

## SAFE, RELIABLE DRINKING WATER FOR THE NEXT 50 YEARS

Summary of our Water Resources Management Plan 2025-2075

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#### 3 Plan summary

- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- 14 Our water resources plan
- **19** Next steps

### INTRODUCTION

Our vision is to provide an affordable, reliable and sustainable supply of high-quality water for our customers.

This Water Resources Management Plan sets out the steps we'll take to achieve this between 2025 and 2075, in order to protect the environment, support our communities and allow the local economy to thrive.

This is our most ambitious plan to date. We've actively collaborated with other water companies to identify options which deliver the most benefit to people, business, the environment and wider society, not just in our region but across the South East. As an industry and in the South East region we are facing the increasing challenges of climate change, population growth and the pressing need to support our natural environment together.

In 2021 our area was reclassified as 'seriously water stressed' by the Environment Agency and our plan is fully focused on making much better use of the resources already available to us. This is driving our plans to install smart water meters in most homes by 2035. It's much fairer for households to pay for the water they use and, coupled with support on water saving and leak repairs, the information meters provide will help us all use water more wisely.

Our customers currently use more water than almost all in the UK, approximately 154 litres per person per day on average. In this plan we've stretched our targets to reduce this to below 110 litres by 2050, going beyond new Government targets introduced in 2023. We'll also reduce non-household water use by 15 per cent by 2050, again meeting new targets.

Reducing leakage is a priority for us as well as for our customers and wider society. Our original target was to halve leaks by 2050 and we've now brought this forward by 10 years to 2040.

In addition to reducing water use, we do also need new, reliable sources of water to meet the pressures from climate change, population growth and in order to leave more water in the environment particularly to protect the rare chalk streams in Hampshire. We'll be reviewing all our sources to see where we may need to take less and we've brought forward the dates for these potential reductions.

It's possible we'll have around 40 per cent less water available to us by 2075, so it's vital we plan now to make sure we maintain our 167-year record of reliability and quality.

In our last plan we outlined our ambition to develop Havant Thicket Reservoir, the first major new reservoir in the UK in 30 years. The build is now underway and by the time we publish our next plan in 2030, we expect to be filling the reservoir and preparing to draw supplies. We're developing the reservoir in partnership with Southern Water and it's set to become a strategic regional resource, as well as a flourishing haven for wildlife and an invaluable community asset.

By 2040, we plan to reduce the amount of water we provide to Southern Water and reduce the likelihood of needing to introduce severe water use restrictions in droughts (such as using standpipes). We will also need to import water from Southern Water, a situation made possible by the commissioning of new sources of water. In our draft plan this included imports enabled by the development of a large, new reservoir in Oxfordshire. In this final plan it also requires our use of the extra water made available by introducing highly-cleansed recycled wastewater to Havant Thicket Reservoir as our predictions of the amount of water we'll need in the future have increased.

I would like to thank everyone who has taken the time to share their views on this plan. As a customerfocused organisation, this feedback is incredibly important to us and we look forward to working together to secure the vital resources we all need for a prosperous future.



**Bob Taylor** Chief Executive Portsmouth Wate

- **3** Plan summary
- **4** Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## PLAN SUMMARY

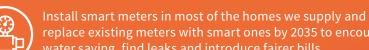
Our Water Resources Management Plan sets out how we plan to supply safe, reliable drinking water for the next 50 years (2025-2075).

We have developed it not just for our customers, but also to play our part in delivering a best-value plan for the wider South East, which makes the most of our region's precious water resources, prepares for the future and will improve our natural environment.

#### **OUR PLAN IS TO:**



Construct and fill Havant Thicket Reservoir by 2031 to supply water to our customers and free up supplies elsewhere to share with Southern Water in a drought





replace existing meters with smart ones by 2035 to encourage water saving, find leaks and introduce fairer bills



Support everyone to reduce their water use to an average of 121 litres per person per day by 2050 (about 154 litres on average today) through community rewards, water-saving devices and home audits





Reduce non-household water use by 9% by 2038 and by 15% by 2050 through assessments and leak detection for hundreds of high-water users, such as schools, colleges

Halve leaks by 2040 and by a further one per cent every five years after

Upgrade a water supply 'booster' station in West Sussex by 2033 so we can move water more easily to where it's needed



Increase our resilience so we can reduce the likelihood of emergency drought restrictions such as standpipes to once every 500 years on average after 2039 and stop using an emergency permit to take water during droughts

Reduce the amount of water we supply to Southern Water's customers in West Sussex and Hampshire from 2040 as their planned new resources come into operation

Potentially receive supplies from Southern Water after 2039 so we can reduce the amount of water we take from precious chalk stream catchments.

- 2 Introduction
- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## **PLANNING FOR THE FUTURE**

All water companies prepare Water Resources Management Plans (WRMPs) which show how they will secure resilient water supplies for their customers.

We consider how much water is available today, how much we need for the future and develop options to make up the difference. These plans are reviewed every year and updated every five years, to make sure they always reflect the latest situation and especially our customers' needs.

Our WRMP is one of four plans (below) which together show how we'll deliver on our 25-year company Vision and four priorities for our customers (right).



**Drought Plan (April 2022)** the actions we'll take in a drought to maintain supplies



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Our long-term Vision (August 2022) our priorities for 2025-2050





Business Plan 2025-30 (Final Plan 2025) our investment plans to fund the first five years of our Vision and WRMP

#### **Our priorities**



Invest in the future to meet growing environmental challenges



Secure and deliver water supplies which are high quality, reliable and sustainable



Work in partnership with our customers, communities and stakeholders





Achieve affordable water for all. Always.

Our Vision, against the backdrop of climate change and population growth, is to provide an affordable, reliable and sustainable supply of high-quality water for our customers.

By being smart in our approach we will work with our local communities to meet our goals while protecting and enhancing the environment for future generations.

## LOOKING AT THE BIGGER PICTURE

2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

Working alongside five other water companies in an alliance called <u>Water Resources South East</u> (WRSE), we have developed this plan to be effective as part of a wider one for South East England.

The regional plan considers the future water needs and challenges of the whole area and the climate and environmental emergency facing our water environment. Planning as a region is an important change and has identified the best value set of options to deliver the most benefit to people and the environment. It also considers the water needed by other sectors, such as farmers and energy suppliers.

It uses new, advanced modelling and forecasting techniques which means different options were available than if we'd developed a plan on our own. Water supplies are now much more likely to be shared across the South East in a wider network. In turn, the South East plan is one of five regional plans which together create a joined-up national solution to meet the whole country's future water needs, as set out in the Environment Agency's <u>National Framework for Water Resources</u> in 2020.

The latest WRSE regional plan, which our plan works within, is available at <u>wrse.org.uk</u>.



- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## YOUR FEEDBACK AND PLAN UPDATES

We engaged extensively with our customers, employees, representatives of local and regional organisations, other water companies and our regulators to inform our plan.

#### To hear your views we:

- Carried out surveys with hundreds of customers and held discussion groups
- Held a 12-week public consultation on our draft plan, including a webinar
- Engaged with organisations such as local authorities, consumer bodies, environmental groups and businesses
  e.g. Friends of the Ems and Havant Thicket Reservoir groups
- Engaged with our regulators Defra, Ofwat, the Environment Agency and Natural England
- Heard the views of our customers through WRSE's regional engagement.



#### What you told us and our response:

We received 708 responses during our public consultation and 89% of the 434 customers who took part in our research supported our plan. Key feedback includes:

- O Reducing leaks is a high priority for everyone
- We will now halve our leakage 10 years earlier than originally planned, by 2040.
- There's strong support to help homes and businesses save water, but you asked for more focus on businesses
- We have included a target to reduce non-household water use by 15 per cent by 2050 following new Government guidance and committed to reach an average 110 litres per person per day water use in dry years as well as normal ones.
- More than 70 per cent of customers supported installing meters and for these to be smart. There are concerns metering will make water less affordable for some
- We plan to install smart meters in all households by 2035 and we now plan to swap all existing meters to smart ones by this date too. We've further developed our tailored package of support for customers, including financial assistance.
- More than half the comments we received were about Southern Water's Hampshire Water Transfer and Water Recycling Project, to recycle highlycleaned wastewater to Havant Thicket Reservoir
- We understand concerns about water quality and the impact on the environment and we're working closely with Southern Water to review the proposal as it develops. Updates to the amount of water we need in the future mean our plan currently includes use of the recycled water in future years to maintain our supplies.

#### You can read more about our consultation and our response to the feedback in our <u>Statement of Response</u>.

#### New legislation:

In 2023 the Government set new targets for water saving as part of its Environmental Improvement Plan. Our final plan meets or exceeds these targets.

#### O Leakage target

halve leakage by 2050. We will achieve this earlier, by 2040.

#### O Household water use

support customers to reduce their water use to 110 litres per person, per day in dry years, by 2050. This is our target.

#### **O Non-household water use**

reduce business water use by 9 per cent by 2038, and by 15 per cent by 2050. These are our targets.

## YOUR WATER NOW AND IN 50 YEARS' TIME

#### 2 Introduction

- **3** Plan summary
- **4** Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps



We currently supply around 178 million litres of fresh, safe drinking water each day to around 320,000 homes and business in West Sussex and Hampshire – the equivalent of 71 Olympic swimming pools.

That's enough for about 740,000 people, although in the summer we supply more to the many tourists who visit the coast, cities and the South Downs National Park.

60%

30%

10%

38%

33%

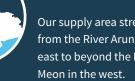
**29**%



We also share up to **30 million litres** of water each day with Southern Water in West Sussex and Hampshire.



By 2075 we expect to supply 208 million litres per day to more people -949,000 people in 442,000 homes and businesses.



Our supply area stretches from the River Arun in the east to beyond the River

The water we supply currently comes from three main sources: 60% from boreholes and wells under our chalk landscape 30% from groundwater springs 10% from the River Itchen.

> By 2075 it could potentially come from: 38% boreholes, wells, springs and River Itchen 33% Havant Thicket Reservoir (spring and recycled water) 29% Southern Water transfer.

Our region includes **rare chalk streams** and rivers which are home to a range of wildlife, including the Ems, Meon and Lavant. The chalk landscape in our area provides excellent quality drinking water from springs and underground sources.

## YOUR WATER NOW AND IN 50 YEARS' TIME (CONTINUED)

#### 2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps





Your wastewater services are generally provided by Southern Water – and we expect this to continue in the future.

Our drought planning includes:

200 years on average.\*

Temporary use bans (hosepipe bans)

expected once in every 20 years on average

Emergency drought orders (standpipes or rota cuts restricting water to a few hours) once every

Drought orders to further limit water use once in every 80 years on average

37% of you pay bills based on water use (on a water meter) – by 2035 this will rise to 94%.



154 litres per day

The average amount of water you use each day is about 154 litres (about 10% higher than the national average and higher than five years ago) – by 2050 we will work with you, supported by Government action, to reduce this to below 110 litres.



By 2039 our planned use of emergency drought orders will reduce to once every 500 years on average.

\*We've only used water restrictions once in our 160-year history, in the national drought of 1976.

- **3** Plan summary
- **4** Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

#### Leakage

We've had great success at finding and fixing leaks in recent years thanks to innovative ways of working. We've already reduced leakage by more than five million litres per day to 28 million litres and extended our target to reduce it even further to 24 million litres by 2025.

WHAT WE'VE DONE SINCE THE LAST PLAN

#### Havant Thicket Reservoir

We gained planning permission in 2021 to build Havant Thicket Reservoir and a new pipeline to fill it with spring water.

Work is underway and the reservoir is due to supply water by 2031. It will facilitate a new transfer to Southern Water of 21 million litres of water per day in a drought.

As well as providing a strategic new water resource for the South East, it will help reduce abstraction from sensitive chalk streams in Hampshire. It will also provide local leisure and community facilities with an extensive wetland for wildlife. (havant-thicket-reservoir.uk.engagementhq.com)

#### **Saving water**

We planned to install more than 36,000 new water meters between 2020 and 2025 and we're on track to meet this target. This includes installing meters in homes when they are sold as new homeowners move in. We've also carried out a small trial of smart meters with customers. Our programme was unfortunately delayed by the restrictions of the Covid pandemic.

More than 10,000 customers have signed up for our online GetWaterFit scheme where they can complete a survey on their water use, order free water-saving devices and take part in challenges to earn rewards for community projects.

Despite this, the average amount of water we're using each day has gone up to around 154 litres per person per day from 150 litres in 2019-20 - mostly due to the pandemic and people staying at home. So, while we're making savings, there's much more to do to increase our efficiency.

#### **Groundwater sources**

We said we'd upgrade some water sources - boreholes which bring water from underground to the surface to be treated - to increase the amount of water they provide.

However, detailed investigations have revealed we can't take as much water as we thought or move it to where it's needed, in the way we'd anticipated so we're actively looking at other options.



Work is underway







- 3 Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## THE CHALLENGES WE'RE PLANNING FOR

Over the next 50 years, we forecast we'll need to supply more water despite the large savings we'll make from reducing leakage and supporting everyone to use water more efficiently. There are four key challenges driving this:

#### 1. Improving our environment

Our supply area includes sensitive environments and rare chalk streams and rivers. We take water from the ground for your daily supplies, which is where these streams also get their water from.

Between 2025 and 2035, we'll be carrying out environmental assessments for all the river catchments – including those for the Itchen, Ems, Meon and Lavant. This is under the statutory Water Industry National Environment Programme (WINEP).

The aim is to understand what it would take for all water bodies to reach 'good' environmental status. This may mean limits need to be placed on how much water we abstract in the future. We'll know more by 2035 and include updates in our next water resources plan.

It's possible we may lose between 39 and 122 million litres of water per day from our existing supplies by 2050. However, this could be reduced significantly with improvements to our network to move water from elsewhere into sensitive areas and even further by nature-led schemes to restore rivers and improve the landscape they sit in.

We're already working with the Arun and Western Streams Catchment Partnership on the River Ems to create a sustainable river restoration plan to be delivered over the next 25 years. Our supply area includes sensitive environments and rare chalk streams and rivers.

## THE CHALLENGES WE'RE PLANNING FOR (CONTINUED)

#### 2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

#### 2. Population and housing growth

As part of the regional plan, we've considered a range of increases in the number of people living in our area over the next 50 years – ranging from just 8.7 per cent to nearly a third (30.4 per cent).

We'll adapt our plans as the figures become clearer over the years. We're also expecting between 52,000 and 140,000 new homes to be built. New housing is likely to be higher than the population growth, so there's likely to be less people living in each home in the future.

This growth could create a need for up to 31 million litres of extra water per day by 2075.

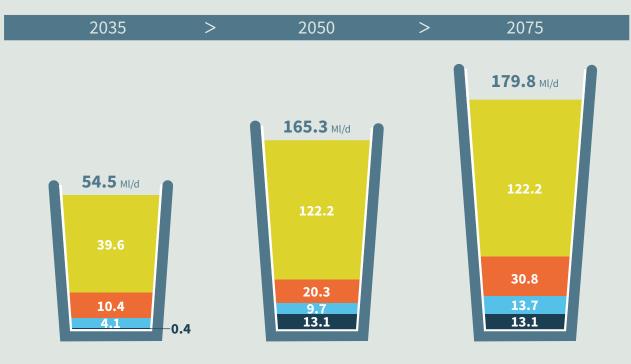
#### 3. Climate Change

Climate change will continue to challenge our resources and environment – with less water available and people likely to use more. We've used updated UK climate predictions for this plan and the effects mean we could need nearly **14 million litres more water each day by 2075**.

#### 4. Drought resilience

Along with all South East water companies, we're increasing drought resilience so we're only likely to need emergency drought restrictions such as standpipes once every 500 years on average by 2040. To achieve this we need to find an **extra 13 million litres of water each day**.

#### The amount of extra water we need to find for our chosen plan



- Environmental improvement (through abstraction reduction)
- Population growth
- Climate change\*
- Drought resilience (includes replacing environmental drought orders and permits after 2040)

\*Climate change represents how much water will no longer be available from our existing water sources. The impacts of climate change are also included in the three other areas.

## THE CHALLENGES WE'RE PLANNING FOR (CONTINUED)

#### Our new approach to prepare for challenges

We've embraced an innovative new approach to planning as part of the regional plan to help us prepare for future challenges.

The options which have been chosen are 'best value', which means they are not chosen on cost alone but with consideration of other factors such as benefits to customers, the environment and society.

Our plan, and the regional plan, are also 'adaptive plans' which consider 580 different futures, based on:

six different population growth scenarios,

29 climate change scenarios and

four environmental scenarios.

From these combinations, nine planning 'paths' were created to meet the demands of these futures, with different decision points to make sure we're always prepared for what the future brings and can adapt.

The first five years path considers local authority housing plans, moderate climate change and low environmental needs and identifies what we needed to include in our five-year Business Plan 2025-30 for investment, to make sure we invest in no-regret solutions for the future.

After 2030, we have identified three branches which might come to pass based on different housing forecasts. After 2035 the branches expand again to adapt to a wide range of higher and lower climate change effects and environmental needs.

For this plan, we have assumed we are on a path which leads to high environmental protection and allows for high climate change impacts and local authority housing numbers.

However, our resilient choices mean our plan would change very little across the different scenarios and will stand us in good stead whatever the future brings.

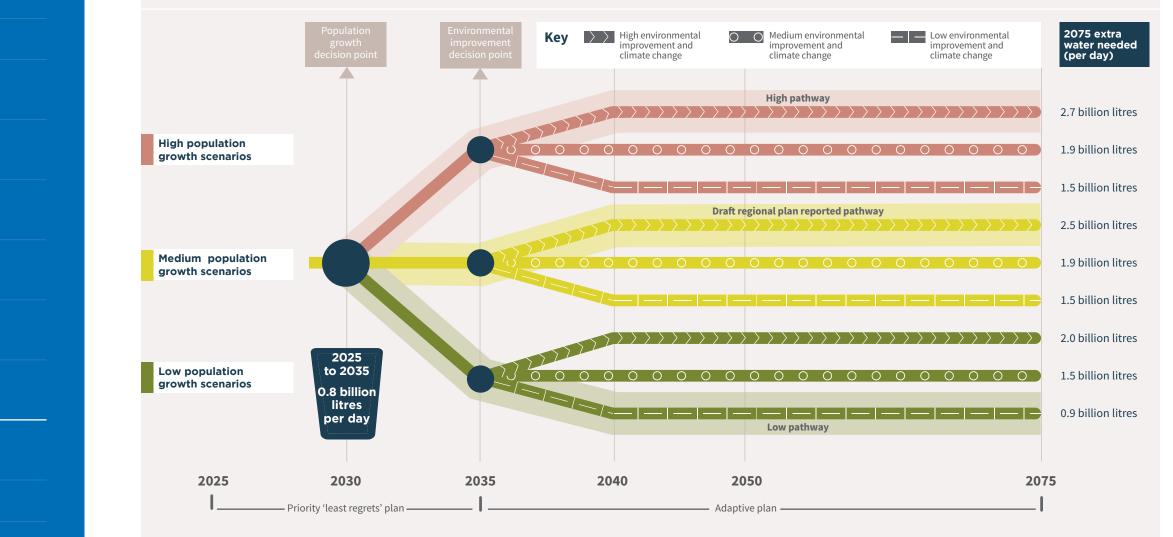
we have assumed we are on a path which leads to high environmental protection and allows for high climate change impacts

2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## THE CHALLENGES WE'RE PLANNING FOR (CONTINUED)

#### The regional plan pathways



#### 2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

- 3 Plan summary
- 4 Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## **OUR WATER RESOURCES PLAN**

Our water resources plan will secure reliable, safe drinking water supplies for homes and businesses in our region for the next 50 years.

It will cater for growth and climate change, improve our environment and significantly reduce the risk of drought restrictions, at a cost we will ensure is affordable for everyone.

#### Our proposals:

#### Halving leaks

Finding and fixing more leaks on pipes is a priority for everyone. We're making significant reductions already and we plan to reduce leaks by half\* by 2040 and by another one per cent every five years until 2075.

#### We'll do this by:

- harnessing innovative ways to find the smaller, background leaks which are currently hard to trace with existing technology
- finding more leaks in customers' homes, particularly through our metering programme
- using smart monitoring of our network, together with intelligent tracking of the performance of our network to proactively find leaks.

\*The starting figure for our 50 per cent reduction in leaks is 32.38 million litres of water per day (using our 2017-18 leakage value as a baseline as set by Ofwat), so our target for 2040 is 16.19 million litres of water per day. We've already reduced leaks to 28 million litres.

### Saving 10.3 million litres per day by 2075

#### Upgrading our network

Our water network is already extensively connected and allows us to move water around easily. However, we've identified improvements to one pumping station in West Sussex which will make it easier to move more supplies to where they're needed after Havant Thicket Reservoir comes into operation. We'll complete the upgrade by 2033.

Freeing up 4.1 million litres of water per day from 2033



#### 2 Introduction

- **3** Plan summary
- **4** Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

#### **Metering for everyone**

We plan to install smart meters at the homes of all our customers between 2025 and 2035.

ones by 2035 and overall we expect to fit a smart meter in 94 per cent of the

Water meters are considered fairer because bills are paid based on how much water is used, rather than on the rateable value of homes. Currently, only a third of the

We'll support our customers with leak repairs, water use audits and water-saving devices so they can save money directly on their water and wastewater bills and use less energy to heat their water.

Installing meters both at homes and across our network of pipes will give us and faults. Every drop of water we save means we need to take less out of our environment, treat it and pump it around – saving on bills, carbon emissions

We expect metering will help to reduce water use by around 12 per cent – nearly 20 litres per person per day.

We're able to introduce metering for everyone after our supply area was reclassified as being 'seriously water stressed for metering' by the Government in 2021.

We won't make more money through the metering programme – some customers will pay less and some will pay more, as everyone pays for what they use. Our priority will be making sure water bills remain affordable for everyone. We'll work with our customers and consumer organisations to introduce transitional tariffs

25.64 million litres per day by 2075



Smart meters will allow you to see how much water you use, so you can understand your water use and find leaks quickly.

#### 2 Introduction

- **3** Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

#### Saving water

Working together, we plan to support you to save by taking simple steps to become more water efficient, particularly as you're able to learn more about your water use with a smart meter. Saving water will also help everyone use less energy to heat water and save money on water and energy bills.

#### Our plan includes:

- Audits for homes, schools, colleges and businesses supported with advice and watersaving devices
- Leak detection, leak alarms and support to repair leaks
- A community reward scheme for water saving
- Sharing knowledge with young people
- A campaign to raise awareness
- Tariffs to promote water saving
- **b** Subsidised water butts.

Our actions will help our household customers reduce their water use to 121 litres per person per day by 2050. Actions by the Government (see right) will bring this down further to below 110 litres per person per day by 2050.

We will reduce non-household water use by 9% by 2038 and 15% by 2050, in line with Government targets.

Saving 6.8 million litres per day by 2075

#### Water labelling

Our plan assumes the Government will introduce compulsory water labels by 2024 for white goods, such as washing machines, dishwashers, toilets and taps.

The labels would show how water efficient the goods are – similar to energy efficiency ratings – and would help consumers make informed choices.

The Government estimates this could reduce water use by 1.2 billion litres a day in the UK in 10 years, as well as save households £125 million on water bills.

We also expect the Government to set a minimum standard for devices which use water and strengthen water regulations to improve water efficiency in new homes.



Saving 222.6 million litres per day by 2075

#### 2 Introduction

- **3** Plan summary
- **4** Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- **9** What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

#### **Drought restrictions**

During droughts we will need to introduce and non-essential use bans for businesses, to help maintain essential, reliable supplies. We can also apply for a drought permit to take more water from a source in West Sussex if needed.

Our drought planning includes:

- Temporary use bans (hosepipe bans) once in every 20 years on average
- Drought orders to further limit water use once in every 80 years on average
- Emergency drought orders (standpipes or rota cuts restricting water to a few hours) once every 200 years on average.

After 2039 our plans for emergency droughts orders will move to a likelihood of once every 500 years on average, so are much less likely drought permit to take more water from the West Sussex source.

Providing up to 3.4 million litres from a West Sussex Drought Permit if required until 2040

# Securing until 2075

#### **Reducing supplies to Southern** Water

We currently have the capacity to share 30 million litres of water each day with Southern Water – 15 in West Sussex and 15 in Hampshire.

From 2040, our supplies to Hampshire will reduce significantly and may stop altogether by 2041. The supply to West Sussex is likely to continue but in varying amounts.

This is possible because Southern Water will have new sources of water coming into operation.

## Securing up to

million litres of water per day as the transfers reduce

#### **Transfer from Southern Water**

From 2039, we are planning to receive a transfer of water supplies from Southern Water, into the west of our region in Hampshire. This water is expected to be available for Southern Water to share with us following the completion of regional schemes chosen in the wider plan for the South East.

The transfer is dependent on the development of a water recycling scheme by Southern Water in Hampshire and development of a new reservoir by Thames Water, Affinity Water and Southern Water in Oxfordshire.

# Securing up to

million litres of water per day by 2046-47 (starting from 2039 and rising to the full amount)

## million litres per day under TUBs and Drought Orders if required

#### 2 Introduction

- **3** Plan summary
- 4 Planning for the future
- **5** Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- 14 Our water resources plan
- **19** Next steps

#### Adapting to change

The long-term options in our plan change very little depending on the different forecasts for population growth, climate change and improvements to the environment.

We are likely to need transfers from Southern Water enabled by both a proposed new reservoir in Oxfordshire and an increase in recycled water into Havant Thicket Reservoir.

Alongside Water Resources South East, we'll regularly monitor changes which may impact our plan and future needs, such as changes in population growth, levels of water use and the progress of new water sources so we can adapt in good time.

#### Water Recycling

We're working with Southern Water on an option to put highly-cleaned, recycled wastewater into Havant Thicket Reservoir at times of need, starting in 2034. This would boost the amount of water the reservoir could supply to Hampshire during a drought and is featured in Southern Water's water resources plan.

Some of our customers would also receive this blended water under these circumstances.

This technology is common elsewhere in the world, but new to this country and us. As a result, we'll need to be satisfied the water meets our strict, high standards and there would be no detrimental impact on our environmental commitments around Havant Thicket Reservoir, before we could support delivery of this option. Find out more about Southern Water's plans for water recycling <u>here</u>.



#### The cost

Our long-term plan is designed to continue to provide safe, reliable drinking water for the years to come at a price everyone can afford.

We will need to invest around £604 million to deliver our 50-year plan, which will add around £40 on average to bills by 2050.

We're one of the most efficient water companies and our current average bill of £120 a year is already the lowest water bill in England and Wales.

We'll make sure our metering programme is supported with tariffs and water-saving advice so bills remain fair and affordable for everyone.

#### Working towards net zero

We aim to be net zero by 2040 and we have already nearly halved our gross carbon emissions since 2016.

We were early adopters of solar panel plants and we purchase 99% of our grid electricity from renewable sources.

Our leakage reduction, metering and water-saving programmes will particularly support a reduction in carbon as we'll need to treat and pump less water and our customers will save energy on heating water if they use less at home. This, along with a reduction in our exports to Southern Water, will offset the embodied and operational carbon associated with our activities to implement this plan and import supplies from Southern Water.

- 3 Plan summary
- 4 Planning for the future
- 5 Looking at the bigger picture
- 6 Your feedback and plan updates
- 7 Your water now and in 50 years' time
- 9 What we've done since the last plan
- **10** The challenges we're planning for
- **14** Our water resources plan
- **19** Next steps

## NEXT STEPS

