#">[Budds Farm]</a> STW to the new plant.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ay	Individual	Supply Options	If discharge of recycled water can be agreed with the Environment Agency to the Lower Itchen, then rather than building a new abstraction and treatment works Southern Water should instead look at how the existing capacity at <a href="#">[Source A]</a> can be protected during a drought or increased. During a drought the volume of water that can be abstracted from <a href="#">[Source A]</a> is reduced by licence conditions to protect dry weather flows in the river. If recycled water is discharged in to the river immediately downstream of the <a href="#">[Source A]</a> intake there would be no need to reduce the abstraction and additional drought capacity would be available. If this is not enough to meet the 15Ml/day 1 in 200 deficit then expansion of the <a href="#">[Source A]</a> should be investigated, as a better solution than a completely new abstraction and treatment works being built by Southern Water. The <a href="#">[Source A]</a> is already located close to the tidal limit, which helps to minimise the impact on the freshwater chalk river.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111az	Individual	Supply Options	Other alternatives to consider further: Investigate diverting water currently supplied to a large industrial complex near Southampton to the public water supply at times of drought then instead providing the industrial complex with an alternative supply of water? For example, having an effluent recycling plant that is only commissioned at time of extreme drought to supply the industrial complex? Southern Water may indicate that this is not commercially viable for the industrial complex, however that business should not be paying for it. It is Southern Water that need the drinking water, they would be saving money by not paying for a larger scheme, plus they would not be paying for a 40km pipeline, so it would still be cost beneficial to Southern Water to fund an alternative supply to the industrial complex at time of drought. The plant could be located alongside the complex and only commissioned when a drought is forecast, reducing the environmental impact as daily throughput would not be require until there is a drought.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR111ba	Individual	Supply Options	As effluent recycled from <a href="#">[Budds Farm]</a> is of sufficient quality to be discharged to a river, has an option been considered to put the recycled water into the River Wallington, to enable <a href="#">[Source I]</a> WTW to be brought back into supply at times of need? The site is located in a quarry so the construction of any additional drinking water treatment needed would have minimal environmental impact. Waste brine from effluent recycling would be discharged via the <a href="#">[SRN Works B]</a> long sea outfall and Southern Water have already confirmed this could have environmental benefits over the <a href="#">[Budds Farm]</a> option.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR112a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR113a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A

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PW_SoR114a	Individual	Demand Options	Your target of 2050 for reducing leaks is way too long. It needs reducing by 15 years at least.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR115a	Individual	Preferred Plan	Portsmouth water are robbers! Why are we the only ones on the south to have two water bills at ridiculous prices? Portsmouth water are legal criminals and will come knocking your door who will always be told to leave!	Portsmouth Water have the lowest water supply bills in England, this will remain the case for our next Business Plan. The two bills are due to Portsmouth Water providing your water supply and Southern Water providing your waste water services. These services are billed separately.	N	N/A	N/A
PW_SoR116a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR117a	Individual	Demand Options	I think the sooner we all have water meters the better when I see my neighbour with his hosepipe on for hours at a time scrubbing down his patio roll on meters	Comment noted, no action required.	N	N/A	N/A
PW_SoR118a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR119a	Individual	Demand Options	Metering should be optional. It is a waste of money and should put into fixing leaks and reducing consumer bills only.	Comment noted. Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Metering also supports the identification of leaks within supply pipes and customer properties.	N	N/A	N/A
PW_SoR119b	Individual	Demand Options	Not ambitious enough. Why is it taking so long to only achieve half of leaks?!	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR120a	Individual	Demand Options	Reduce leaks by 50% by 2050, not stretching enough. Why not 2035 or 2040 ?	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR120b	Individual	Demand Options	You seem to be concentrating on the easy wins ie get customers to have smart meters or just meters.	Comment noted. Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. We are also committing to an ambitious 50% leakage reduction by 2040 to support our future supply demand balance.	N	N/A	N/A
PW_SoR120c	Individual	Decision Making (Programmes and Plans)	Why ask users to reduce their use of water. How about you trying to process more water for their use.	By 2050 we are required to make significant reductions to the amount of water we take from the environment. This leaves us with less water to process. Therefore, we need to find alternative sources of water and demand reductions are a key measure to allow these sustainability reductions to occur. Therefore increasing water production goes against these environmental ambitions. We are committed to supporting customers to reduce their water use.	N	N/A	N/A
PW_SoR120d	Individual	Supply Options	Desalination springs to mind. No mention of that in your plan. Swept under the carpet as per usual.	Within our Options Appraisal we did consider Desalination plans as supply options. However these options were rejected due to various environmental concerns. Primary concern surrounds brine effluent discharge location and management. Other desalination options are under review in less sensitive parts of the WRSE region. These options will be revisited for WRMP29 Options Appraisal.	N	N/A	N/A

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PW_SoR121a	Individual	Demand Options	Although I say I support your plans to reduce leaks [...] I think [the target is] very much too slow and should be aimed for in the next ten years rather than the times you have shown.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR121b	Individual	Demand Options	Although I say I support your plans to install smart meters [...] I think [the target is] very much too slow and should be aimed for in the next ten years rather than the times you have shown.	<p>Since the dWRMP24 we have revised our profile of smart meter installations. We believe the current roll out will balance the needs of customers and ensure delivery risks are managed. We have also produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering. Please refer to 4.5.2.7 and Annex 3 of the Appendix which gives further information on smart metering roll out.</p>	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR122a	Individual	Demand Options	I think meters should be everywhere or no where. why are you not proposing to provide them to all your customers?	<p>We will look to meter customer properties wherever possible. Our standard protocol for installing water meters is to fit a meter within the path outside of properties. Where this is not possible we then may look to instal a meter within in the front garden of the property. Installing meters within properties is considered a last resort. However, it is not always possible to install meters in any location at certain properties (for example where there may be a joint supply). This reflects a small number of properties and by 2034-35 we forecast to have 95% of customers metered.</p>	N	N/A	N/A
PW_SoR123a	Individual	Supply Options	I believe the construction of the new reservoir is an urgent priority given 2022s drought.	<p>Havant Thicket Reservoir construction is underway and will be operational in 2031.</p>	N	N/A	N/A
PW_SoR123b	Individual	Environmental Assessment	I also think the space on this reservoir could be utilised for floating solar to reduce evaporation from the reservoir and help boost the UK net zero ambitions (and of course reduce your operating expenditure	<p>Given the landscape and historic sensitivity of the reservoir site and surroundings, it is not considered that any medium to large scale implementation of ground mounted PV Solar Arrays on the reservoir site could appropriately be accommodated within the environmental and planning constraints of the site.</p> <p>PV would not be capable of being accommodated on the reservoir embankment slopes, to ensure the protection of the embankment integrity. There is the potential for roof mounted PV to be considered as part of the detailed design process, however opportunities are limited given the relative lack of large scale built development as part of the reservoir proposals. It is also the case that the planning permission secures that the control house is largely built into the reservoir embankment, and the visitor facilities have indicatively been identified as having potential for a green roof.</p> <p>There could be the potential for a floating PV array to be installed on part of the reservoir itself, however this would be expected to give rise to landscape and visual impacts given the environmental sensitivity of the reservoir location, and would need to be explored in detail before any proposals could be brought forward. There would be a need to consider the inter-relationship between any PV array and the operational requirements of the reservoir, and with factors including water quality, biodiversity, the recreational use of the reservoir, and the feasibility and viability of such a proposal.</p>	N	N/A	N/A
PW_SoR124a	Individual	Preferred Plan	Normal plan, get the customer to pay for less service. How about stop wasting water and deliver more of it to the customer.	<p>Our rdWRMP24 includes further commitments to reduce leakage by 50% by 2040 (from 2050 in the draft plan) and water efficiency support for customers to meet the demand reduction targets. Further information on our plans can be found in the Water Efficiency Appendix (10B) and Leakage Strategy Appendix (10C).</p>	N	N/A	N/A
PW_SoR125a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR126a	Individual	Demand Options	It is a very good idea to stop wasting water through leaks and inefficient appliances.	<p>Comment noted, no action required.</p>	N	N/A	N/A
PW_SoR127a	Individual	Demand Forecast	The plan needs to fit with regional plans for housing and its locations. Government needs to fill this gap.	<p>The WRMP24 demand forecast is based upon local authority forecasts for housebuilding in the region to inform future households and population growth for the plan.</p>	N	N/A	N/A
PW_SoR127b	Individual	Demand Options	The focus needs to be on retro fitting existing development which will meet the bulk of future building needs during the plan period.	<p>We considered options to separate grey water in our demand options appraisal but the option has not been included in our preferred suit of demand options because retro fitting installation of rainwater harvesting that integrates into home plumbing is a specialist undertaking and the devices and storage required do not represent value for Portsmouth Water customers. This would be a subsidised offering that ultimately all customers will pay for, but typically only the wealthy few could take advantage of. Please refer to the Water Efficiency Strategy appendix (10B) for further information (Section 4.1 and 4.2).</p> <p>We would support the development of suitable building standards for new builds which integrates grey water separation to reduce future water demand.</p>	Y	Appendix 10B	4.1, 4.2
PW_SoR128a	Individual	Demand Options	A tougher leaks target is needed	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All



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PW_SoR129a	Individual	Demand Options	Firstly your basically forcing people to have smart water meters to which i do not agree with at all. You will become exactly like british gas.	Thank you for your comment. Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Metering also supports the identification of leaks within supply pipes and customer properties. Overall, customer research has shown the majority of customers are supportive of smart metering.	N	N/A	N/A
PW_SoR129b	Individual	Other (catch all)	Also charging people based upon their rent value is taking the piss. It should be based on the amount of people at the property and if they are on benefits or not. Currently you charge a single person the same amount as a family of four which is biased.	We offer assessed charges which factor in the occupancy level of a property and not just the size.	N	N/A	N/A
PW_SoR129c	Individual	Supply Options	your also talking about reducing the amount of water you provide to southern water but then say about taking water from southern water. So basically your going to supply water that comes from peoples toilets as drinking water.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR129d	Individual	Supply Options	I certainly wont be paying your bills if you provided that water as i wont pay for drinking crap that came out of my damn toilet.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR129e	Individual	Other (catch all)	It seems your becoming a bad company with the only objective is lining your damn pockets	None of our WRMP24 schemes are for profit. WRMP24 seeks to balance supply with demand and there is a process to establish the best value plan to ensure customer supplies are secured. WRMPs are heavily regulated and reviewed by Regulators.	N	N/A	N/A
PW_SoR130a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR131a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR132a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR133a	Individual	Demand Options	Fully support but would prefer earlier adoption, especially water leak prevention	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.  These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.  A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.	Y	Appendix 10C	All
PW_SoR133b	Individual	Demand Options	Fully support but would prefer earlier adoption, especially [for] protection of chalk streams & rivers.	Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.  These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.  A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.  Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.	Y	Appendix 10C	All

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PW_SoR134a	Individual	Supply Options	I strongly disagree with the proposed use of the Havant Thicket Reservoir as a dump for Souther Waters effluent.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F.</p>	Y	Appendix 7F	All
PW_SoR135a	Individual	Demand Options	2050 represents no ambition! I would support fixing all leaks by 2035	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR136a	Individual	Supply Options	I do not want drinking water recycled from sewage or other waste water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR136b	Individual	Demand Options	You have a responsibility to fix leaks and have a water infrastructure that is fit for purpose.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR136c	Individual	Engagement and consultation	Your first questions are loaded	Comment noted, no action required.	N	N/A	N/A
PW_SoR137a	Individual	Demand Options	I have some concerns about improper usage of smart meters by large corporations to impose restrictions on customer usage. I hope this will not be the case here.	We can confirm the use of Smart Meters will not be used to impose restrictions on customers. Smart meters will allow water companies and individuals to understand how much water is being used and aid in the identification of leaks.	N	N/A	N/A
PW_SoR138a	Individual	Demand Options	You need to focus on the leaks - 27million liters per day is a ridiculous amount and to say you want to reduce this to 16million liters per day by 2050 is quite frankly a big failure from Portsmouth water - i had no idea this much water was being lost by leaks. I'm shocked. Get that right first and then come ask your customers to share the responsibility of reducing their water usage. More needs to be done on leaks.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All

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PW_SoR139a	Individual	Demand Options	There are other elements to operational management to deliver water savings plus getting your customers onside. Increase the amount of pressure management of the distribution water network through flow modulating type control. Confirm usage and water needs for specific areas and target pressures accordingly.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017 levels.</p> <p>In regards to Pressure Management, 70% of our network is pressure managed, with the majority of our pressure managed areas under flow modulation control. We are actively planning to increase this percentage in 2025-2030 to north of 80%, with the existing pressure managed areas also being optimised. Along side flow modulation, we are utilising closed loop control as we aim for a "Calm" network, to prevent future leaks from occurring. Since the dWRMP24 we have produced a new supporting Leakage Strategy appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan.</p>	Y	Appendix 10C	All
PW_SoR139b	Individual	Demand Options	Spend more on monitoring and controlling infrastructure. Speed up response times to repairing leaks once detected.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017.</p> <p>With our digital twin of our network monitoring in near real time, we will be able to react to network issues even quicker, predict and prevent network failures from occurring, and use the increased insight the digital twin will provide to further improve our networks performance.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy appendix which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan.</p>	Y	Appendix 10C	All
PW_SoR140a	Individual	Demand Options	You should be looking to reduce leakage by more than half. This is more than 25 years away.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR140b	Individual	Demand Options	Yes I support this but what is the cost to install meters/smart meters to all customers? Presume this will be met by increased prices to customers	The cost of smart meters will be paid for via customers' water bills. The cost of installing smart meters is detailed in Table 8 of the WRMP24 planning tables (Table 8c).	N	N/A	N/A
PW_SoR141a	Individual	Demand Options	I applaud your focus but am disappointed by the timescales. Reducing leaks in your system is way too slow.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR141b	Individual	Demand Options	Enabling customers with smart meters is also showing lack of purposeful drive.	Comment noted. Since the dWRMP24 we have produced a Water Efficiency and Leakage Reduction appendix which detail our future plans for demand reductions. Please refer to Appendix 10B for further information on smart metering.	N	N/A	N/A
PW_SoR141c	Individual	Demand Options	If you are committed to better use of this resource called water then I urge you to drive the focus faster and harder	We are committed to the efficient use of water. Between our dWRMP24 and rdWRMP24 we have committed to further demand reductions for households (110 per capita consumption by 2050 as a dry year annual average, rather than a normal year) and non-households (at least 15% demand reduction by 2050). We have also brought forward our leakage reduction target, from 2050 to 2040 based on customer feedback. Further information on our demand reduction ambitions is presented in our Water Efficiency Appendix (10B) and Leakage Strategy Appendix (10C).	Y	Appendix 10B, 10C	All
PW_SoR142a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR143a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR144a	Individual	Supply Forecast	Could the end of extraction from the Meon and Ems be brought forward rather than 'later years'?	The River Ems is one of our priority catchments for investigation in AMP8. The investigation will include options appraisal of Catchment and Nature Based Solutions and any supply options required to meet any required sustainability reductions. For our rdWRMP24, we have produced a new Appendix (5B) "Investigating and Achieving Sustainable Abstraction", which provides further detail on our plan. Please see Appendix for further information (Section 3.2).	Y	Appendix 5B	3.2

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PW_SoR145a	Individual	Supply Forecast	I'm pleased that you are making some efforts to mitigate environmental impact of the new reservoir but have seen nothing about all the ancient trees you cut down. You must know that planting an equal number of new trees in no way is equivalent to the loss.	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the mitigation of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.2 of Appendix 7F.	Y	Appendix 7F	2.2
PW_SoR146a	Individual	Demand Options	Reducing leaks must surely be a higher priority. Less water would then be required all round.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR147a	Individual	Supply Options	I worry about recycled water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR148a	Individual	Demand Options	Fixing leaks should be the highest priority. Would reducing pipework from 15mm to 10 mm help reduce waste? ie. running a hot tap until the hot water arrives.	We believe pressure management is a more effective measure at reducing wastage of water (which forms part of our overall leakage reduction strategy). Reducing pipework from 15mm to 10mm would result in a significant retrofit programme. We would support the implementation of building standards to improve water efficiency and reduce waste.	N	N/A	N/A
PW_SoR149a	Individual	Demand Options	Smart meters are not to be trusted.	Comment noted. Smart Meters are used by other utilities such as electric and gas. Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a section on the data collected and how it would be used, please refer to Annex 3.	Y	Appendix 10B	Annex 3
PW_SoR150a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR151a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR152a	Individual	Demand Options	Smart meters are an abomination and I will not have them. If you install one for my supply and it uses my wifi, I will block it. I refuse to be charged a premium for when I use water because by and large, it is first thing in the morning and in the evening cooking and washing up.	We note your concerns over smart metering and would like to reassure you that your home wi-fi will not be used and that by having a meter you will only be billed for what you consume which we believe is the fairest way to bill customers. Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a section on the data collected and how it would be used, please refer to Annex 3.	Y	Appendix 10B	Annex 3
PW_SoR153a	Individual	Supply Options	With global warming, and water becoming more precious, investing in desalination plants, should be sooner than later. In my humble opinion.	Within our Options Appraisal we did consider Desalination plans as supply options. However these options were rejected due to various environmental concerns. Primary concern surrounds brine effluent discharge location and management. Other desalination options are under review in less sensitive parts of the WRSE region. These options will be revisited for WRMP29 Options Appraisal.	N	N/A	N/A
PW_SoR154a	Individual	N/A	Respondent completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR155a	Individual	Demand Options	Leak reduction plan is insufficiently ambitious.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR156a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A

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PW_SoR157a	Individual	Demand Options	As someone whose meter has stopped working (massive bill to follow) - need to ensure SMART Meters will be the way forward. Some great ideas but will they actually be put into practice and within timescales and without increase in cost	<p>Thank you for your comment. I am sorry to hear about your experience. Smart meters will allow both yourself and ourselves to spot an issue should there be an error on your meter as we will be looking at far more frequent readings than the traditional dumb meters. So we would expect you could not experience the same situation in the future.</p> <p>Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24 in respect to metering, please refer to Annex 3 for further information.</p>	Y	Appendix 10B	Annex 3
PW_SoR158a	Individual	Other (catch all)	Being of pensionable age does not require Priority Services. Pensionable Age is not a chronic illness nor a sign of infirmity. It is a sign of discrimination to align Pensionable Age with the former illnesses and infirmities!	We introduced a policy to add all customers that are of pensionable age to our Priority Services Register (PSR) as the pandemic hit. As a business we were acutely aware of the isolation some customers felt in lockdown and the decision was met with resounding positivity. We ensure that the opt in is voluntary and any customer can be removed from the PSR if they wish. We also communicate with customers on the PSR every two years to check whether they would like to be removed from the register.	N	N/A	N/A
PW_SoR159a	Individual	Demand Options	Smart meters have proven to be hugely unreliable in the energy market and also allow energy companies to remotely switch customers to pay as you go without even advising those customers. I have no confidence that water companies will not do the same.	Pre-payment is not a feature of the water market and we will work hard to ensure the smart metering technology that is deployed is reliable and consistent for our customers. This would be considered via our tendering and procurement stage. Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy, which details our plans for the rdWRMP24 in respect to metering, please refer to Annex 3 for further information.	Y	Appendix 10B	Annex 3
PW_SoR160a	Individual	Supply Options	I strongly do not support the use of recycled sewage water being mixed with clean water for human consumption in the new Havant Thicket reservoir as should either a glitch in the computer software or a mechanical failure happen, this will result in clean water becoming contaminated and dangerous for human consumption. Southern Water do not have a good record of protecting escape of raw sewage from escaping.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR161a	Individual	Demand Options	27 years seems a very long time to reduce leaks by 50% . A much greater effort would seem sensible to save this precious resource especially with the in view of the large increase in new housing with the associated increase in demand	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR162a	Individual	Supply Forecast	Earlier reduction of abstraction affecting chalk streams in Hampshire, timetable is too prolonged, the streams are already running almost dry in summer.	Since the dWRMP24 we have reviewed the sustainability reductions with the Environment Agency. Our revised sustainability reduction profiles result in Portsmouth Water meeting the enhanced scenario, with the first abstraction reductions occurring in 2030. The timing of abstraction reductions have been based upon our ability to maintain a secure and reliable supply of water for our customers - for example, the reductions planned for 2030 rely first on the delivery of schemes to reduce demand via leakage and supporting customers to reduce their water use between 2025 and 2030. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction'. This provides detailed information on our plans for sustainability reductions for WRMP24 and beyond. The profiled reductions can be found in Section 2.2.	N	N/A	N/A
PW_SoR163a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR164a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR165a	Individual	Other (catch all)	I don't trust Portsmouth Water to do any of the above. I strongly agree to all of these points, but I doubt you will do this in the context that I, and many people locally, would like <a href="#">[comment refers to the web site survey questions]</a> .	We are committed to meeting the plans outlined in the rdWRMP24. Our performance against these plans will be monitored by Regulators such as the Environment Agency and Ofwat to ensure our plans and obligations are met on an annual basis.	N	N/A	N/A
PW_SoR165b	Individual	Demand Options	I do not think you invest enough in the current system to prevent water leaks in the first place.	<p>Thank you for your feedback which we take on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. As set out in our Leakage Strategy Appendix (10C), we do plan to reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment, with the appendix highlighting how we plan to do that.</p> <p>Leakage never remains stable and we continually need to invest to maintain current levels of leakage. The rdWRMP24 proposals represents a significant increase in investment in the supply network. Please refer to Section 5.6 for further information on the proposed investments.</p>	Y	Appendix 10C	All
PW_SoR165c	Individual	Supply Forecast	You already abstract too much water from the River Ems in Emsworth causing the river to die and despite many conversations with local support groups and local councils, you have done nothing about it. For that reason, I do not believe you are interested in the local environment.	The River Ems is one of our priority catchments for investigation in AMP8. The investigation will include an options appraisal of Catchment and Nature-Based Solutions and any supply options needed to meet any required sustainability reductions. For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which provides further detail on our plan. Please see Appendix 5B for further information.	Y	Appendix 5B	All, Section 3.2 in particular

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PW_SoR165d	Individual	Supply Options	I also do not want to drink recycled water from Havant Thicket in the future. The development of the site alone has caused much destruction to the natural environment and it's not even going to be used locally and instead piped out to other areas. Now we hear that it's going to be used for recycled sewage water and that it can't be used to benefit the local community. This is absolutely disgusting and I do not trust you or Southern Water to do it properly..	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 2.3, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3, 4.2 and 4.3
PW_SoR165e	Individual	Supply Options	In a country like England, we should not have to drink recycled water from sewage. If you invested in your infrastructure and using our money properly, instead of paying fat cat salaries and bonuses to your bosses, then you would have a much more reasonable plan that we could all agree on	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR166a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR167a	Individual	Demand Options	Leaks are and always have been the biggest problem. Your plan to reduce 50% by 2350 (your question shows 2050 !) is totally inadequate. Fixing leaks needs to be your top priority and if this means shareholders having reduced dividends for a few years, it must still be done - otherwise it demonstrates that water companies should not be privately owned, but state own and controlled to look after a natural resource for all citizens.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand. The comment suggests 2350, which is incorrect</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR168a	Individual	Engagement and consultation	[General comment in relation to the Consultation] Suspect this is more a PR event rather than valuable research.	The consultation is designed to inform and shape our plan. The Statement of Response will detail how the consultation comments have influenced and changed the plan.	N	N/A	N/A
PW_SoR169a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR170a	Individual	Engagement and consultation	Other - Next Door Site [Specified from How did you hear about the consultation]	Comment noted, no action required.	N	N/A	N/A
PW_SoR171a	Individual	Demand Options	Your plan to reduce water leakage by half is nowhere near good enough.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR171b	Individual	Engagement and consultation	You have not mentioned how you are working with waste water suppliers which is also important.	Southern Water is the Waste Water provider in the region. This is mentioned in Section 3.4 of our rdWRMP24. We work closely with Southern Water on the joint delivery of Havant Thicket Reservoir, and also our demand forecast influences their Drainage and Wastewater Management Plan (DWMP). For WRMP24 we will be working with Southern Water on their WRMP24 option for the Hampshire Water Transfer and Water Recycling Project	Y	Main Statutory Document	3.4

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PW_SoR172a	Individual	Supply Options	I dont feel that the drinking water should be reused from the reseivour and sewage to be refiltered for drinking water, this is unacceptable.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR173a	Individual	Demand Options	Your ideas are fine but the speed of delivery is much too slow. You need to accelerate the resolution of leaks much faster [...]	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR173b	Individual	Supply Options	[...] introduce run off small reservoirs from rivers and streams at times of heavy rainfall and potential flooding to deal with summer drought conditions.	During our Options Appraisal we considered options to capture runoff; however, these options do not have reliable yield for assessment. During AMP8 we will be undertaking a range of catchment-based investigations to assess the effects of our abstraction on the environment but also consider the wider catchment pressures. The outcome of these investigations may be recommended options that seek to attenuate runoff, which may improve river flows and support groundwater levels during times of the year.	N	N/A	N/A
PW_SoR173c	Individual	Supply Options	Reusing effluent is not a good idea as it will make drinking water taste differently, affect delicate biosystems, reduce the biodiversity around Havant Thicket reservoir, and be costly in terms of required infrastructure.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.9, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.9, 4.1, 4.2 and 4.3
PW_SoR174a	Individual	Demand Options	Anything that is planned to control us ,ie smart meters, should never be used. Smart meters will be the curse of every paying customer in the UK, in the ;long term.	Comment noted. Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Metering also supports the identification of leaks within supply pipes and customer properties.	N	N/A	N/A
PW_SoR175a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR176a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR177a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR178a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR179a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR180a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR181a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR182a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR183a	Individual	Demand Options	I would like to see you plan include the use of grey water in new developments and by businesses.	<p>We would support suitable building standards which improve water efficiency. This has been a consideration in our rdWRMP24 but has not been included because of the challenging implementation and uncertainty regarding uptake among developers. Even though the disruption and spatial footprint issues are addressed at the build stage, concern over performance and maintenance remain. Opportunities for such schemes may arise on a trial/pilot study basis for developments seeking to achieve exemplar status, especially as technologies and research into costs and benefits develop. As this option is aimed at new developments this gives opportunity to target multiple new households. However, all schemes would need to be appraised on a bespoke basis considering the relationship between potential 'demand centre' and opportunities available from which to harvest water (e.g., from collections of terraced properties, detached properties etc.) with suitability potentially varying hugely across the region between different developments.</p> <p>Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.1 and 4.2 which details options we considered in the rdWRMP24.</p>	y	Appendix 10B	4.1, 4.2

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PW_SoR183b	Individual	Supply Options	I applaud the new reservoir but this needs to be the first and not the first and last.would also like to urge for more	Water Companies are required to review a wide range of supply and demand options to meet future demand and new reservoirs are potential options to meet the demand. New reservoirs have been identified via Water Resources South East as options to meet demand in the South East. Please refer to the WRSE website for further information ( <a href="https://www.wrse.org.uk/">https://www.wrse.org.uk/</a> ).	N	N/A	N/A
PW_SoR184a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR185a	Individual	Overview	Please be realistic....a plan that will cover 50 years? It is unrealistic to even try to plan beyond 20 years	We are required by regulators to plan for at least 25 years ahead. We acknowledge that there is future uncertainty in future supply and demand balance and this is reflected in our Adaptive Plan. The idea of the Adaptive Plan is to identify investments which are required under all futures (and are therefore no regret) but also investments which may be needed based on factors such as population growth, climate and sustainability reductions. Further information can be found in Section 2 of the WRMP.	N	N/A	N/A
PW_SoR186a	Individual	N/A	Respondent completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR187a	Individual	N/A	Respondent completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR188a	Individual	Other (catch all)	I admire the ambitions expressed here. All sounds very laudable but can you make it a reality? Sorry to be sceptical but projects like these tend to run over time and over budget if they happen at all as originally planned. Good luck	Our performance against our proposals is measured by regulators such as Ofwat and the Environment Agency. In particular, our performance against our rdWRMP24 will be tracked via the WRMP Annual Review with the Environment Agency.	N	N/A	N/A
PW_SoR189a	Individual	Demand Options	Please use rain water for toilets, [...]new homes need rainwater toilets, rainwater collection from roofs for gardening, no car washing on driveways, only in special facilities using rainwater, water reducing technologies,	We have considered options for rainwater harvesting into existing homes. This is detailed in Section 4.1 and 4.2 of our new Water Efficiency Strategy appendix (10B), this includes the reasons the options have not been progressed. We would also support the introduction of building standards to include rainwater harvesting in new developments.	y	Appendix 10B	4.2
PW_SoR189b	Individual	Demand Options	water leaks reduction by 2050 is not good enough	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR189c	Individual	Overview	Reduce hardness of water	Our water is mainly derived from the chalk of the South Downs - it is excellent quality, but its chalk source means that it is moderately hard. Water hardness comes from naturally occurring calcium and magnesium salts, dissolved from the chalk as the water passes through it. These natural salts give the water a crisp, pleasant and fresh taste and in addition, calcium and magnesium are essential minerals in our diet, making our water some of the best quality drinking water in the country. Sometimes it can be important to know the exact water hardness in your area, particularly if you are purchasing new household appliances such as a dishwasher or washing machine. If you would like any further information relating to hardness please download our Water Hardness Advice Leaflet ( <a href="https://www.portsmouthwater.co.uk/about-us/water-quality/">https://www.portsmouthwater.co.uk/about-us/water-quality/</a> ).	N	N/A	N/A
PW_SoR189d	Individual	Other (catch all)	More support for people with conditions needing more water/the current support is shameful, discrimination,	We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers.	N	N/A	N/A
PW_SoR190a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR191a	Individual	Supply Options	finding new supplies of water seem to be important but presume this would have to be in the form of reservoirs...everything takes so long in the uk ...	Our rdWRMP24 options largely consist of demand reduction options (both customer demand and leakage). A number of companies within the Water Resources South East region have proposed new reservoirs as part of their plans. These large strategic schemes do take a significant period of time to develop due to the range of assessments required, planning approval and construction. For WRMP29 we will be reviewing our supply options, in particular options to capture excess winter rainfall. Therefore our future WRMP's may contain further supply options, such as reservoirs.	N	N/A	N/A
PW_SoR191b	Individual	Demand Options	Other (please specify) - repairing leaks quickly would be my first option	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR192a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR193a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A



Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR194a	Individual	Supply Options	I am definitely not in favour of a Southern Water plan to recycle sewage which I feel is irresponsible.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR194b	Individual	Demand Forecast	Also allowing thousands of extra homes to be built puts too much strain on the drainage and sewage system.	<p>Planning permission for new homes is determined by the relevant local authorities. Water companies have a statutory duty to supply water. We use local authority plans to inform our demand forecasts on so that can plan sufficient water supplies to meet demand from existing and new houses and businesses in the future. An additional element of 'Headroom' is built into our plans to account for uncertainty and to accommodate growth if it is above that planned for. Portsmouth Water is a water supply only company and does not operate the waste water network. Southern Water provide the local sewerage and waste water services to our customers.</p>	N	N/A	N/A
PW_SoR194c	Individual	Demand Options	At home. we have been through several successful exercises reducing water usage at home and in the garden by at least 10% - I can give you details.	<p>Comment noted. We would be pleased to hear more about how you have reduced water usage at home</p>	N	N/A	N/A
PW_SoR195a	Individual	Supply Options	It is inconceivable that waste water should be treated and pumped into the newly formed reservoir.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR195b	Individual	Supply Options	As the technology is available for water treatment, there is no public confidence in portsmouth water to manage the treatment plant efficiently and effectively as their past record on sewage waste treatment prior to discharge into Langston and Chichester harbours has been deplorable. Effecting both the sea quality for wildlife and bathers. I would have more faith in Portsmouth Water using bore holes in time of reservoir low water levels	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR196a	Individual	Supply Options	Do not use recycled water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR197a	Individual	Supply Options	Do not use recycled water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1

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PW_SoR198a	Individual	Supply Options	Please do not allow treated sewage into the Havant Thicket reservoir - I would previously have not had an issue, however I do not trust Southern Water and this should not be allowed until they demonstrate that they can be trusted- through their actions over a sustained period - not their words.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR199a	Individual	Decision Making (Programmes and Plans)	Based on heavy rainfall and increasing hot dry summers, this should be done with utmost urgency <a href="#">[context of comment not given but assumed to relate to work to reduce demand given feedback on survey]</a>	Our rdWRMP24 details significant demand reductions for households, non-households and leakage reductions which will be achieved in 2025-30 and beyond. A reduction in demand is a key way to improve our resilience to extreme weather events linked to climate change. To support our delivery of these schemes we have submitted schemes for acceleration funding to ensure a quicker delivery from 2025. Between 2023 and 2025 we will maintain our current demand management activities.	N	N/A	N/A
PW_SoR200a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR201a	Individual	Supply Options	I object to using recycled wastewater as a drinking water supply. If alternative sources of drinking water are required, please find another solution.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR201b	Individual	Demand Options	I strongly support leak detection and encouraging a reduction in use.	Comment noted, no action required.	N	N/A	N/A
PW_SoR202a	Individual	Engagement and consultation	I strongly disagree with you using question 6 to suggest there is a balance of saving water through leaks and water efficiency with the plan for new resources.	Comment noted. The demand reduction targets in our plan are to meet the required targets by 2050.	N	N/A	N/A
PW_SoR202b	Individual	Supply Options	I absolutely reject the plan to use treated wastewater to be treated as safe drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR202c	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> You have been fined many times for sewage discharges in the the sea so I have no faith in you being able to to do this and make drinking water safe I reject this plan <a href="#">[comment addressed to Southern Water]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR203a	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> Don't have any faith in southern water <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8

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PW_SoR204a	Individual	Supply Options	I can't support a plan to derive water from sewage when we have plenty of water from springs and a new reservoir being built to capture that. The water quality has been consistently excellent from Portsmouth water and I have huge confidence in the supply. The water recycling option just doesn't make sense until all other avenues have been explored	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR205a	Individual	Demand Options	I object to smart meters as is clearly demonstrated by the electric/gas companies who have taken control from the consumer which is wrong no organisation has any right to disadvantage people and I feel strongly there is an ulterior motive and that is to charge, penalise and force people to do something they can't do - your company will be exactly the same it's inevitable	Comment noted. Industry reports cite smart metering as the best value option for water companies to manage and reduce demand with their customers. Metering also supports the identification of leaks within supply pipes and customer properties. We can confirm smart metering would not be used to control our supply of water.	N	N/A	N/A
PW_SoR205b	Individual	Engagement and consultation	[in response to How did you year about this consultation?] Other - My own awareness and the ongoing issues with Southern Waters performance	Comment noted, no action required.	N	N/A	N/A
PW_SoR206a	Individual	Supply Options	I am totally against the revised plan that would allow Southern Water to use the new reservoir at Havant Thicket to store recycled waste water. The local rivers that bring water down from springs in the South Downs normally flow very well during the winter and sometimes overflow as was the case in January this year. Most of that natural and perfectly clean water ends up flowing straight into the sea so why are you not sticking to your original plan to divert the winter flow into the new reservoir for use during the summer dry period?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR207a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR208a	Individual	Demand Options	Reducing leakage must be the first priority, but the Council is not best placed to have a view on the balance between that and other measures to secure the water needed.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR209a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR210a	Individual	N/A	Respondant completed website survey but provided no written commentary.	N/A	N	N/A	N/A
PW_SoR211a	Individual	Demand Options	Portsmouth Water, along with others, has a shameful record of leaks [...] Portsmouth Water should spend more on finding and repairing leaks.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All

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PW_SoR211b	Individual	Demand Options	Portsmouth Water, along with others, has a shameful record of [...] failing to encourage customers to use water sparingly. All means should be employed to encourage, cajole, shame extravagant users of water to mend their ways.	<p>We are committed to supporting customers to reduce their water use. Our current advice and support can be found on our website (<a href="https://www.portsmouthwater.co.uk/environment/saving-water/">https://www.portsmouthwater.co.uk/environment/saving-water/</a>). Our dWRMP24 details significant demand reductions via metering and water efficiency support for customers between 2025 and 2075. We also support Government ambitions for national water efficiency incentives. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 for further detail.</p> <p>We do not believe that shaming customers would be beneficial to encouraging customers to reduce demand. The Water Efficiency Strategy Appendix also details they ways we plan to engage and incentivise customers to reduce their demand for water.</p>	Y	Appendix 10B	4.5
PW_SoR212a	Individual	Supply Options	I am concerned about 'water being supplied from new sources' which I take to mean using recycled effluent. My concerns are about a number of issues: the safety of our drinking water, the cost of the project, the environmental impacts, issues with the construction and location, the poor consultation, widespread lack of confidence in Southern Water and fears that the taste of recycled water and safety concerns will drive people to use water in plastic bottles.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.8, 3.9, 4.1, 4.2, 4.3, 4.5 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.9, 4.1, 4.2, 4.3 and 4.5
PW_SoR212b	Individual	Supply Options	I'm convinced that there are alternative solutions which Southern Water has not investigated and which would be better for the environment.. So I am disappointed that Portsmouth Water is now supporting this and would ask that at least you push for delays until better research and impact assessments are available.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.2, 3.3 and 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3 and 3.11
PW_SoR213a	Individual	Supply Options	Concerned about the use of recycled water at Havant reservoir	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR214a	Individual	Supply Options	[Comment in relation to Havant Thicket water recycling scheme] Dreadful. Go back to the drawing board with something more environmentally friendly. We don't want to pay for a potential, irreversible mistake.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR214b	Individual	Supply Options	Use rain water and separate it at source. [separate rain water from sewage, comment in relation to Havant Thicket water recycling scheme]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR214c	Individual	Supply Options	Fix the leaks <a href="#">[Comment was in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR214d	Individual	Supply Options	<a href="#">[Comment related to Havant Thicket Water Recycling Scheme]</a> I don't trust Southern Water, a known polluter who was fined £90,000,000 recently for dumping sewage in Langstone Harbour. Enough is enough!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR214e	Individual	Supply Options	I don't support recycled sewage water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR215a	Individual	Supply Options	I am concerned that Southern Water at times of need will be transferring recycled water from a water treatment facility to the new Havant Reservoir. Although this technology is used in other countries, it is new to Southern Water whose track record with regards to pollution is poor and whose actions were described by a High Court judge as criminal in 2021 with a £90m fine. This has had a negative impact on public trust in the ability to deliver safely on this project notwithstanding the need to source additional water for the reservoir. Further information and scrutiny is required on this part of the plan.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.7, 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.7, 3.8, 4.1
PW_SoR216a	Individual	Supply Options	I am very concerned about the proposal to receive more water from Southern Water, in particular the recycled treated effluent, that has been talked about in the news.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR216b	Individual	Supply Options	In particular I am concerned about what chemicals will be needed to be used to treat this <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the water treatment processes included in the proposed HWTWRP and is specifically addressed in Section 3.5 of Appendix 7F.</p>	Y	Appendix 7F	3.5

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PW_SoR216c	Individual	Supply Options	I understand that streams such as the Ems need support and careful management but I am very concerned about Southern Water having anything to do with our water supply as I do not feel they are reputable company <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR217a	Individual	Supply Options	I will absolutely not be drinking recycled effluent. As a parent who's child is undergoing chemotherapy I am absolutely disgusted that you are even looking at this as an option. More chemicals to give us cancer, more plastic bottles to go in the ocean as people will refuse to drink tap water. Shame on you!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR218a	Individual	Demand Options	More should be done to fix leaks	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR218b	Individual	Demand Options	<a href="#">[More should be done to]</a> drive consumer usage of water down.	We are committed to the efficient use of water. Between our dWRMP24 and rdWRMP24 we have committed to further demand reductions for households (110 per capita consumption by 2050 as a dry year annual average, rather than a normal year) and non-households (at least 15% demand reduction by 2050). We have also moved forward our leakage reduction target, from 2050 to 2040 based on customer feedback. Further information on our demand reduction ambitions is presented in our Water Efficiency Appendix (10B) and Leakage Strategy Appendix (10C).	Y	Appendix 10B, 10C	All
PW_SoR218c	Individual	Demand Forecast	You should also be pushing back against new housing developments when you are invited to be a consultee.	<p>Under the Water Industry Act we have duty to provide supply to new developments.</p> <p>We will support proposals for improvements to building standards to improve water efficiency to reduce water demand. We will engage with any relevant consultations and proposals, although we are not a statutory consultee to new developments.</p>	N	N/A	N/A
PW_SoR218d	Individual	Supply Options	I have very serious concerns that a full EIA and HRA has not been undertaken to ascertain the impact of the <a href="#">[Budds Farm]</a> Effluent Recycling scheme on Havant Thicket Reservoir in Havant. I am concerned that the promised 'environmentally led' mitigation and compensation scheme can no longer be met because of this.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR218e	Individual	Demand Options	I strongly support smart meters providing that families are helped with the cost of living crisis.	We are consciously looking at ways we can further support customers, especially those that sit in the vulnerable category. We are investing in our customer facing systems to open up communication channels whilst enabling more self-service. We will be more accessible to customers through multi-lingual comms, easy to read bills and more transparent communications. We shall also be leading with a set of innovative tariff schemes to support all of our customers, with a particular focus on vulnerable customers.	N	N/A	N/A

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PW_SoR219a	Individual	Supply Options	Do not support the proposed use of recycled effluent for drinking water. Natural water good - artificial water bad - end of debate.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR220a	Individual	Supply Options	Southern Water proposal to require Portsmouth Water to divert supply to Southern Water may cause severe supply problems in the Portsmouth Water supplied area	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 3.12 of Appendix 7F.</p>	Y	Appendix 7F	3.12
PW_SoR220b	Individual	Supply Options	Southern Water proposal to recycle waste water to increase supply will be expensive and potentially hazardous (biological concentration of hormones already present in water supply)	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR221a	Individual	Demand Options	Your plan to reduce leaks is not ambitious enough, aim for 85-90%.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR221b	Individual	Supply Options	Have concerns about the work you have planned with Southern Water re recycled treated water into Havant Thicket Reservoir due to health and environmental concerns.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.1, 4.2 and 4.3

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PW_SoR221c	Individual	Supply Options	You should be pressuring Southern Water to improve their infrastructure urgently which would reduce the amount of support you need to provide them with <a href="#">[comment assumed to be in relation to Havant Thicket water recycling scheme]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR221d	Individual	Supply Options	Have concerns about pipes across our region to support Southern Water's Otterton site.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation potential environmental effects during the option's construction and is specifically addressed in Section 4.2 of Appendix 7F.</p>	Y	Appendix 7F	4.2
PW_SoR222a	Individual	Demand Options	I would prefer the reduction by half in water leakage to be well before 2050.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our dWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR222b	Individual	Supply Options	I have severe reservations over the proposed use of treated sewage effluent for further treatment, storage at Havant Thicket Reservoir and use for drinking water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR222c	Individual	Overview	I would be content to suffer water usage restrictions in the event of drought.	The use of hosepipe bans (also known as Temporary Use Bans) is an option in our WRMP24 to meet drought resilience. We are not proposing to reduce the frequency of implementation in comparison to WRMP19 or our published Drought Plan.	N	N/A	N/A
PW_SoR223a	Individual	Supply Options	Portsmouth Water should be more open and communicative about the use of recycled water for the Havant Thicket Reservoir. The Draft Water Resources Management Plan barely mentions recycled water and should have explained the process for recycling water in detail i.e. how are viruses dealt with, what chemicals are used, all the safety aspects involved to produce safe potable water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Please refer to Appendix 7F, section 4.1.</p>	Y	Appendix 7F	4.1



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PW_SoR223b	Individual	Supply Options	Your customers need reassurance that their drinking water from Havant Reservoir is going to be safe.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR223c	Individual	Supply Options	You state that "some of our customers would receive recycled water" - What area? how many?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's security of supply linked to the HWTWRP and is specifically addressed in Section 1.2.3 and 3.12 of Appendix 7F.</p>	Y	Appendix 7F	1.2.3, 3.12
PW_SoR223d	Individual	Demand Options	Halve leaks by 2050 shouldn't you be aiming to achieve a higher percentage in 25 years.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our dWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR223e	Individual	Supply Forecast	In the figures quoted on Page 7, you will still be taking water from the River Itchen in 2075 but it is unclear how much.	<p>We are not sure what report you are referring to. At present, the River Itchen abstraction reflects around 11% of our abstraction. Southern and Portsmouth Water's abstractions which influence the River Itchen were subject to an AMP7 WINEP investigation which assessed the effects of abstraction against Common Standards Monitoring guidance. As part of the investigation, Portsmouth Water's abstraction from the Source A would be subject to a hand off flow in a 1 in 200 year drought event (via a river flow trigger). This would effectively reduce our abstraction from Source A to support the protection of the River Itchen in a drought event.</p>	N	N/A	N/A
PW_SoR224a	Individual	Supply Options	I am concerned about the water from new resources being water recycled from Budd's farm.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR224b	Individual	Supply Options	I do think that if the leaks were fixed sooner than 50% by 2050, then this extra water [from recycled effluent] would not be needed. The water from Budd's is much less than that lost through leakage. [Comment in relation to Havant Thicket water recycling scheme]	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR224c	Individual	Supply Options	If we need to store recycled water from Budd's Farm then this should be stored in a separate facility (such as old unused reservoirs) rather than being mixed with spring water. This would mean that we would only be using this water during emergency drought situations rather than all the time.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR224d	Individual	Supply Options	I am not entirely convinced that the technology is there yet for the water from the sewage works to be adequately treated and it's condition adequately monitored. I strongly feel that this needs to be investigated more before a system is installed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the water treatment processes included in the proposed HWTWRP and is specifically addressed in Section 3.5 of Appendix 7F.</p>	Y	Appendix 7F	3.5
PW_SoR225a	Individual	Demand Options	We agree that reducing leaks to the existing network should be a priority.	<p>Thank you for your feedback regarding our leakage reductions plans which we have taken on board and have listened to. We understand that leakage reduction is important to our customers and community, and is expected of us as we ask our customers to save water. Leakage is one of our top priorities. For our rdWRMP24 we have committed to a faster pace of leakage reduction which will see us reduce leakage by 50% by 2040, 10 years ahead of the Industry Commitment of 2050 (we also meet the interim targets of 20% and 30% reductions by 2027 and 2032). By 2075 we would have reduced leakage by almost 60% from 2017. In 2021-22 leakage contributed around 15% of total demand.</p> <p>These leakage reductions will feature in our next Business Plan for funding and our performance in meeting these targets will be monitored by Regulators, such as Ofwat and the Environment Agency who can impose fines and penalties for any under performance.</p> <p>A 50% leakage reduction by 2040 was selected because as leakage levels reduce the cost of reducing leakage further increases as the remaining leaks are harder to find and once fixed saves a smaller volume of water. In addition, the leakage reductions are reliant on the roll out of smart metering and identifying customer side leakage and background levels of leakage.</p> <p>Since the dWRMP24 we have produced a new supporting Leakage Strategy Appendix (10C) which details how we plan to achieve these leakage reductions and the selection of options which make up the overall leakage reduction plan, whilst providing further information on the points raised.</p>	Y	Appendix 10C	All
PW_SoR225b	Individual	Preferred Plan	We also support the improved water efficiency target, but consider this should go further i.e. 100 litres per day by 2040.	We are committed to reducing demand for water. In our rdWRMP24 we have committed to the tighter Government targets on Per Capita Consumption (PCC), which is 110 by 2050 as a dry year target (compared to a normal year target in the dWRMP24). We are also committed to reducing leakage by 50% by 2040, not 2050 in the dWRMP24. Our plans for Water Efficiency and Leakage Reductions are detailed in two new supporting appendices (10B and 10C respectively). The 110 PCC reflects an ambitious demand reduction strategy and we do not believe planning to meet this target earlier than 2040 is a robust planning assumption. However we would keep this under review as we roll out smart metering and introduce our innovative tariffs if this target could be met earlier.	Y	Appendix 10B, 10C	All
PW_SoR225c	Individual	Engagement and consultation	The Plan should be clearer about the collaborative efforts being undertaken across the region, as this is a positive.	Section 3 of our main statutory document details the collaboration of Portsmouth Water with WRSE and the wider region.	N	N/A	N/A
PW_SoR225d	Individual	Supply Forecast	We support the positive work that has been highlighted in the Plan, in respect of the environmental assessments for all river catchments, to determine what would be needed to reach 'good' status for all. Further commitment to achieving this should be provided.	For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which provides further detail on our plan in relation to sustainable abstraction and the environmental assessments. The appendix (in particular Section 1 sets out our commitment. Please refer to Section 3.2 in particular for information on the scope of the investigations.	Y	Appendix 5B	All, Section 1, 3.2
PW_SoR225e	Individual	Options Appraisal	There is no mention, however of any nature-based catchment opportunities to help with water supply. These have the added benefit of improvements for not only water but for biodiversity, habitats and climate change as well.	<p>For PR24 (AMP8) and PR29 (AMP9) we are proposing a number of investigations to firstly quantify the effects of abstraction and secondly undertake options appraisal of options to mitigate the effects and deliver wider social and environmental benefits. The options appraisal will include a review of Catchment &amp; Nature-Based (C&amp;NB) solutions which could be put forward for PR29 (AMP9) delivery, if accepted. The C&amp;NB solutions may include addressing catchment pollution, river restoration or supporting adaptation to climate change. Our approach to identifying C&amp;NB solutions will be defined in our Water Industry National Environment Programme (WINEP). For our rdWRMP24, we have produced a new Appendix (5B) 'Investigating and Achieving Sustainable Abstraction', which details our overarching approach to Sustainable Abstraction, including nature-based solutions.</p> <p>For PR24 we are proposing to maintain our current Catchment Management activities for drinking water quality which involves working with farmers to reduce nutrient and chemical use. These schemes do not have a deployable output benefit and therefore are not included in the WRMP24. For the development of any water supply solutions, such as Havant Thicket Reservoir, we would seek to deliver Biodiversity Net Gain as part of our standard operations.</p>	Y	Appendix 5B	All, Section 3.2
PW_SoR225f	Individual	Environmental Assessment	We would like to remind water companies of their duty to have regard to National Park Purposes, and that National Parks are given the highest level of protection. This extends to wildlife and cultural heritage, as well as natural beauty. Furthermore, where projects are likely to introduce new supply measures through further pipelines or plant, the environmental impact of these must be carefully considered and where appropriate, the criteria for Major Development (as described in paragraph 176 of the National Planning Policy Framework, and paragraph 4.9.10 of the Draft National Policy Statement for Water Resources) should be taken into account at the earliest possible stage. We hope you find this useful. Please let me know if you have any further questions.	As noted in Appendix C 'Baseline Information', there is one National Park within the Portsmouth WRMP area - South Downs National Park, designated on 31st March 2010. The National Park was also granted International Dark Sky Reserve status, making it one of the best places in the country to view the night sky - one of only 16 such Reserves in the world. South Downs National Park is home to a number of globally important habitats, including lowland heath, described as rarer than rainforest. Woolmer Forest, a lowland heath site, is the only place in the country to have all 12 of the UK's native amphibian and reptile species. Around 4% of the land in the National Park is chalk grassland. The SEA assessment rationale (Appendix E.14) accordingly denotes a major negative score to any option that would have a negative effect on a designated landscape, including an AONB or National Park.	Y	Appendix 1G	1G

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PW_SoR226a	West Sussex Growers Association	Demand Forecast	Pages 10 - 12 of the document summarise the extent of the challenges for which you are planning & whilst we realise it is not an exhaustive list, we would ask that more consideration is given to requirements of businesses, particularly the horticulture sector, which is worth over £1 billion and employs 9000 FTE in the West Sussex area alone. Despite this sector being highly innovative, having invested significantly in rainwater capture, construction of reservoirs (where planning and space allow) and highly effective but minimum volume trickle irrigation, due to issues with national food security & climate change, water requirements in this sector are unlikely to decrease and we do not feel this has been appreciated fully in the plan.	As part of our requirements of the WRMP we need to forecast demand from current and new customers over the planning period. Our rdWRMP24 demand forecast includes horticultural/agricultural demand from connected customers. We are forecasting an increased demand of water from agricultural customers over the planning period. Therefore we have accounted for this demand in our baseline supply demand balance.  For our rdWRMP24 we are committed to helping agricultural and other NHH customers reduce their demand for water via smart metering, water efficiency advice and via our catchment management work. This work is part of our commitment to reduce NHH demand by at least 15% by 2050. This approach is detailed in our new supporting Appendix 10B (Water Efficiency Strategy), please refer to Section 4.5.2.7 and 4.5.2.10 for further details. WRSE also considered the non public water supply demand of the region. Please refer to the WRSE Technical Annex 1: The challenge we face and how we prepared our plan for (page 38-40) for further information. <a href="https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf">https://www.wrse.org.uk/media/rk3pm1ar/wrse-draft-regional-plan-technical-annex-1-nov-2022.pdf</a>	Y	Appendix 10B	4.5.2.7, 4.5.2.10
PW_SoR226b	West Sussex Growers Association	Other (catch all)	We are also interested in how non-essential use water has been defined in terms of the bans during drought times. Some of our members reported significant water pressure issues during the drought period of summer 2022 when the pressure of water delivered to packhouses for essential tasks of washing produce and cleaning equipment was too low to allow the processes to continue to run. This had serious repercussions and no communication or advance warning was given. We would welcome discussion on this before the summer of 2023.	Our 2022 Drought Plan and supporting appendices provide further detail on Non-Essential Use Bans (this can be found on our website). During the drought of 2022 we did not encounter issues with the quantity of water and as a result we did not impose any restrictions on customers supplies.  In the summer of 2022, due to increased demand during the extreme heat, customers would have been receiving reduced pressure at peak times from what they normally experience, albeit above the minimum statutory pressure. There were isolated pockets of customers, at the extremities of our network, that received pressure below the minimum statutory pressure at peak times. During the period of extreme heat last year, we undertook a communication strategy that included press releases, website and social media campaigns requesting all customers to use water wisely. We also engaged with Retailers in the business retail market to reach out to their customers. Our emergency plans do allow for operating below minimum statutory pressures, but the threshold for operating below minimum statutory pressure was not reached during the summer of 2022. Some customers require continuous water pressure above the minimum guaranteed standard. This can be achieved through a combination of water storage and a pressured boosted system.	N	N/A	N/A
PW_SoR226c	West Sussex Growers Association	Engagement and consultation	The WRSE plan suggests that where water authorities are struggling to abstract sufficient volumes in the summer, may well trade for water storage of winter abstracted water. The horticulture sector needs to emphasise that it relies on summer abstraction and for some growers, building new reservoirs is not an option as their footprint has already been outgrown or there are planning implications. As ever, we would very much welcome Portsmouth Water to visit our growers to discuss these challenges and potential solutions face-to-face in the coming months.	Although storage of winter abstraction does not currently form part of Portsmouth Water's WRMP24, we welcome this comment from West Sussex Growers Association and look forward to continuing discussions.	N	N/A	N/A
PW_SoR226d	West Sussex Growers Association	Preferred Plan	The time frame for the proposals 6, 7 and 9 should be very significantly accelerated. Thank you.	We are not sure what proposals 6, 7 and 9 are in reference too. Since the dWRMP24 we have made a number of updates to our WRMP24. This includes greater demand reductions (see Appendix 10B for further information), reducing leakage by 50% by 2040, not 2050 (see Appendix 10C for further information) and meeting sustainability reductions sooner (see Appendix 5B for further information). Therefore in comparison to dWRMP24, we are meeting our proposals sooner and/or to a greater level.	N	N/A	N/A
PW_SoR226e	West Sussex Growers Association	Supply Options	Please do not join forces with Southern Water , who are suggesting filling Havant Reservoir with treated waste water. Southern Water have a disastrous track record and have been fined on a number of occasions , for breaking the rules , polluting our rivers and seas with sewage . Twice recently they have been unable to provide drinking water to Southampton District . They are not to be trusted and their ideas are not proven . They have not been thoroughly tested and honest examples have not been provided . Portsmouth Water provides a good service , high quality water which is seldom restricted , please keep it this way .	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.8 and 3.11 of Appendix 7F.	Y	Appendix 7F	3.8, 3.11
PW_SoR227a	Individual	Supply Options	Dear Sirs  As a Portsmouth Water customer I am writing to express my huge concern about the involvement of Souther Water in the Havant Thicket Reservoir project. The introduction of the plan to pump recycled sewage into the spring fed reservoir comes over as sneaky and underhand and a complete contradiction of the original plan and intention. Knowing that the plan would be deeply unpopular, was the intention to keep quiet until all necessary planning had been secured one wonders?	Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.	Y	Appendix 7F	2.3
PW_SoR227b	Individual	Supply Options	I have lived by the coast and [...] am horrified with the deterioration of the water quality which can be laid almost exclusively at Southern Water's door. I feel absolutely no confidence in their ability or intention to have a duty of care regarding the consistent treatment of effluent to a standard which would not be detrimental to the original vision of the Havant Thicket enterprise. The whole idea seems to be the water cycle in reverse!	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8

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PW_SoR227c	Individual	Supply Options	It only takes one "mistake" for the reservoir to be permanently damaged by the introduction of insufficiently treated effluent. I understand the desire to remove one stage of the water cycle but surely the recycled water can be effectively used in another less direct method. Actually, it would be nice to have something other than "storm surge" pumped from Budd's Farm and other outlets along the south coast on a regular basis!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.8, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3, 5.2
PW_SoR228a	Individual	Supply Options	Dear Sirs  As a Portsmouth Water customer I am writing to express my huge concern about the involvement of Southern Water in the Havant Thicket Reservoir project. The introduction of the plan to pump recycled sewage into the spring fed reservoir comes over as sneaky and underhand and a complete contradiction of the original plan and intention. Knowing that the plan would be deeply unpopular, was the intention to keep quiet until all necessary planning had been secured one wonders?	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3
PW_SoR228b	Individual	Supply Options	I have lived by the coast and [...] am horrified with the deterioration of the water quality which can be laid almost exclusively at Southern Water's door. I feel absolutely no confidence in their ability or intention to have a duty of care regarding the consistent treatment of effluent to a standard which would not be detrimental to the original vision of the Havant Thicket enterprise. The whole idea seems to be the water cycle in reverse!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR228c	Individual	Supply Options	It only takes one "mistake" for the reservoir to be permanently damaged by the introduction of insufficiently treated effluent. I understand the desire to remove one stage of the water cycle but surely the recycled water can be effectively used in another less direct method. Actually, it would be nice to have something other than "storm surge" pumped from Budd's Farm and other outlets along the south coast on a regular basis!	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.8, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3, 5.2
PW_SoR229a	Individual	Supply Options	I wish to register my very strong objection to both the Southern Water (SW) and Water Resources in the South East (WRSE) Regional Plan. I am concerned that there has not been a robust and sufficient options appraisal and it does not provide a 'best value plan' for either customers or the environment	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR229b	Individual	Supply Options	I believe Southern Water's plans for effluent recycling at Havant Thicket Reservoir is a flawed project. It is certainly not a <i>Best Value</i> option. Like desalination, effluent recycling is invariably used as a last resort, typically in countries with severe on-going drought conditions, where other options are simply not available [ <a href="#">reply incorrectly sent to Portsmouth Water</a> ].	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR229c	Individual	Supply Options	[...] Many of the existing effluent recycling applications are exclusively agricultural, or used by industry, not for human consumption [...] Southern Water have an increasingly poor track record in this regard, and this has been very publicly demonstrated in recent months with issues at their Otterbourne works in December 2022 and February 2023 resulting in thousands of residents being without water. As a result Southern Water are not trusted by the local community to operate an effluent recycling plant <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.5, 3.6, 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.6, 3.8 and 4.1
PW_SoR229d	Individual	Supply Options	<a href="#">[water recycling]</a> appears to require more new infrastructure than any other potential alternative. Extensive pipelines, new pumping facilities and very high energy-demanding processes to make the technologies work. All of which will need to be running constantly throughout the year, even for long periods when the water is not needed <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.2, 3.3, 3.4, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 3.4, 4.2 and 4.3
PW_SoR229e	Individual	Supply Options	Public perception is important too. The water produced from effluent recycling may technically be safe to drink if it is properly treated, but if it is not deemed palatable by customers, or it tastes different and they reject it turning to bottled water instead, surely that does not fulfil the companies obligations to provide wholesome water as a water provider? Too many people already drink bottled water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR229f	Individual	Supply Options	I am concerned that solutions that provide profits are taking precedence over providing cost effective and environmentally friendly solutions <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR229g	Individual	Supply Options	<a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a> It would be better to invest in repairing more leaks <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR229h	Individual	Supply Options	<a href="#">[water recycling scheme goes against the initial environmentally led focus of the project]</a> I also have concerns that keeping the reservoir topped up with recycled effluent will have an adverse impact on the net biodiversity gain that we (the reservoir wetland subgroup) were assured the reservoir was to provide, removing the wildlife-friendly seasonally fluctuating water levels that were to be a fundamental benefit of the original reservoir proposal. It will also reduce the nitrate benefits to Langstone Harbour that we were assured modelling showed would be delivered when spring water was diverted to the reservoir, as there will be less capacity in the reservoir to receive the spring water <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR229i	Individual	Supply Options	I remain concerned that the residual material in the recycled effluent from Budd's Farm and the inherent salt issue would have an adverse impact on the water quality of the reservoir and would progressively accumulate in the reservoir sediment, any pollution incidents due to lack of control of the treatment process would only add to this. If the recycled effluent is currently not suitable for river discharge, how can it be appropriate to pump it into the reservoir, a still body of water? <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 3.5, 4.1, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 4.1, 4.2, 4.3
PW_SoR229j	Individual	Supply Options	Furthermore, I do not believe that Southern Water have yet carried out any appropriate environmental assessments with regard to the impact of treated effluent on biodiversity in the reservoir and its wetland . The HRA previously undertaken was based on the reservoir being solely spring-fed. What is the in-combination impact, surely it must be negative? <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR229k	Individual	Supply Options	<a href="#">[the reservoir plan is presumably enough to relieve pressure off the Itchen and meet supply demands of the region]</a> , how can the additional expense and negative environmental impacts of this effluent scheme be in any way justified? <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment related to Southern Waters Supply Demand Balance and is specifically addressed in Section 3.1 of Appendix 7F.</p>	Y	Appendix 7F	3.1
PW_SoR229l	Individual	Supply Options	It must be more cost-effective to develop other winter storage reservoirs or use aquifers for underground storage <a href="#">[compared with sewage recycling]</a> where the ground conditions are suitable <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR229m	Individual	Supply Options	There are more environmentally sustainable, less expensive, and less intrusive options available and Southern Water should be prioritising and pursuing those first, in tandem with increased leak detection and significantly upscaling its programme of mains replacement, which is currently amongst the slowest in the industry <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR229n	Individual	Supply Options	The consultation process has again been poor, almost non-existent <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the consultation process for the draft WRMP24 and is specifically addressed in Section 3.10 of Appendix 7F.</p>	Y	Appendix 7F	3.10

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PW_SoR229o	Individual	Supply Options	In a broader national context, all water companies should be making far greater use of water transfer options between companies via existing waterways. This should be encouraged and incentivised where possible, as long as appropriate ecological safeguards are in place	Portsmouth Water do not have any water transfer options. These have been considered by other companies within Water Resources South East (WRSE) and nationally. Large water transfer projects are termed Strategic Resource Options (SROs) and each option put forward is subject to detailed assessments of the yield (considering drought periods), the costs and the environmental effects of the option. This is in conjunction with Regulators such as Ofwat and the Environment Agency. Due to the scale of these options and the assessments required they require a significant lead in time. Further information on SRO and the assessment process can be found on the Ofwat website: <a href="https://www.ofwat.gov.uk/regulated-companies/rapid/the-rapid-gated-process/">https://www.ofwat.gov.uk/regulated-companies/rapid/the-rapid-gated-process/</a>	N	N/A	N/A
PW_SoR229p	Individual	Demand Options	New standards for water efficiency in domestic situations from house building to “white goods” should be brought forward and introduced through Government regulation as a matter of urgency and certainly well before the currently proposed 2040 and 2060 timelines proposed in the plan. Rainwater capture should be an integral part of house-building design <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	We support any Government lead incentives to reduce water demand. We will continue to work with regulators on these measures. We support the earlier adaption of these measures where possible.	N	N/A	N/A
PW_SoR229q	Individual	N/A	I believe there should be more public education around the value of water as a finite resource. [...] The Southern Water plan proposes to reduce the frequency of such temporary bans from 1 in 5 to 1 in 10 years. This must not be changed, I do not support this proposal. The public must learn to value water, all too often it is taken for granted <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	Incorrectly sent to Portsmouth Water. Response sent on to Southern Water.	N	N/A	N/A
PW_SoR229r	Individual	Supply Options	I call on Defra to delay the plan for effluent recycling until other alternatives have been fully explored and developed <a href="#">[reply incorrectly sent to Portsmouth Water]</a> .	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water’s Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water’s draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR230a	the Strategic Panel for the business retail water market in England	Demand Options	Having reviewed water companies’ draft plans, the Strategic Panel does not believe that they are currently considering the needs and potential contribution of NHH customers. With Defra’s target to reduce NHH demand by 9% by 2038 now confirmed, more work is needed by water companies to go further, not only in the commitments set out around metering and water efficiency for the NHH market, but for these commitments to be much more prominent in companies’ plans. The NHH market accounts for 30% of the total water consumed in England and Wales. Business customers therefore have a significant role to play in reducing demand and water wastage – which is particularly important given that 15 of the water company areas in England and Wales are now classified as “seriously water stressed”	<p>We note that this is an open letter sent to all Wholesaler CEOs of Water Companies operating in England regarding draft Water Resource Management Plans (WRMPs) from Trisha McAuley, Independent Chair of the Strategic Panel for the business retail water market in England – the most senior industry group for the non-household (NHH) water market.</p> <p>As such, the letter represents the Strategic Panel’s view having reviewed water companies’ draft plans across the industry and is commenting on the industry as a whole rather than specifically referring to the Portsmouth Water dWRMP24.</p> <p>Since the dWRMP24 we have reviewed our non-household demand reductions to at least 15% by 2050 to align with the Government targets. This is primarily achieved via Smart Metering NHH customers but also during WRMP24 we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls. We will also review future options for WRMP29.</p>	Y	Appendix 10C	All
PW_SoR230b	the Strategic Panel for the business retail water market in England	Demand Options	On 9 February, MOSL CEO, Sarah McMath, wrote to you individually asking for specific actions to be taken in developing the final plans. We support the actions MOSL has set out and call on all water companies to clarify their commitments and how they intend to achieve Defra’s reduction target. As stated in our market outcomes document ‘Water efficiency can no longer be seen as an “add-on”’. Neither can the NHH market be simply an “add on” to water companies’ plans for household customers. Instead, the NHH market must be fully integrated into these plans as business customers represent a significant opportunity to reduce demand and as the majority of NHH customers use water for the same purposes as household customers (taps and toilets).To promote, challenge and lead the operation and evolution of the market for the benefit of business water customers. I urge all water companies to clarify their plans for NHH smarter metering and water efficiency within their final WRMPs and ensure engagement with the market is at a Board level	<p>We note that this is an open letter sent to all Wholesaler CEOs of Water Companies operating in England regarding draft Water Resource Management Plans (WRMPs) from Trisha McAuley, Independent Chair of the Strategic Panel for the business retail water market in England – the most senior industry group for the non-household (NHH) water market.</p> <p>As such, the letter represents the Strategic Panel’s view having reviewed water companies’ draft plans across the industry and is commenting on the industry as a whole rather than specifically referring to the Portsmouth Water dWRMP24.</p> <p>Since the dWRMP24 we have reviewed our non-household demand reductions to at least 15% by 2050 to align with the Government targets. This is primarily achieved via Smart Metering NHH customers but also during WRMP24 we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls.</p> <p>The Portsmouth Water board have reviewed and approved our rdWRMP24, including our plans for NHH metering and water efficiency.</p>	Y	Appendix 10C	All

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR231a	Ofwat	Preferred Plan	<p>Query – Option utilisation</p> <p>The Water resources planning guideline (section 8.3 i) states that you should provide:</p> <p>"A description of how the option will be utilised [...]</p> <p>Whilst an average and maximum (M/d) utilisation has been provided in Table 4, please could you provide a description of how the option will be utilised and the impact on operating costs and carbon costs. This information only needs to be provided for supply options over 10M/d in your Preferred Plan or Alternative Plan. The description should include:</p> <ul style="list-style-type: none"> <li>-Quantitative presentation of anticipated utilisation rates determined from company and/ or regional modelling.</li> <li>-Utilisation rates for dry year annual average operation, for events such as 1:500 year droughts, peak demand or as part of emergency response, in addition to standby, or normal-year operation.</li> <li>-Where uncertainty exists in utilisation rates, a range of potential utilisation rates presented, evidenced with modelled calculations and descriptions of scenarios considered.</li> <li>-Third party options explored to increase utilisation and value from solution supply.</li> </ul>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 2).	N	N/A	N/A
PW_SoR232a	Ofwat	Supply Demand Balance	Please can you confirm that all your funded scheme benefits from WRMP19/PR19 are included in your baseline supply-demand balance? This should include the date that the benefit is realised is the same as proposed in WRMP19/PR19.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 3).	N	N/A	N/A
PW_SoR232b	Ofwat	Supply Forecast	Please can you let us know where we can find the evidence in your draft WRMP24 that these benefits have been appropriately accounted for in the baseline DO/WAFU forecasts? This should include evidence that the date of benefit realisation is the same as proposed in WRMP19/PR19.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 3).	N	N/A	N/A
PW_SoR233a	Ofwat	Options Appraisal	Can you please confirm that the financial information in your draft WRMP was submitted in 2020/21 prices, as mentioned in the WRMP guidance?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 4).	N	N/A	N/A
PW_SoR234a	Ofwat	Supply Forecast	Please could you explain how you have interpreted and applied the low common reference scenario for abstraction reductions, which requires companies to 'assume only currently known legal requirements for abstraction reductions up to 2050'?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 5).	N	N/A	N/A
PW_SoR235a	Individual	Supply Options	I object to both the Southern Water (SW) and Water Resources in the South East(WRSE) Regional Plan. I am very concerned that there has not been a robust options appraisal and it does not provide a 'best value' plan for customers or the environment. I ask Defra to delay approval of the plan and make sure that both Southern Water and WRSE explore other more environmentally sustainable options.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR235b	Individual	Supply Options	I am very concerned that this consultation has been inadequate. It has not been well publicised and many people who will be directly affected have no clue about the implications to their water supply of these plans. <a href="#">[Comment in relation to Havant Thicket water recycling scheme]</a>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to stakeholder engagement for WRMP24 and is specifically addressed in Section 5.1 of Appendix 7F.</p>	Y	Appendix 7F	5.1



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PW_SoR235c	Individual	Supply Options	<p>I believe that southern water's motives for this are making a profit for their shareholders. I am extremely concerned that the SW &amp; WRSE plans are focused on solutions which require massive infrastructural development, instead of looking at all the options. This is a large infrastructure schemes which will deliver big profits to the shareholders whilst passing on the cost to the customers. Of course this is preferable to them than looking at more environmentally friendly smaller schemes that work with climate change, not against it. Multiple cheaper smaller schemes could produce the water needed.</p> <p>Even Michael Gove when he was environment secretary in 2019 recognised what they were up to! "Far too often, there is evidence that water companies have not been acting sufficiently in the public interest. Some companies have been playing the system for the benefit of wealthy managers and owners, at the expense of consumers and the environment."</p> <p>Obviously fixing the antiquated infrastructure that they have neglected all these years will not earn them the profits they are after. The promise to fix just half of the 92 million litres of water currently leaked per day is unambitious and unacceptable, as is the rate of Mains replacement.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.1, 3.2, 3.3, 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2, 3.3, 3.9
PW_SoR235d	Individual	Supply Options	<p>Another big concern is that the Water produced by reverse osmosis will taste different and people, also put off by the 'yuck factor' of knowing where the water has come from, will turn to bottled water, with all the negative effects on the environment that that will bring. People in our region are used to some of the best quality tap water in the country, this will be a massive issue and most people are completely unaware of the plan for it to be changed!</p> <p>The whole production of water by reverse osmosis is problematic. It is generally only used in drought stricken countries. We are NOT a drought stricken country. We are actually forecast warmer, wetter winters in the future.</p> <p>It's chemical and energy intense - using huge amounts of both. A strange choice at a time when energy is so expensive and Southern water has made an undertaking to soon be carbon zero.</p> <p>Southern water would have us believe that the water produced by this extremely complicated process is perfectly fine for drinking water and is widely used across the world- however this is not true. In countries such as Singapore who produce water in this way - it is largely for industrial usage not for drinking water!! Southern water seem to overlook this fact!</p> <p>Moreover, do we actually trust SW to get this complicated process right day in day out? Public confidence in the company is so low with the sewage discharges and the recent contamination at Otterbourne this week ( resulting in thousands of people with no water.)</p> <p>Will people just turn to bottled water to avoid the risk?</p> <p>How can we be asked to trust a company who have been described as 'criminal' and who have received the lowest rating that the water regulator could give. How can DEFRA could even contemplate allowing SW to go ahead with this?</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.8, 3.9, 4.1 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.8, 3.9, 4.1 and 5.2
PW_SoR235e	Individual	Supply Options	<p>The way in which Southern water has seemly hijacked the fresh water reservoir passed by Havant Borough council is a major issue for local people. Havant has made big sacrifices for this reservoir being built - loss of ancient forest and the promise of much disruption with the pipelines crisscrossing the area, but broadly speaking many local people supported it. This was on the basis that what they were losing would be compensated for with a nature hub with leisure activities around a fresh water reservoir. But as soon as this was passed Southern water swept in with this huge effluent recycling project which changed the very nature of the reservoir making it in effect an buffer lake holding partially recycled water.</p> <p>Southern water then leapfrogging local planning to get the project agreed by the Secretary of State makes everyone suspect that that was the plan all along and HBC and the people of Havant have been duped! It is shameful behaviour.</p> <p>Another example of this behaviour has been the way that SW has treated residents who found their properties on one of the proposed pipeline routes. Residents ( including myself) received letters with plans of their properties that informed us that some of our land may be 'required.' We were told that we may wish to appoint our own agents to represent us and it spoke of land registering - the early stages of compulsory purchase orders. We could get NO information from anyone about this and we had to live with the worry of whether our property would be affected for 7 months before finally being told, we personally were not on the pipeline route. Others have not been so lucky. Land owners on the pipeline route to Otterbourne have been told that if they do not cooperate then the police will force entry to their property to complete the work. This is the sort of bully boy tactics that Southern water are employing and when I recently spoke to one of their representatives after a Public meeting they were unapologetic.</p> <p>This behaviour should not be allowed to happen and I call upon DEFRA to censure this behaviour.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 2.2, 2.3, 3.10, 4.4, 4.5 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	2.2, 2.3, 3.10, 4.4, 4.5 and 5.2

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PW_SoR235f	Individual	Supply Options	Environment impact assessments are only now being carried out on langstone harbour as to the effects of releasing the brine by- product of RO into it. This is an area under extreme pressure already from excessive phosphate as well as the jaw dropping amount of sewage discharges that Southern water is polluting the harbour with. Surely this project cannot be given the go ahead without thoroughly assessing the ecological impact?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR236a	Ofwat	Engagement and consultation	The importance of engagement with neighbouring water companies is referenced in the report. Other than Havant Thicket, does the plan explain how they intend to use such partnership opportunities to enable co-delivery for solutions?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 6).	N	N/A	N/A
PW_SoR236b	Ofwat	Engagement and consultation	Engagement with retailers is evidenced through the pre-consultation stage. Did you receive any insights into retailers' preferences and how did these impact the dWRMP?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 6).	N	N/A	N/A
PW_SoR237a	Ofwat	Preferred Plan	Please can you describe the difference in the scale of investment proposed in this draft WRMP compared to WRMP19?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 7).	N	N/A	N/A
PW_SoR237b	Ofwat	Adaptive Planning	Please can you explain your monitoring plan for the adaptive plan including measurable metrics and how they relate to the decision points?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 7).	N	N/A	N/A
PW_SoR238a	Ofwat	Supply Demand Balance	Please can you point to the section of your plan that explains the SDB starting position of the WRMP24 planning period compared to the SDB in the final WRMP19 2024-25 year, including justification for any significant difference (as per WRPG sections 6.2 and 6.4)	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 8).	N	N/A	N/A
PW_SoR238b	Ofwat	Demand Forecast	Please can you point to the section of your plan that explains how recent actual data is informing an improved understanding of household and non-household demand following the Covid-19 pandemic	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 8).	N	N/A	N/A
PW_SoR238c	Ofwat	Overview	Please can you point to the section of your plan that provides assurance that you are proposing informed and efficient Level of Service glidepaths on 1:500, TUBs, NEUBs and EDOs:	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 8).	N	N/A	N/A
PW_SoR239a	Ofwat	Decision Making (Programmes and Plans)	Please could you separately set out the total expenditure in 2025-30 and 2030-35 associated with each of these elements, ie 1) the expenditure required to meet outcomes under only the low common reference scenarios, and 2) the expenditure included in the core pathway over and above this, to support future alternative pathways and triggers?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 9).	N	N/A	N/A
PW_SoR240a	Ofwat	Engagement and consultation	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  1. Are other sectors included at regional (WRSE) and company level?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR240b	Ofwat	Environmental Assessment	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  2. Have incombination assessments been carried out for environment, deployable output and resilience at the programme level as part of best value plan assessment?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR240c	Ofwat	Testing the plan	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  3. Has sentivity analysis been completed around option costs and lead times?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR240d	Ofwat	Decision Making (Programmes and Plans)	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  4. Have Ofwat's public value principles been considered as part of decision making?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR240e	Ofwat	Preferred Plan	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  5. Has the company ensured that the preferred programme represents low regret best value investment over the long term?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR240f	Ofwat	Preferred Plan	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  6. Where are cost drivers presented to explain the difference in expenditure between the least cost and best value programme?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A

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PW_SoR240g	Ofwat	Quality Assurance	In relation to decision making please can you point to the section of the plan where the following is evidenced or provide additional information on the following queries:  7. Has third party technical assurance been carried out on the decision making analysis?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 10).	N	N/A	N/A
PW_SoR241a	Ofwat	Supply Forecast	Please can you inform us of the impact that moving to a 1-in-500 year resilience level has on your company Deployable Output, the year this happens and where this can be seen in your WRMP data table lines.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 11).	N	N/A	N/A
PW_SoR242a	Ofwat	Supply Demand Balance	It is important that any significant changes in your supply demand balance (especially regarding any significant decreases), between previous plans, are highlighted and the reasons explained and justified (WRPG 4.1).  Please complete the following table to show how your baseline SDB for WRMP24 in 2025/26 has changed compared to your final plan SDB for that same year in WRMP1 <a href="#">[See table in original document]</a>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 12).	N	N/A	N/A
PW_SoR243a	Ofwat	WRMP Tables	Summary of enhancement expenditure and benefits to be delivered across the 2025-30 and 2025-50 periods  We have reviewed the information provided in Table 8 of your draft WRMP submission and have summarised the enhancement costs and benefits in table A and table B below. Our assessment of your draft WRMP will include a review of the benefits and the costs to deliver them.  We want confidence in the numbers we will review as part of the analysis as this will inform our draft WRMP feedback and assessment of whether this has been addressed and why changes have been made in the final WRMP1.  Can you please confirm that the benefits of your draft WRMP24 and the enhancement costs of delivering them are correct in tables A and B. These should reflect the options identified in your preferred programme within your draft WRMP24. Please highlight where there are any discrepancies or issues and provide updated numbers for Table 8 where necessary.  Please see the notes below that identify how we have interpreted Table 8 and some corrections we have made to the template in order to produce the data in tables A and B. Also please note there are further questions relating to this query below numbered 2 onwards. <a href="#">[Tables are included in the original document]</a>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 13).	N	N/A	N/A
PW_SoR243b	Ofwat	WRMP Tables	Could you please confirm the basis on which you have provided the benefits in table 8e for your preferred programme. Do they represent a cumulative total benefit or the total benefit for the individual time period eg the year or the five-year period  Tables A and B have been completed assuming the data is cumulative:  Table A lists the benefits reported in 2029-30  Table B lists the benefits reported in 2045-50  However, we note for the supply side benefit line there is a slight reduction in the trend between 2035-40 and 2040-45, could you please explain this. <a href="#">[Tables are included in the original document]</a>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 13).	N	N/A	N/A
PW_SoR243c	Ofwat	WRMP Tables	Further notes on analysis:  -Based on responses to previous queries we assume all expenditure is provided in the 2021-22 price base  -The data above is provided for your preferred (most likely) programme  -We have corrected a formula error in lines D1 and D2 to ensure that lines C10-12 and C13-15 are included in the capex and opex totals	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 13).	N	N/A	N/A
PW_SoR243d	Ofwat	Demand Options	Expenditure relating to the replacement of existing AMR meters with AMI meters  In lines C10, C11, C13, C14, C16 and C17 the enhancement costs associated with replacement of existing basic meters with AMR or AMI meters is captured. We note that the table does not provide a line associated with enhancement costs relating to replacement of existing AMR meters with AMI meters.  Could you confirm and provide details of any enhancement costs relating to replacement of existing AMR meters with AMI meters? Please indicate if these costs are included in your existing preferred plan in an existing line and identify them separately on the attached spreadsheet 'Metering data for query PRT-dWRMP-013'.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 13).	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR244a	Ofwat	WRMP Tables	<p>Increases in base expenditure identified in table 8a</p> <p>We have reviewed the information provided in table 8a of your draft WRMP submission and have summarised the increase in base expenditure identified in your preferred programme for the 2025-30 and 2025-50 periods in table A below.</p> <p><a href="#">[Table A – Summary of base expenditure increases - included in original document]</a></p> <p>Please could you provide a high-level summary of the approach you have taken to identify this proposed increase in base costs from historical levels.</p> <p>Additionally could you provide a summary breakdown of the activities associated with this expenditure for each period and the benefits expected from these activities. For each activity type please provide an indication of the related expenditure total.</p> <p>This information should be provided in summary at a sufficient level of detail to provide clarity on the key activity types driving the observed increase in base expenditure.</p> <p><a href="#">[Example provided in original document]</a></p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 14).	N	N/A	N/A
PW_SoR245a	Ofwat	Demand Forecast	<p>In relation to comparisons in population forecasts between WRMP19 and draft WRMP24 can you please explain the following: ☐</p> <p>1. What the change is between the population forecast in your WRMP19 (for 2025-26 and 2029-30) and the numbers presented in your draft WRMP24 (for 2025-26 and 2029-30)?</p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 15).	N	N/A	N/A
PW_SoR245b	Ofwat	Demand Forecast	<p>In relation to comparisons in population forecasts between WRMP19 and draft WRMP24 can you please explain the following:</p> <p>[...]</p> <p>2. Explain why this change is appropriate in the context of outturn numbers and revised population forecasts since WRMP19?</p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 15).	N	N/A	N/A
PW_SoR245c	Ofwat	Demand Forecast	<p>In relation to comparisons in population forecasts between WRMP19 and draft WRMP24 can you please explain the following:</p> <p>[...]</p> <p>3. That your draft WRMP24 forecasts are appropriate, again in the context of new data (including new ONS forecasts) and an explanation of how you have used the Ofwat common reference scenario for growth (please provide the population number difference between the Ofwat common reference scenario and draft WRMP24 preferred plan for 2029-30, 2034-35 and 2039-40)?</p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 15).	N	N/A	N/A
PW_SoR246a	Ofwat	Demand Forecast	<p>In table 2 line 4NY 'total leakage' we note that the leakage data presented for the 2019-20 to 2021-22 period does not align with historical outturn leakage data as presented in your 2022 annual performance report (APR22, see summary table below).</p> <p>Please can you provide an explanation for this and a provide forecast leakage trend for the 2017-18 to 2049-50 period that incorporates the outturn data for 2017-18 to 2021-22.</p> <p><a href="#">[Table provided in original document]</a></p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 16).	N	N/A	N/A
PW_SoR246b	Ofwat	Demand Forecast	<p>In table 2 line 4NY 'total leakage' you are forecasting to deliver a three-year average leakage level of 24.3 MI/d in 2024-25.</p> <p>Reviewing this against the 2019-20 three-year average baseline figures (28.4 MI/d) for your PR19 performance commitment level (PCL) indicates a proposed reduction of 14.3% by 2024-25. However, your PR19 PCL for 2024-25 is to deliver a 15.2% reduction.</p> <p>Could you please confirm if you intend to deliver your PR19 PCL and:</p> <p>a. Provide further explanation if you do not intend to deliver the PCL;</p> <p>b. Provide further explanation for the reasons why your leakage trend does not indicate it will be delivered; and</p> <p>c. Provide a leakage forecast for the 2022-23 to 2034-35 period that is representative of the annual average leakage performance trend you would present in your PR24 business plan table for PCL setting based on your WRMP24 proposals.</p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 16).	N	N/A	N/A

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PW_SoR246c	Ofwat	Demand Forecast	In table 2 line 2NY 'average household - PCC' we note that the PCC data presented for the 2019-20 to 2021-22 period does not completely align with historical outturn PCC data as presented in your 2022 annual performance report (APR22, see summary table below).  Please can you provide an explanation for this and a provide forecast PCC trend for the 2017-18 to 2049-50 period that incorporates the outturn data for 2017-18 to 2021-22. Please confirm if we can assume the table 2 trend for line 2NY 'average household - PCC' remains the same with the addition of the outturn data for the 2017-2022 period. <a href="#">[Table provided in original document].</a>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 16).	N	N/A	N/A
PW_SoR246d	Ofwat	Demand Forecast	In table 2 line 2NY 'average household - PCC' you are forecasting to deliver a three-year average PCC level of 145.4 l/h/d in 2024-25.  Reviewing this against the 2019-20 three-year average baseline figures (149.3 l/h/d) for your PR19 PCL indicates a proposed reduction of 2.6% by 2024-25. However, your PR19 PCL for 2024-25 is to deliver a 6.3% reduction.  Could you please confirm if you intend to deliver your PR19 PCL and:  1. Provide further explanation if you do not intend to deliver the PCL;  2. Provide further explanation for the reasons why your PCC trend does not indicate it will be delivered; and  3. Provide a PCC forecast for the 2022-23 to 2034-35 period that is representative of the PCC performance trend you would present in your PR24 business plan table for PCL setting based on your WRMP24 proposals.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 16).	N	N/A	N/A
PW_SoR246e	Ofwat	Demand Forecast	Please can you confirm if the total non-household consumption line 3NY in table 3 is representative of the business demand performance trend you would present in your PR24 business plan table for PCL setting based on your WRMP24 proposals?  Based on your response above please can you provide a version of the trend that is representative of the business demand performance trend you would present in your PR24 business plan table for PCL setting based on your WRMP24 proposals, covering the individual years from 2019-20 to 2039-40 (this provides greater detail of the 2030-40 period than that currently captured in table 2).	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 16).	N	N/A	N/A
PW_SoR247a	Ofwat	Adaptive Planning	Please could you quantify the reduction in MI/d requirement that arises from testing the benign common reference scenarios for climate change, demand and abstraction reductions, respectively, compared to the most likely/preferred scenarios?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 18).	N	N/A	N/A
PW_SoR247b	Ofwat	Adaptive Planning	Please could you confirm that, in testing the low abstraction reductions scenario, you are using the following definition:  -include agreed WINEP changes and licence capping; and  -use the agreed BAU+ scenario to form a long-term view, but use local reviews to remove licence reductions with significant uncertainty, to form a plausible 'extreme low' scenario.  If so, please could you set out the MI/d impact of licence reductions with significant uncertainty that you have removed from the BAU+ scenario in each AMP, to form the low abstraction reductions scenario?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 18).	N	N/A	N/A
PW_SoR248a	Ofwat	Supply Forecast	Can you please provide the following data on the forecast climate change impact on deployable output (DO), and provide a confirmation that these match those presented in the latest draft WRMP data tables (for the WRMP24 values):	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A
PW_SoR248b	Ofwat	Supply Forecast	Can you please outline and describe the following:  a. The WRMP19 climate change emission scenario, projection(s) and percentile probability level used.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A
PW_SoR248c	Ofwat	Supply Forecast	Can you please outline and describe the following: [...] b.The WRMP24 preferred plan climate change emission scenario, projection(s) and percentile probability level used.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A
PW_SoR248d	Ofwat	Supply Forecast	Can you please outline and describe the following: [...] c.The WRMP24 low common reference scenario climate change emission scenario, projection(s) and percentile probability level used.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A
PW_SoR248e	Ofwat	Supply Forecast	Can you please quantify (in MI/d) the climate change uncertainty contribution to target headroom for 2025, 2030, 2035 and 2040, and explain and justify why this is appropriate given the chosen scenario/projection and probability levels applied in the draft WRMP24 preferred plan?	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A
PW_SoR248f	Ofwat	Supply Forecast	Explain and provide justification for the draft WRMP24 preferred plan climate change emission scenario, projection(s) and percentile probability level used, and the appropriateness for this planning period and in the context of adaptive planning.	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 19).	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR249a	Environment Agency	Options Appraisal	It is not clear if the options appraisal methodology has used UKWIR (2016) WRMP 2019 Methods – decision making process guidance, and UKWIR (2020) Deriving a Best Value Water Resources Management Plan.	The comment refers to Options Appraisal but the UKWIR reports quoted relate to best value planning. The best value planning method followed by WRSE used the UKWIR (2016) WRMP 2019 Methods – decision making process guidance, and UKWIR (2020) Deriving a Best Value Water Resources Management Plan. Further information can be found within the WRSE method statement: <a href="https://www.wrse.org.uk/media/sy1bu4to/method-statement-best-value-planning.pdf">https://www.wrse.org.uk/media/sy1bu4to/method-statement-best-value-planning.pdf</a>  The rdWRMP24 will publish the relevant WRSE methods to ensure Portsmouth Water's WRMP24 is a standalone publication.	N	N/A	N/A
PW_SoR249b	Environment Agency	Demand Forecast	The value for the 2017/18 leakage should be specified in the text. This will enable clarity for the reader	Section 8.5.3.1 of the main statutory document has been updated to include the outturn leakage figure for 2017/18. The text has been updated to state: "We have, along with all the companies in the WRSE region, committed to reducing leakage by 50 percent by 2050 (from the levels seen in 2017/18, which was 32.38 Ml/d). We now plan to achieve this in 2040, 10 years ahead of the target."	Y	Main Statutory Document	8.5.3.1
PW_SoR249c	Environment Agency	Engagement and consultation	It is not always clear which Pywr model is being referred to (especially in section 5) It should be clear which of the 3 Pywr models are being referred to in the plan	There are three Pywr models which have been used in the production of the dWRMP24. These include: - The WRSE Pywr Model (Model 1) - The Portsmouth Water WRZ Pywr Model (Model 2) - The Hampshire Pywr Model (Model 3).  The rdWRMP24 will be updated to ensure references to Pywr are clear to which model is being mentioned, in particular for Section 5.	Y	Main Statutory Document	5.2.4.2
PW_SoR249d	Environment Agency	Environmental Assessment	The SEA non-technical summary could be made more succinct and non-technical language used though-out.	The Non Technical Summary (NTS) has been updated to be more succinct and to remove non-technical language.	Y	Appendix 1G	NTS
PW_SoR249e	Environment Agency	Environmental Assessment	It should be made clear how the SEA monitoring measures have been secured (establish what you are monitoring and be clear on where the responsibility sits for undertaking any monitoring required). Measures should outline the need for triggers and thresholds for remedial action as well as a clear plan as to who, how, what and when for monitoring measures	Chapter 14 'Monitoring' has been revised to include more detail on Portsmouth Waters monitoring programme and their requirements.	Y	Appendix 1Da	Section 14
PW_SoR249f	Environment Agency	Demand Forecast	The plan should be updated to include information of adjustments made for non-connected properties, and how the non-connected properties have been estimated.	Our property numbers (including household, non-household and voids) are calculated in accordance with the Regulatory Accounting Guidelines as per the Annual Performance review for the base year. There are no adjustments for non-connected properties as our demand forecast is based on connected properties based on our billing records.	N	N/A	N/A
PW_SoR249g	Environment Agency	Supply Forecast	More detail could be provided on the specific risks and vulnerability of the system to the climate change projections (section 5.5)	There were 28 UKCIP18 climate change scenarios selected by WRSE for use in the supply-side climate change impact assessment. Climate change factors for precipitation and potential evapotranspiration for each of the 28 scenarios were available for key locations in the region. We applied the relevant factors to the baseline stochastic rainfall and potential evapotranspiration data to allow modelling of climate changed groundwater levels. Southern Water followed a similar process to model climate changed river flows in the River Itchen. The final step was to apply these groundwater and surface water stochastic data sets within the joint Southern Water and Portsmouth Water pywr model to calculate climate change impacts on water resources zone deployable output for the 28 UKCIP18 scenarios.  The range of climate change impacts reflects the vulnerability of our system to potential future climate change. Across the 28 scenarios, where river flows and groundwater levels are increased as a result of climate change, then deployable outputs are forecast to be higher than the baseline. However, for the majority of the 28 scenarios there is reduced deployable output owing to lower river flows and groundwater levels.  Lower groundwater levels will result in reduced available flows from our key spring source (Source B). They can also restrict how much we take from boreholes and wells due to 'Deepest Advisable Pumping Water Levels' (e.g. Source J), linked to constraints such as major fissure zones. Where river flows are forecast to reduce, then we are more likely to reach 'Hands off Flow' constraints on the River Itchen, which impacts the amount of available surface water for abstraction. This information has been provided in the main statutory document.	Y	Main Statutory Document	5.5
PW_SoR249h	Environment Agency	Supply Forecast	The plan should be updated to provide clarity that the perturbed stochastic data is used to generate perturbed groundwater level data for the climate change deployable output assessment [Section 5.2.2]	In section 5.2.2. we state 'This stochastic dataset, primarily composed of rainfall and potential evaporation (PET) data, has been post-processed to provide groundwater level data that have been utilised in our dWRMP24 DO assessment'. This references the Baseline Deployable Output (DO) and not the climate change runs. This sentence has been updated to state: 'This stochastic dataset, primarily composed of rainfall and potential evaporation (PET) data, has been post-processed to provide groundwater level data that have been utilised in our dWRMP24 DO assessment. This same post-processing process is used to generate the perturbed groundwater level data for the climate change DO assessments from the perturbed climate change stochastic data.'	Y	Main statutory document	5.2.2
PW_SoR249i	Environment Agency	Demand Forecast	Clarity should be provided on how void properties were estimated.	The following additional text has been added to detail how void properties were calculated as a footnote in Section 4.2.2.2 of the Main Statutory Plan.  "Void properties have been calculated in accordance with the Regulatory Accounting Guidelines as per the Annual Performance review for the base year. The number is the average number of residential properties within the Portsmouth Water supply area which are connected to the company's assets but do not receive a charge as there are no occupants. This is based on billing records held by the company based. The forecast number of voids remains consistent over the planning period."	Y	Main Statutory Plan	Section 4.2.2.2
PW_SoR249j	Environment Agency	Engagement and consultation	Clarity in the text could be provided which WRMP19 work is being referred to (Final WRMP19 or rWRMP 19 such as in table 11)	The rdWRMP24 documentation will be reviewed to ensure clarity on which WRMP19 is being referred too. Where needed all references to 'rdWRMP19' will be changed to 'Revised WRMP19 (Dec 2022)'. Where needed, other versions of the WRMP19 will be referred too as required.	Y	All documents	All
PW_SoR250a	Havant Borough Council	N/A	Document provided by Havant Borough Council. Agenda Item 7 not relevant to the Portsmouth Water WRMP24 consultation	N/A	N	N/A	N/A
PW_SoR250b	Havant Borough Council	N/A	Document provided by Havant Borough Council. Agenda Item 8, Appendix A has already been logged under PW_SoR65.	This Appendix has been logged under PW_SoR65. It was resent under PW_SoR250 as an Appendix.	N	N/A	N/A
PW_SoR250c	Havant Borough Council	N/A	Document provided by Havant Borough Council. Agenda Item 8, Appendix B was consultation comments to Southern Water and therefore has not been logged.	Consultation Reply was to addressed to Southern Water and therefore no response required.	N	N/A	N/A
PW_SoR250d	Havant Borough Council	Supply Options	Document provided by Havant Borough Council. Agenda Item 8, Appendix C was questions and concerns raised by residents and therefore have been logged in following points (SoR250e to i)	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR250e	Havant Borough Council	Supply Options	The trustworthiness of Southern Water to safely run the recycling plant and provide drinking water, following a court case and substantial fines for untreated sewage releases, and ongoing releases <ul style="list-style-type: none"> <li>• Transparency of company ownership, organisational structure, funding arrangements etc</li> <li>• Balance of investments in infrastructure vs dividends paid to shareholders</li> <li>• Public accountability of private water companies</li> <li>• Treatment of land owners on pipeline route</li> </ul>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A
PW_SoR250f	Havant Borough Council	Supply Options	Interaction between Southern Water and Portsmouth Water <ul style="list-style-type: none"> <li>• Greater transparency and clarity needed on whether Portsmouth Water customers will be supplied with drinking water using recycling as a source</li> <li>• The cost of the project and who will pay for it, including whether Southern and Portsmouth Water customer bills will be affected</li> <li>• Why water recycling proposals did not form part of the planning application for Havant Thicket Reservoir</li> <li>• Impact of proposal on environmental credentials of Havant Thicket Reservoir</li> </ul>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A
PW_SoR250g	Havant Borough Council	Supply Options	The need for the water recycling project <ul style="list-style-type: none"> <li>• Independent oversight of the water company's assessment of need</li> <li>• Whether all alternative supply options have been fully explored</li> <li>• Whether alternative locations for water recycling infrastructure have been fully explored</li> <li>• Whether water companies are doing enough to stop leakages</li> <li>• Whether profit is the driver for this project</li> <li>• Why Havant Thicket Reservoir cannot be filled purely with spring water to meet the identified need</li> </ul>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A
PW_SoR250h	Havant Borough Council	Supply Options	Technical Matters <ul style="list-style-type: none"> <li>• The ability of the technology to remove harmful chemicals, pharmaceuticals, pathogens, hormones etc to make recycled water safe for human consumption and the environment</li> <li>• Future monitoring of the system and public access to data</li> <li>• Safety measures in case of failures of the system</li> <li>• Effects on the flavour of the local drinking water</li> <li>• Effect on the environment, in particular on the reservoir, rivers and the harbours</li> <li>• Whether recycled water will only form part of supply during a drought, or all the time</li> <li>• Energy requirements of the technology, in particular in light of the current energy crisis and carbon neutrality targets</li> <li>• Number, length and location of pipelines</li> </ul>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A
PW_SoR250i	Havant Borough Council	Supply Options	Decision Making and Public Engagement <ul style="list-style-type: none"> <li>• Why this is a Nationally Significant Infrastructure Project (NSIP) to be determined by Development Consent Order (DCO) route, rather than local planning permission?</li> <li>• Role of the Local Authority in decision making</li> <li>• The sign off process for this project and opportunities of public influence</li> <li>• Poor advertising of consultations – eg why was information not provided with water bills?</li> <li>• Need for compulsory purchase of land</li> <li>• Delivery timescales</li> </ul>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A
PW_SoR250j	Havant Borough Council	Supply Options	[Following questions were raised following the public meeting held on the 15/02/2023] We understand how new technology can further assist in reducing the abstraction from such sources, including leakage reduction, bulk transfers and water recycling. However whilst we have an excess of spring water in Havant we cannot support the use of water recycling to provide drinking water in Havant Borough, unless aquifer supply is insufficient to serve Portsmouth Water customers. We understand that this would not be the case for the foreseeable future, even including allowances for climate change. We are also concerned about how these changes are being communicated to residents in the Borough. At this point, there has not been any external communication which suggests that water supply to Portsmouth Water customers could come from any source other than the [Source B2], as it always has. <ol style="list-style-type: none"> <li>1. Can you confirm for the public record that Portsmouth Water is planning to supply recycled water to Portsmouth Water customers?</li> <li>2. If the answer to 1 is yes, would this be throughout Portsmouth Water's network or in specific areas?</li> <li>3. If the answer to question 1 is yes, would this be all year round, during summer conditions or at times of drought?</li> <li>4. If the answer to question 3 is that water from Havant Thicket Reservoir would be regularly supplied to Portsmouth Water customers, do you have any concerns that customers would be more cautious about the safety of the water they are drinking, leading to increases in the use of bottled water?</li> <li>5. What is the current excess flows from [Source B2] on a daily basis and how does this change throughout the year?</li> <li>6. Would any additional pipelines need to be constructed (beyond what is proposed by Southern Water) to allow recycled water to reach Portsmouth Water customers?</li> <li>7. Would Portsmouth Water re-consider any plans to supply recycled water to its customers based upon widespread public opposition?</li> <li>8. Would the inclusion of recycled water into Havant Thicket Reservoir change the types of leisure activities which can take place, compared to what was set out in the original planning application?</li> </ol>	These questions were also submitted as part of the SoR65 but have been logged for consistency. Please refer to SoR65 for the replies.	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR250k	Havant Borough Council	N/A	Document provided by Havant Borough Council. Agenda Item 8, Appendix B was consultation comments to Defra and therefore has not been logged.	Consultation Reply was to addressed to Defra and therefore no response required.	N	N/A	N/A
PW_SoR251a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR251b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR251c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR251d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation. They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR252a	National Trust	Other (catch all)	The Trust expects that the final WRMP would incorporate: An environmentally responsible and sustainable approach to development, with clear SMART aims and objectives	<p>The following text has been added to the rdWRMP24 main statutory document (Section 10.10):</p> <p>"Any development that Portsmouth Water undertake, whether through the planning system or as permitted development, will be undertaken in an environmentally responsible and sustainable manor. Planning requirements, such as the development of Havant Thicket Reservoir, do require this approach and we will also aim for a minimum of 10% Biodiversity Net Gain (BNG). There will be a commitment for having clear SMART aims and objectives for every project."</p>	Y	Main Statutory Document	10.10
PW_SoR252b	National Trust	Decision Making (Programmes and Plans)	[The National trust expects for the final WRMP] The use of the mitigation hierarchy in all aspects of planning and programming – eg leakages of water resources to be addressed prior to new development of assets	Our rdWRMP24 proposes significant demand and leakage reductions which reduce the need for asset based solutions. However, despite these demand reductions, our plan does indicate the need to make asset based interventions, such as a booster scheme to release deployable output. In line with customer and Regulator expectations our focus is on demand reductions ahead of any asset based solutions.	N	N/A	N/A
PW_SoR252c	National Trust	Options Appraisal	[The National trust expects for the final WRMP] The development of strategic/regional level drought resilience measures in parallel with the new infrastructure programme	<p>Our latest 2022 Drought Plan details our approach to managing drought, which can be found on our website (<a href="https://www.portsmouthwater.co.uk/news/publications/water-resources-planning/">https://www.portsmouthwater.co.uk/news/publications/water-resources-planning/</a>). In addition our rdWRMP24 includes significant demand side measures (reduced leakage and water efficiency schemes) and the use of drought permits which improves our resilience in a drought.</p> <p>In addition, the WRSE Regional Plan ensures the South East region is resilient to a 1 in 500 drought event.</p>	N	N/A	N/A
PW_SoR252d	National Trust	Demand Options	[The National trust expects for the final WRMP] A clear communication and education strategy on management of demand	We are committed to delivering a full community and education programme alongside our smart meter programme. Please refer to section 4.5.2.2, 4.5.2.4 & 4.5.2.5 in the Water Efficiency Strategy Appendix (10B) which details our strategy. As we progress towards 2025 we will develop our detailed plans for delivery with communication to customers and stakeholders.	y	Appendix 10B	4.5.2.2, 4.5.2.4, 4.5.2.5
PW_SoR252e	National Trust	Engagement and consultation	[The National trust expects for the final WRMP] A commitment to full and effective engagement and communication with all stakeholders that may be affected.	We can confirm our rdWRMP24 will include a commitment for effective engagement of stakeholders and customers who may be affected any WRMP24 schemes. The following text has been added to the rdWRMP24 "Ahead of WRMP24's implementation we will develop and implement a full engagement plan to stakeholders and customers impacted by schemes"	Y	Main Statutory Document	1.4



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PW_SoR252f	National Trust	Environmental Assessment	<p>[The National trust has the ability to declare any National Trust land as 'inalienable' meaning it cannot be acquired through compulsory acquisition; this decision cannot be reversed]. From a review of the dWRMP it does not appear that any land in National Trust ownership would be affected by proposed projects included in the dWRMP. However, in the event that Trust land and properties might be affected by emerging proposals it is important that for the development of new physical assets the need and justification is clearly set out, in comparison to other options or alternatives. In addition, the likely adverse impacts on cultural heritage, the natural environment and in respect of climate change should be fully assessed and minimised and/or mitigated, as appropriate. The Trust would also expect proposed developments to maximise the potential benefits for people and nature.</p> <p>Where there are areas of National Trust land potentially affected by any stage of the overarching dWRMP options that the Trust has not specifically identified above, due to the absence of specific asset details and locations in the dWRMP, and/or due to the necessary optionality that such a long-term plan necessitates, the Trust would welcome further engagement on Thames Water's draft WRMP24 prior to its finalisation.</p>	<p>We can confirm our dWRMP24 does not impact National Trust Land. We welcome the National Trust's engagement with our WRMP and will ensure that we engage early on if any future schemes look like they may interact with National Trust land.</p> <p>We note that the National Trust specifically state that they would like further engagement with Thames Water's WRMP and, as our options do not impact National Trust land we do not consider it appropriate to make any changes to our WRMP because of this comment.</p>	N	N/A	N/A
PW_SoR253a	Waterwise	Demand Options	Many thanks for the opportunity to comment on the draft plan. We have focussed our response on the demand management elements of the plan. Overall we are pleased to see a good level of detail in the draft plan on how future demand has been calculated and the demand management options that have been considered when it comes to household demand and leakage. It would be good to see the final plan reference the new UK Water Efficiency Strategy to 2030 which the company helped develop.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24 in respect to metering and general water efficiency. We have included reference to the UK Water Efficiency Strategy to 2030, please refer to Section 2.3.1 for further information.	Y	Appendix 10B	2.3.1
PW_SoR253b	Waterwise	Engagement and consultation	The summary consultation document was clearly written and helped explain the plan simply for a non-technical audience which we welcome. It could have been improved with the addition of signposting readers to Portsmouth Water's existing water efficiency information and opportunities to save water for their customers. At the point of engaging on these plans and drawing interest in the subject of water resources it is an excellent opportunity to engage people with water efficiency. It would be great to see Portsmouth Water use the opportunity of the final plan promotion to do this.	We are committed to supporting customers to reduce their water use. Our current advice and support can be found on our website ( <a href="https://www.portsmouthwater.co.uk/environment/saving-water/">https://www.portsmouthwater.co.uk/environment/saving-water/</a> ). We can confirm we will signpost customers to our current support in the non-technical summary with the rdWRMP24.	Y	Non Technical Summary	Non Technical Summary (once published)
PW_SoR253c	Waterwise	Demand Options	We fully support the high plus water efficiency programme presented including the planned programme of home and business water saving audits. Thames Water's smarter home visit programme which targets high users is delivering sustained savings of 70 litres per property per day. Table 42 is very useful for seeing the activities for the various options considered including the High Plus option selected as preferred.	Comment noted, no action required.	N	N/A	N/A
PW_SoR253d	Waterwise	Demand Options	Areas where we think additional investment could be considered and do not seem to be included in this plan are: - Funding to undertake or support a leaky loo campaign. The former could be progressed as a collaborative campaign on leaky loos with other water companies, the BMA and Waterwise as recommended in our position statement. - The company could consider offering a leaky loo fix, or a financial incentive to customers to get a leaky loo fixed to sit alongside your existing offerings	We are currently working with other water companies to improve consistency in water efficiency messaging, a collaboration on a leaky loo campaign is also being considered in our communication plans.	N	N/A	N/A
PW_SoR253e	Waterwise	Demand Options	We would encourage Portsmouth Water to also include a campaign to raise awareness on dual flush buttons. Research by ESW has found 20% of people incorrectly identify which is the small flush button in their own homes.	Thank you for your suggestion. We suggest this would benefit from a national campaign via collaboration with other companies and relevant stakeholders. The messaging to customers would require careful consideration due to the differences in the design / layout of dual flush toilet buttons. We will consider this suggestion in our communication plans.	N	N/A	N/A
PW_SoR253f	Waterwise	Demand Options	Trialling and roll-out of flow controllers in new build properties. Numerous water company trials across the UK have shown that they can work well and save circa 30-65 litres per property. Portsmouth Water could also work with local authorities and housing associations to install them in social housing or they could be fitted when smart meters are installed.	We can confirm we will be trialling flow controllers as part of our demand reduction strategy. Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our overarching approach and provides further detail on flow controllers. Please refer to Section 4.5.2.8.	Y	Appendix 10B	4.5.2.8
PW_SoR253g	Waterwise	Demand Options	We are pleased to see Portsmouth Water proposing to fit smart water meters going forward to HH customers from 2025 through to 2035 (200,000 installations reaching 94% of customers). Our research coupled with the experiences of Anglian and Thames Water to date have shown that smart metering is a game changer when it comes to reducing leakage and engaging with customers on water use and water wastage and we are pleased to see the reference to Waterwise in this section of the plan. It is important that the roll-out includes fitting smart meters to NHH customers as well given that typically around 30% of consumption is from NHH customers.	Since the dWRMP24 we have produced a new supporting Appendix, Water Efficiency Strategy (10B), which details our plans for the rdWRMP24. This includes a commitment and further details about our plans for smart metering and water efficiency support for NHH's. Please refer to 4.5.2.7 and Annex 3 of the Appendix.	Y	Appendix 10B	4.5.2.7, Annex 3
PW_SoR253h	Waterwise	Demand Options	Alongside the roll-out the company needs to consider the engagement aspects for consumers through digital portals or apps to fully realise the benefits of the technology. In addition, the company should start to consider ways to reduce consumption through new tariffs and rewards for customers linked to the availability of smart meters. We are pleased to see Portsmouth propose running a reward scheme linked to the smart meter roll-out. There could also be opportunities for incentives for customers who reduce demand during hot weather or in a drought. Similar schemes are being used in the energy sector.	Since the rdWRMP24 we have updated our Demand Options to meet the updated demand reduction targets detailed in the 2023 Environmental Improvement Plan. The updated options include the use of tariffs. We recognise the potential of smart metering to provide additional insights and opportunities to engage customers in their water usage and plan to fully explore opportunities of digital channels, tariffs and reward schemes. Since the dWRMP24 we have also produced a new Water Efficiency Strategy Appendix (10B) which details our overarching approach and provides further detail on smart metering and tariffs. Please refer to Section 4.5.	Y	Appendix 10B	4.5
PW_SoR253i	Waterwise	Demand Options	We are pleased to see that Portsmouth Water recognises the potential contributions to demand reduction from government policies such as water labelling of products and have included this in the plan. We are asking all companies to include a budget in their final plans to support/promote the roll-out of water labelling in AMP8 helping to explain to their customers why it is important and how they can use the label. The trial of an incentive scheme could also be considered. There are further opportunities to secure additional savings through more ambitious policy-led solutions with regards to new build development and retrofit as set out in the government's recently published Roadmap. We value Portsmouth Water's ongoing work with Waterwise to advocate for more supportive policies.	Any promotion of Government policy linked to water labelling would be delivered via our existing marketing budget, rather than dedicated funding for the scheme. We would support Government policy related to building standards to reduce our demand for water.	N	N/A	N/A

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PW_SoR253j	Waterwise	Demand Options	We are pleased that Portsmouth Water has included an understanding of future non-household PWS needs in the draft plan and has included options to reduce NHH water demand. This is important, especially in light of the government's Environment Act target (which includes NHH demand reduction) and Ofwat's planned performance commitment on NHH demand reduction.	<p>Since the dWRMP24 we have reviewed our non-household demand reductions to meet at least 15% by 2050 to align with the Government targets. During WRMP24 we will carry out audits and support visits to non-household (NHH) premises, targeting users from across the consumption threshold, ranging from garden centres and golf courses, to hairdressers and shops targeting relatively high users in their domain. The audits will support with general advice and guidance as well as on site support, helping with finding and fixing leaks and installing water saving gadgets and urinal controls.</p> <p>Since the dWRMP24 we have produced a new Water Efficiency Strategy Appendix (10B) which details our approach and options to support customers to reduce demand. Please refer to this Appendix, in particular Section 4.5 which details options we considered in the rdWRMP24.</p>	Y	Appendix 10B	4.5
PW_SoR253k	Waterwise	Demand Options	Part of the pressure on the supply demand balance comes from new development. This is an area where the plan could say more. For example, the company could refresh its developer incentives to help minimise the water demand footprint of new development and Thames Water have a good existing example of this (page 9). We believe that new developments in seriously water stressed areas should be water demand neutral...in much the same way as regulators require new developments in flood prone areas to be flood neutral. This could be achieved through proactive collaborative work with planners and developers.	<p>Portsmouth Water support Water Neutrality and its aims to reduce water demand. The following text has been added to the rdWRMP24 to confirm our position on Water Neutrality.</p> <p>"We are supportive of the aims of Water Neutrality to improve building standards and reduce our demand for water. However, we acknowledge Water Neutrality cannot solely be delivered by the water companies who cannot be seen as the "default" funders of the measures required for water neutrality. The delivery of water neutrality must be on the basis of concerted action in partnership with the local community, and involving the local authority, local water companies, the Environment Agency and developers. Due to the above considerations, demand savings from Water Neutrality have not been included in the WRMP24 (as baseline demand or as options), however we will continue to liaise with the relevant authorities to support its implementation".</p>	Y	Main Statutory Document	Section 4.3 (baseline household demand forecast). A new paragraph after the first existing paragraph but before the sub heading 4.3.1
PW_SoR253l	Waterwise	Other (catch all)	At Waterwise, we're committed to driving equity and preventing discrimination at work and in the work we do. A great deal of our impact is delivered through challenging others through consultations such as this to ensure equity, diversity and inclusion has been considered in all policy and planning decisions. We encourage as you develop the final plan to consider the impacts on social wellbeing and how you will understand impacts of decisions, including in the long-term following trade-offs, on the diverse members of the Portsmouth Water customer base.	Since our dWRMP24 we have revised our demand options to meet updated demand reduction targets and the selected demand reduction measures are required to meet these targets. However we are committed to ensuring these plans do not disproportionately impact certain demographics and groups and this has been considered in the development of the options. We plan to conduct extensive customer research and engagement as well as engaging charities and other interested social groups to help us shape our plans and consider vulnerabilities, demographics and other social and socio-economic factors. For example, in our plans for water efficiency we will support customers affordability through a variety of tariffs. We will offer home visits where we will talk to customers about their usage, identify leaks and provide support and advice about saving water which is appropriate for their home. We will also provide information to charities who help our vulnerable customers by adding support for affordability and water efficiency. We already have features on our website which offer a range of accessibility options such as language, font size, dictionary, recite, download to audio file. We also have the option to provide our printed bills and letters in large print, brail, have an agent read the information over the phone. We will continue and enhance these services with our metering roll out and the new technology's available.	N	N/A	N/A
PW_SoR254a	Individual	N/A	[Email consultation reply was blank and no commentary provided]	[Email consultation reply was blank and no commentary provided]	N	N/A	N/A
PW_SoR255a	Individual	Supply Options	[Responce about Hampshire Water Transfer and Water Recycling Project] Though I am aware of possible water shortage in the future, I believe there are better ways and more environmentally friendly solutions to solve this problem and I am very concerned about this proposal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.1, 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.1, 3.2 and 3.3
PW_SoR255b	Individual	Supply Options	We get plenty of rain to collect & store, why do we need to treat & recycle sewage effluent for drinking water? Climate change suggests wetter winters and hotter summers. Surely we should store our water in aquifers for usage in the summer. This type of recycling is only used in severe drought-stricken parts of the world such as California, Namibia and parts of Australia. Why do we need it in England where there is plenty of rain-water that could be collected and stored? There must be better more sustainable options.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR255c	Individual	Supply Options	Why not investigate and identify where excess flow could be used to add to underground aquifers in winter and stored for use in dry summers? When stored underground it is not subject to evaporation. If there are not enough suitable aquifers, then why not build and store excess winter water in reservoirs nearer to where the water is needed, rather than build a 40km pipeline.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3

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PW_SoR255d	Individual	Supply Options	The repair of leaky water pipes alone would solve problem of water shortage. So why are we not doing this? It has been brought to the attention of the public that this a major key in the solution of water shortage.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR255e	Individual	Supply Options	Mixing spring water with effluent water will change the quality of the water. If we had a separate system and used recycled water for our gardens but kept the drinking water separate then people might feel differently. In countries like Greece this has been practiced for a long time.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR255f	Individual	Supply Options	<p>The water will have been through further chemical processes which are not needed at the moment and will have an impact on the quality of the water. It will require a large amount of infrastructure to be built, plus lots of chemicals and energy to operate daily, which us the customers will have to pay for in our bills. It will have a very high environmental and carbon impact during construction &amp; operation. It seems strange to allow large amounts of electrical consumption when energy we are being asked to be conspicuous with our energy along with the price hikes that have been seen. There must be a better way.</p> <p>In addition, even when the water is not needed Southern Water have indicated that they will still need to treat and pump a minimum of 3 Olympic sized swimming pools of recycled effluent every day of the year to keep the treatment plant and pipelines sweet. When demand is high in the future, they want to be able to treat and pump up to 60 million litres per day, which equates to 24 Olympic sized swimming pools of recycled water into the reservoir each day. The cost of the large amount of chemicals needed and huge energy bill will be paid for by customers. When you consider how quickly energy costs are rising what will be the impact on customers' bills?</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.2, 3.3, 3.5, 3.9, 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3, 3.5, 3.9, 4.2 and 4.3
PW_SoR255g	Individual	Supply Options	Southern Water has not had a good record with sewage discharge with video showing the discharges and record fines. How can we know that there are no short cuts because of financial issues? What tests will they have to do to the water? Will they be detailed enough?The facilities that we currently have to deal with sewage are not adequate for the demand. This is the reason why sewage is discharged as this plant is not big enough to deal with the increasing demand.How will Southern water deal with any potential problems? How will we know if something ends up contaminating the water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.8 and 4.1 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.8, 4.1
PW_SoR255h	Individual	Supply Options	Many people will be looking into buying more bottled water which would increase the amount of plastic bottles. As the levels of trust with the water companies is at an all time low.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR255i	Individual	Supply Options	Customers will also have to pay to build and operate alternative energy generation capacity so that Southern Water can meet the commitment it has already made for net zero carbon in operation by 2030. Would it not be better to select a more sustainable, less energy and carbon hungry process in the first place?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR255j	Individual	Supply Options	Southern Water are allowed to make profits from building infrastructure such as treatment plants, pipelines and pumping stations, so perhaps it's unsurprising that they have selected the option that requires the most infrastructure, rather than potentially cheaper, more environmentally friendly solutions which have less potential to deliver a profit.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9
PW_SoR255k	Individual	Supply Options	<p>The implications for habitats and wildlife have not been considered. Southern Water suggest they will be pumping in a minimum of 7.5 million litres of recycled water every day of the year to keep the reservoir topped up all the time. The original spring fed reservoir proposal was to create fluctuating water levels to benefit biodiversity, by exposing islands for breeding birds in the summer, and muddy margins for young birds and migrating birds to feed on. A reservoir kept full does not provide the same benefits meaning that what was promised when the reservoir received planning permission will not be delivered.</p> <p>Please reconsider we need to look at more environmentally friendly alternatives.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR256a	Individual	Supply Options	<p>The following has been brought to the attention of the public.</p> <p>"new proposed Portsmouth Water reservoir for storage in Havant has been hijacked by Southern Water who have now announced that 50% untreated sewage will be added regularly to the pure spring water. Their intention to pump recycled effluent from [Budds Farm] WWT into this new reservoir "</p> <p>I strongly object to this plan and would urge Southern Water to deal with untreated sewage that both protects the environment and public health.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR257a	Individual	Supply Options	To whom it may concern, I understand that in the Southern Water Draft Water Resources Management Plan it is proposed to add 50% untreated sewage from the [Budds Farm] WWT works to spring water in a new proposed Portsmouth Water reservoir for storage in Havant. We have not been notified of any public consultation on this and if this means our current supply of fresh spring water from Portsmouth Water will be affected by this plan, I wish to lodge my objection to this proposal.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.10 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.10, 5.2
PW_SoR258a	Individual	Supply Options	I only have scant details but I understand that it is the intention of Southern Water 'to pump recycled effluent from [Budds Farm] WWT into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation'. As a Chichester resident, I wish to object to Southern Water's plans. It's a company I have neither respect for nor trust in their activities. What they're doing to Chichester Harbour is shameful. Please stop their plans to spoil Portsmouth Water's excellent standards	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.8, 3.10, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.8, 3.10, 4.3, 5.2

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PW_SoR259a	Individual	Supply Options	Southern and Portsmouth water plan to mix effluent with spring water at the new Havant Reservoir. We drink the water they supply and we are not happy with this plan. Southern water already have a very bad reputation for sending effluent to Chichester Harbour. We cannot trust them to do this without incidents that would affect our health	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR259b	Individual	Supply Options	[The process of mixing recycled water with sprint water is] a new untried process apparently and we are very wary of their ability to succeed.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the use of water recycling technology and is specifically addressed in Section 3.7 of Appendix 7F.</p>	Y	Appendix 7F	3.7
PW_SoR259c	Individual	Supply Options	Havant Thicket is a wonderful nature habitat and pumping effluent into spring water is not excusable	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR260a	Individual	Supply Options	We are very concerned that we are going to be supplied with drinking water from a new reservoir that Southern Water propose to put treated sewage into. Apparently Southern Water are going to share the new Portsmouth Water proposed reservoir. Surely we have some say in this matter? Surely we do not have to share water with that provided by Southern Water? We strongly object to this proposal. Please can you tell us what is going on.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR261a	Individual	Supply Options	The decision to empty untreated effluence to a pure water system is totally in acceptable. We already understand how in trust worthy this companies decision making us. Government needs to act to stop this ridiculous idea.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.8, 4.1, 4.3 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.8, 4.1 and 4.3
PW_SoR262a	Individual	Supply Options	Objection to Portsmouth water reservoir in Havant to be hijacked by Southern Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11

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PW_SoR263a	Individual	Supply Options	To whom it may concern. I am writing to send in my objection to Southern water's proposal , to put chemically recycled treated sewage effluent water with drinking water, via pipelines into the the planned development in the Havant Thicket Reservoir, being built by Portsmouth Water.  All this I believe to be without a consultation with the local planning department and full open and honest discussions with the local people	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.	Y	Appendix 7F	5.2
PW_SoR263b	Individual	Supply Options	I understand in the UK, our government are not yet testing such water for a group of toxic man made chemicals, unlike the Overseas checks, which have been carried out where they have found this type of water has been linked to causing a range of diseases including cancers, miscarriages etc. We should not be Guinea pigs!	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.	Y	Appendix 7F	4.1
PW_SoR263c	Individual	Supply Options	I am further concerned regarding the ecological development for this area. I have walked my dog in this are for the past 9 years and I know the area well. Southern Water have in the past shown they are not fit to manage either their sewage or drinking water businesses and have repeatedly polluted our coastal area with sewage, which they have been fined on many occasions. They only care about their profits and not the people or local environment.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.	Y	Appendix 7F	3.8
PW_SoR263d	Individual	Supply Options	In terms of providing adequate drinking water supply - once again they demonstrate their unfitness to be a supplier - just this week my friend has yet again been left without water due to Southern Water supply issues! Up until now as a customer of Portsmouth Water I have been shielded from such inefficiencies - this will obviously not be the case if Southern Water should be allowed to become involved in our water supply	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.11 and 3.12 of Appendix 7F.	Y	Appendix 7F	3.11 and 3.12
PW_SoR263e	Individual	Supply Options	The original proposal was to enable Portsmouth Water to be able to store excess water from the springs so that it did not simply run off - a sensible proposal which many supported.	Comment noted, no action required.	N	N/A	N/A
PW_SoR263f	Individual	Supply Options	Furthermore there were promises that there could be water sports held on this reservoir, which has now been rescinded! Who would want to doing an activity in this sort of water now? The mental health of so many people is a big problem these days, in particular since lock down/Covid and this could have been a great opportunity as a recreational outlet for them.	Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.  Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to how the HWTWRP may influence amenity and recreation of Havant Thicket Reservoir and is specifically addressed in Section 4.4 of Appendix 7F.	Y	Appendix 7F	4.4

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR264a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR264b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR264c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR264d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation. They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR265a	Individual	Supply Options	<p>We the signatories of this petition call upon DEFRA to DELAY the Effluent Recycling plans proposed by Southern Water. At the time of writing, almost 3,000 residents have signed and more will continue to sign in the coming weeks. [Petition link: <a href="https://www.change.org/RecycledTreatedEffluent4DrinkingWater">https://www.change.org/RecycledTreatedEffluent4DrinkingWater</a>]</p> <p>"We call on Defra to delay Southern Water's plan to recycle sewage effluent into drinking water, and demand they properly explore other cheaper, greener solutions first. This is because of: Huge environmental concerns.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 4.2 and 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.2 and 4.3
PW_SoR265b	Individual	Supply Options	[Calling to delay Southern Water's plan because of] Deliberate suppression of cheaper, greener solutions for financial reasons.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to customer bills and water company share price and is specifically addressed in Section 3.9 of Appendix 7F.</p>	Y	Appendix 7F	3.9

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PW_SoR265c	Individual	Supply Options	[Calling to delay Southern Water's plan because of] Totally inadequate consultation.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to stakeholder engagement for WRMP24 and is specifically addressed in Section 5.1 of Appendix 7F.</p>	Y	Appendix 7F	5.1
PW_SoR265d	Individual	Supply Options	[Calling to delay Southern Water's plan because of] A complete breakdown of public trust in Southern Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR265e	Individual	Supply Options	[Calling to delay Southern Water's plan because of] The risk of water tasting different in turn driving customers towards bottled water, with further huge environmental impact."	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR266a	Individual	Supply Options	Dear Sir, As a customer of Portsmouth Water I fear that the future of my drinking water will be compromised by the involvement of Southern Water in the Havant Thicket reservoir. Initially it was a partnership with Portsmouth Water to invest in the construction of the reservoir, filled with [Source B2] water, whereby Southern Water could use the surplus to supply its customers in Hampshire.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR266b	Individual	Supply Options	This latest proposal to partly fill the reservoir with recycled effluent from the ailing [Budds Farm] sewerage works is beyond the pale, myself and thousands of other PW customers would feel compelled to resort to drinking environmentally unfriendly bottled water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR266c	Individual	Supply Options	Every week we see evidence of yet more Southern Water failings and therefore I have no confidence whatsoever in their ability to deliver this environment threatening project.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8



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PW_SoR267a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR267b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR267c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR267d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation. They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR268a	Individual	Supply Options	I am writing to formally complain about the proposal to recycle effluent and store it in the new Havant Thicket Reservoir. Can you please stop this project and insist that Southern Water investigate more environmentally friendly alternatives. We were told by Portsmouth Water the new reservoir project would put the environment first. This cannot be the case if we have to run a high energy recycling plant 24x7x365.  I posted the question (highlighted in yellow below) on the wrse public consultation website here <a href="https://wrse.uk.engagementhq.com/consultation-live-qa">https://wrse.uk.engagementhq.com/consultation-live-qa</a> and it took over 2 weeks to get an inconclusive answer. I have attached this for reference. Apparently the answer is hidden in a 10MB spreadsheet but I am not certain that Southern Water or WRSE want the public to know the environmental cost of the running the plant and pumping water 40km. Why did my question not get a clear answer. THEY MUST KNOW THE CO2 OUTPUT, CARBON FOOTPRINT and ENERGY REQUIREMENTS.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR268b	Individual	Supply Options	Surely [the CO2 output/energy usage] can be shared with the general public or customers who may have to start drinking bottled water....	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

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PW_SoR268c	Individual	Supply Options	What is the total energy requirement of the proposed water recycling plant at Havant, including costs to pump from [Source B2] to HTR and then to Winchester. As this will be running 24x7x365 what will be the CO2 output or Carbon Footprint.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3
PW_SoR268d	Individual	Supply Options	Can the equivalent amount of water [from the current water treatment plan] be saved by enforcing hosepipe bans permanently? Encourage people to collect rainwater for gardens? As you know there are many alternative ways to save the amount of water that the recycler will produce without requiring massive amounts of energy and infrastructure, should these not be given priority as we try to meet global goals to reduce climate change?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR268e	Individual	Supply Options	<p>Southern Water have already investigated Alternate recycling schemes along with a number of more environmentally friendly schemes that would potentially negate the need for effluent recycling altogether. But they are being allowed to ignore these options and progress with the most costly solution requiring the most heavy infrastructure. Why is this? Some alternatives from Southern Waters documentation are listed below.</p> <p>Other Managed Aquifer Recharge Winter Storage Reservoirs Upgrade Otterbourne [WSW] treatment capacity 2031 Upgrade River Test treatment capacity 2031 Move Otterbourne [WSW] abstraction closer to tidal limit Relocation of P.Water [Source A] abstraction to tidal limit Testwood Lakes – conjunctive use with local treatment works New Lower Greensand abstraction North Hants, near Kingsclere River Adur offline reservoir 2045 [Pulborough] Winter Transfer</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR268f	Individual	Supply Options	I am extremely concerned by the lack of public consultation and Southern Water's plan to bypass local approval planning approval processes.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to stakeholder engagement for WRMP24 and is specifically addressed in Section 5.1 of Appendix 7F.</p>	Y	Appendix 7F	5.1
PW_SoR268g	Individual	Supply Options	I am extremely concerned the proposal may be submitted before Southern Water complete environmental impact assessments.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to future planned events, consultations and assessments, and is specifically addressed in Section 5.2 of Appendix 7F.</p>	Y	Appendix 7F	5.2
PW_SoR268h	Individual	Supply Options	I am a stakeholder on the Portsmouth Water Environment Sub Group of the Havant Reservoir project. I have a reasonable understanding of the measures being taken to reduce the impact of the new reservoir on our local countryside and environment. None of the plans included anything to do with effluent recycling and the effect this will have.	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the planning application of Havant Thicket Reservoir (the approved scheme) and is specifically addressed in Section 2.3 of Appendix 7F.</p>	Y	Appendix 7F	2.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR268i	Individual	Supply Options	From my question to the WRSE - We know there are many alternative ways to save the amount of water that the recycler will produce without requiring massive amounts of energy and infrastructure, should these not be given priority as we try to meet global goals to reduce climate change?	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Southern Water's options appraisal process and option selection for WRMP24 and is specifically addressed in Section 3.2 and 3.3 of Appendix 7F.</p>	Y	Appendix 7F	3.2, 3.3
PW_SoR269a	Individual	Supply Options	<p>To whom it may concern,</p> <p>I am a Portsmouth and Southern Water customer and am extremely concerned at the prospect of recycling water from Bud's Farm sewage treatment works, by adding it to the Havant Thicket Reservoir. A project that received planning permission because it was described as:</p> <p>"First and foremost an environmentally-led project."</p> <p>And because the water from the reservoir was "Coming from natural springs"</p> <p>"These springs deliver a high quality, sustainable supply of water all year round and are thought to be the largest individual source of spring water in Europe."</p>	<p>Thank you for your consultation comment. Both Southern Water and ourselves received a range of consultation comments regarding Havant Thicket Reservoir and Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions (Appendix 7F). Your comments have been logged under PW_SoR69 where your consultation comments are responded to directly and cross referenced the relevant report section accordingly.</p>	Y	Appendix 7F	All
PW_SoR269b	Individual	Supply Options	It appears that Havant council were not made aware of Southern Waters' intent to recycle water from the sewage works, when they agreed the planning permissions for the Havant Thicket Reservoir. Councilor, Alex Rennie appears to have been quite vociferous on the 'deception' or keeping quiet on this aspect of the reservoir plan, and apparently Portsmouth Water are claiming ignorance too.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to stakeholder engagement for WRMP24 and is specifically addressed in Section 5.1 of Appendix 7F.</p>	Y	Appendix 7F	5.1
PW_SoR269c	Individual	Supply Options	<p>I have many concerns over this proposal but my greatest concern is the contamination by the pharmaceuticals taken by the population. It appears that there is no guarantee of 100% removal through reverse osmosis. The Environmental scientist Joel Pederson says: "research shows that water-reclamation plants employing reverse osmosis do in fact remove more contaminants." (But not all)</p> <p>He also says: "Right now, the ecological effects of chronic low-level exposure to many of these pharmaceuticals are unknown."</p> <p>The Harvard Medical school states: "It's possible that there's a cumulative effect on people from even tiny amounts of these and other pharmaceuticals in drinking water, but this hasn't been proven." In other words, this is an experiment forced upon the people (who will also be paying for the project through their bills) and it may affect their health. An article from another scientific journal states: "Pharmaceutical pollution poses a global threat to environmental and human health."</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to drinking water quality and is specifically addressed in Section 4.1 of Appendix 7F.</p>	Y	Appendix 7F	4.1
PW_SoR269d	Individual	Supply Options	<p>It is known that waste water entering rivers, and entering the sea, has impacted the fish and shellfish, causing mutations affecting their behavior, as well as their fertility.</p> <p>The environmental impact of the introduction of recycled effluent to the reservoir has not been assessed, and the impact on those who drink the water is also unknown.</p> <p>I do not agree to the introduction of recycled waste water for drinking.</p>	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the potential environmental effects from the operational of the scheme and is specifically addressed in Section 4.3 of Appendix 7F.</p>	Y	Appendix 7F	4.3

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR270a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR270b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR270c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR270d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation. They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR271a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR271b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR271c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR271d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation.They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR272a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11
PW_SoR272b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR272c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR272d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTw - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation.They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR273a	Individual	Supply Options	I am a happy Portsmouth Water Customer and relish the fact that my water supply is pure spring water gathered from underground sources on the Downs. However, this is now under serious threat. A proposal by Portsmouth to build a storage reservoir at Havant has been hijacked by Southern Water	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to Portsmouth Water's commitment and support of the proposed HWTWRP and is specifically addressed in Section 3.11 of Appendix 7F.</p>	Y	Appendix 7F	3.11

Official Response ID & Subcode	Response Source	Section of the WRMP	Consultation Comment	Statement of Response	Comment requires updates to the WRMP / Y/N)	Document Reference	Section Reference
PW_SoR273b	Individual	Supply Options	[Southern Water's] record on pouring untreated sewage into Chichester Harbour, a protected conservation area of outstanding natural beauty, is utterly appalling.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to wastewater releases and is specifically addressed in Section 3.8 of Appendix 7F.</p>	Y	Appendix 7F	3.8
PW_SoR273c	Individual	Supply Options	[Southern Water] have even seem to have renamed the project as 'Hampshire Water Transfer and Water Recycling Project'	Thank you for your consultation comment. Southern Water's scheme is named Hampshire Water Transfer Water Recycling Project (HWTWRP).	N	N/A	N/A
PW_SoR273d	Individual	Supply Options	It has now been revealed that Portsmouth Water plan to pollute the natural spring water in this reservoir with 50% human effluent from [Budds Farm] WWTW - that is, into this new reservoir filled with spring water and surrounded by a wetland haven - without any consultation. They propose to install a 'reverse osmosis' system which has never used before and is scientifically unproven. This is disgusting and must not be allowed. It not only presents a real danger to public health, but makes a nonsense of filling 50% of the reservoir with pure spring water. I urge you not to allow this to go ahead.	<p>Thank you for your consultation comment. We understand that some customers have concerns about Southern Water's Hampshire Water Transfer Water Recycling Project (HWTWRP) which forms part of Southern Water's draft WRMP24. We take these concerns very seriously and value the trust of our customers and stakeholders. We have committed initial support to Southern Water as they develop the details of this option; however we will not continue to give support to the scheme if we have any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the review of our support of the option. Further information can be found in Section 7.8 of our main WRMP Statutory Document.</p> <p>Both Southern Water and ourselves received a range of consultation comments regarding the HWTWRP. Since the consultation we have worked with Southern Water on the production of a joint appendix which provides responses to all consultation comments and questions. In addition, Section 5 of the Appendix details the next stages of consultation and stakeholder engagement. Whilst we recommend reading the entire appendix due to the interlinked nature of the Appendix, your comment was in relation to the selection of the HWTWRP as a preferred option in Southern Water's WRMP24 and is specifically addressed in Section 3.5, 3.7, 3.10, 4.1, 4.3 and 5.2 of Appendix 7F.</p>	Y	Appendix 7F	3.5, 3.7, 3.10, 4.1, 4.3 and 5.2
PW_SoR274a	Ofwat	WRMP Tables	<p>1. Cost data is presented in different formats throughout the WRMP data tables and also for the RAPID gated process. However, we expect consistency between these and clear mapping to understand any assumptions made when allocating costs between tables and lines. The PR24 methodology made clear that we expect final WRMPs to be consistent with submitted business plans: This consistency should include the scale and timing of need, the performance levels forecast to be delivered, and associated investments and requested enhancement costs.</p> <p>Can you please confirm that the costs in following WRMP data tables and any RAPID gate submissions will be based on the same core data, using the same cost assumptions and clearly state how the costs interact and map between data lines (eg what cost metric lines in table 5a-c are used to inform the totex presented in table 4 – totex prior to option in use and table 8 – expenditure lines):</p> <ul style="list-style-type: none"> <li>• Table 4 – Options appraisal summary (in particular 'totex prior to option in use')</li> <li>• Table 5a-c – Cost profiles</li> <li>• Table 8 – Business plan links</li> </ul>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 21).	N	N/A	N/A
PW_SoR274b	Ofwat	WRMP Tables	<p>2. We also expect the water resource (MI/d) benefits of options/programmes presented in the WRMP data tables and RAPID gated process to be consistent. Can you please confirm that the benefits to the supply-demand balance (MI/d) in following WRMP data tables and the RAPID gate submissions will be based on the same data and clearly state how the benefits interact and map between tables:</p> <ul style="list-style-type: none"> <li>• Table 4 – Options appraisal summary (in particular 'Gains in WAFU / Savings in Demand on full implementation (MI/d)')</li> <li>• Table 5 – Option benefits</li> <li>• Table 8 – Business plan links</li> </ul>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 21).	N	N/A	N/A
PW_SoR274c	Ofwat	WRMP Tables	<p>3. For performance data can you confirm that the WRMP performance trends for PCC, leakage and business demand presented on an annual basis (ie not three year averages) will form the basis of your PR24 business plan PCL submissions.</p> <p>Can you clearly explain how PR24 will relate to/are derived from the data in your WRMP tables eg links to dry year annual average figures. This data should be provided in lines 1NY to 5NY of WRMP data table 2 with data for the 2019-20 to 2022-23 period populated with outturn data as reported in annual performance reporting.</p> <p>Please note that lines 1NY to 4NY have the following equivalents in the latest issue of the PR24 business plan tables see - PR24 Final methodology submission tables and guidance - Ofwat &amp; PR24-BP-table-guidance-part-1-OutcomesV4.pdf (ofwat.gov.uk):</p> <ul style="list-style-type: none"> <li>• Line 1NY – Total Household Consumption - OUT4.43</li> <li>• Line 2NY - Average Household – PCC - OUT4.45</li> <li>• Line 3NY - Total Non-Household Consumption - OUT4.70</li> <li>• Line 4NY - Total Leakage - OUT4.31</li> </ul> <p>Please highlight any areas of uncertainty where you believe that companies may be taking different approaches.</p>	Portsmouth Water provided a response to Ofwat directly via the Draft Water Resource Management Plans (WRMP) 2023 queries process. This can be found in Appendix F of the Statement of Response (Ofwat Query 21).	N	N/A	N/A