

EXCELLENCE IN WATER. ALWAYS.

Summary of our Business Plan 2025 to 2030



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Welcome!

We're proud to share our plans with you for how we will continue to provide the most reliable and high-quality water in England and Wales for the lowest cost. We've been part of this community for more than 160 years and our ongoing commitment to you is to deliver **Excellence in Water. Always.**

In our plan, we've identified the need to step up and invest in order to be ready for the many challenges we are facing. We must work harder to maintain the highest levels of service and provide the support our environment needs. We can't afford to stand still, so our plan is ambitious, but one we are confident we can deliver.

At its heart, our plan is to make the best use of the water we have by reducing leaks and supporting you to reduce your water use with meters, alongside the delivery of Havant Thicket Reservoir, the first new reservoir in a generation.

Our priority is supporting all our customers, particularly those who are or will struggle to pay or who need extra support day-to-day. We spoke to many of you to develop this plan and we remain committed to delivering on your priorities. As always, your feedback is vital, and we look forward to engaging with you as we deliver our investment.

Bob Taylor
Chief Executive Officer
Portsmouth Water



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 generations to come.



A snapshot of our plan

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Who we are and our service

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We're proud to remain a local company and are honoured to have served our communities for over 160 years with the highest standards of service and the lowest bills.

HAMPSHIRE **WEST SUSSEX**

FAREHAM **HAVANT** **PORTSMOUTH** **GOSPORT** **HAYLING ISLAND** **CHICHESTER** **BOGNOR REGIS** **SELSEY**

We supply an average of **180 million** litres of water every day to the cities and towns of Portsmouth, Chichester, Fareham, Gosport, Havant and Bognor Regis. Over the last decade, this supply has increased by **8 million** litres per day.

Your average annual water bill in 2025-26 is **£150** – the lowest in England and Wales.

We provide clean drinking water to **326,000 homes** and businesses in our area – about **754,000 residents** and more in summer when tourists visit. This compares to **307,000 properties** 10 years ago.

We have a network of **3,409 km** of underground pipes.

*Wastewater services in our area are provided by Southern Water.

Your service

We provide some of the **best levels of service** in the water industry:*

- ✓ **Reliable water at your tap** – we have the lowest level of interruptions and lowest number of burst pipes.
- ✓ **Highest water quality** – we have the lowest level of customer contact about water quality.
- ✓ **Great customer service** – customers rate us among the highest for our service.
- ✓ **Low leakage** – on average we have low levels of leakage (89 litres per property per day on average).
- ✓ **We are supporting record numbers of households** through our social tariff and taking extra care of those on our Priority Services Register.

* 2023-24



Households in our area use the most water

Our customers use more than most in the country – an average of 154 litres per person per day. In our plans, we're going to do more to help everyone use less water and reduce leaks to keep more water in the environment.

Your views and the challenges ahead

As we developed our plans, we consulted with many of you. Your views were taken on board as we shaped our commitments, particularly prioritising the challenges we must tackle.

Your views

Our plan delivers on your expectations. We held conversations with thousands of our customers to learn what was most important to you. We spoke to vulnerable customers, minority groups, hard-to-reach customers, students, businesses and community representatives. What you told us help shaped our plans for 2025-30.

You told us:

- **Go faster** to reduce leaks
- **Support everyone**, particularly vulnerable customers, as we install water meters
- **Maintain** the most reliable supplies (lowest level of interruptions in England and Wales)
- **Share** increases in bills fairly across generations
- **Increase** biodiversity.

Challenges ahead

We also considered and planned for the significant challenges we are preparing for:

- Protecting the environment by potentially replacing our existing water supplies where there is a need (we may need to replace as much as all the water we supply today by 2075).
- Supplying more people as the population increases (up to a third more by 2075).
- Coping with the effects of climate change – less rain and higher demand in hot weather.
- Reducing the likelihood of emergency drought restrictions such as standpipes (to one in each 500 years on average from one in each 200 years).
- Cost of living – helping with the financial pressures many customers are facing today.

Considering all of this, we developed a **25-year Vision** and set out our four leading priorities to shape the future of water supply services for you:

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.

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Our 10-point plan for 2025-2030

We're delivering our largest investment programme, committing £377 million to safeguard water for our communities, enhance the environment and keep bills affordable. This investment means we can continue to provide the most reliable water in England and Wales at the lowest cost.

We've created a 10-point plan to deliver your priorities:

 <p>Reduce leaks by 15% + halve leakage by 2040 (10 years earlier than planned).</p>	 <p>Install smart water meters at 170,000 properties by 2030, connecting our communities to their water use, so together we can save more water.</p> <hr/>  <p>Maintain the lowest water bills in England and Wales and offer help to everyone having difficulties paying.</p>		 <p>Support wildlife on our sites and in our communities and reduce our carbon footprint.</p>	 <p>Deliver Havant Thicket Reservoir – the first major reservoir in a generation.</p>
 <p>Upgrade treatment works and pipes to secure the highest water quality and most reliable supplies in England and Wales.</p>	 <p>Remove lead pipes with our primary focus on schools and nurseries.</p>	 <p>Maintain leading levels of customer service – in person and online.</p>	 <p>Investigate all our water sources to make sure the environment thrives over the long term.</p>	 <p>Upgrade our technology sources for extra security and efficiency.</p>

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Connecting with customers and getting smarter with water

It's our job to secure and deliver water supplies which are high quality, reliable and sustainable.

Our 2025-30 plan includes:

Water use, smart metering and connected customers

We'll install smart water meters for all the homes and businesses we supply by 2035, with 170,000 new meters installed by 2030.

New meters will connect customers with water use on a household level and provide them with more control. The initiative will help us all make the most of the water we have as it comes under pressure, as well as protecting the local environment.

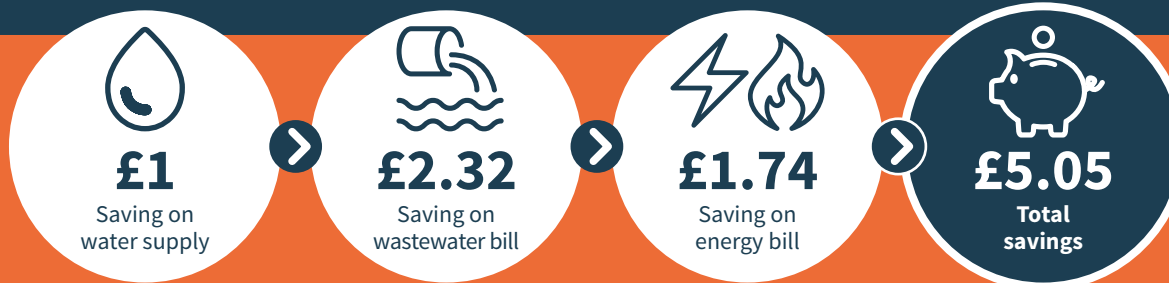
To make the move to meters as easy as we can, we'll:

- Provide a consistent flow of relevant advice on saving water and saving money on water, wastewater and energy bills
- Give everyone time to adapt to their new metered bills
- Support anyone who needs to use a lot of water for health reasons
- Support those who may struggle to pay (both metered and non-metered).



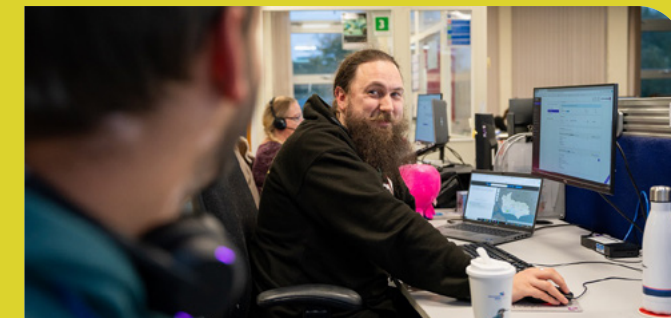
How much could households save?

Per £1 saved on your water supply from saving water, the potential savings across utility bills are:



Reducing leaks

You tell us this is your number one priority. We'll reduce leaks by 15% by 2030 and we've brought forward our commitment to halve leakage by 10 years to 2040 at your request.



We're upgrading our customer data systems using new technology developed by Octopus Energy Group. We chose this option due its reputation with customers, the many awards it has won, and for its proven high standards of customer service.

The new system means we'll have the ability to share personalised information about water use and deliver incentives relevant to each household in an engaging way. As an advocate for the local community, it's incredibly important to us that we keep our human touch and we're working on more face-to-face opportunities for our customers.

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Havant Thicket Reservoir

We're making good progress building Havant Thicket Reservoir – the first major new reservoir in a generation. This is an environmentally-led project that will secure water for the region into the future and provide a community leisure facility on our doorstep, as well as improving more than 200 hectares of woodland and farmland.



Securing reliable, high-quality water

We're committing to continue to lead the industry on reliable service and achieving a low number of water quality customer queries. To achieve this we're investing in our water supply works with ultraviolet treatment and nitrate removal processes. We're also upgrading 13 of our service reservoirs, which hold clean water before it goes to homes, to maintain high-quality water.



Protecting our environment

The condition of our environment needs improvement and our area includes sensitive habitats and rare chalk streams like the Ems, Meon and Lavant. Together with other agencies, companies, and our community we must work to protect them. We're carrying out assessments to see what we can do to promote 'good health' across the land we own and beyond. This could include changing our water sources or finding new ways to improve the landscape with a focus on nature-based solutions.



Biodiversity grants

In our conversations with you, 60% supported our highest option of investment to do more to improve biodiversity. We're improving biodiversity on three of our sites and doubling the amount of grants to £100,000 per year to help others create and improve wildlife meadows, ponds and woodlands.

Lead pipes

Lead was banned for new pipes from the 1960s as it can impact the health and development of very young children. We currently use harmless chemical additives to reduce traces of lead in our water. We're investing £2 million to remove lead pipes, with a focus on schools and nurseries.

21st century technology

We're upgrading our IT systems so we can be even more effective and responsive to your needs and run our systems more efficiently. This includes creating smart networks, with the help of smart meters, to find leaks more easily. We're stepping up security so we're always at least one step ahead of cyber threats.



Reducing carbon

We aim to be net zero by 2040 and we've already nearly halved our gross carbon emissions since 2016. We buy local green energy, generated on our own sites. We're also creating a mini grid with battery storage and moving to electric vehicles and processes which use less energy.

Community, employment and education

We work closely with our local communities, and we're building on this, with a particular focus on supporting vulnerable customers. Our workforce is growing and we're continuing to recruit most employees locally, offer training and promote modern apprenticeships. Our education programme has already reached 30,000 children and we're extending this, alongside our partnership with Portsmouth University.

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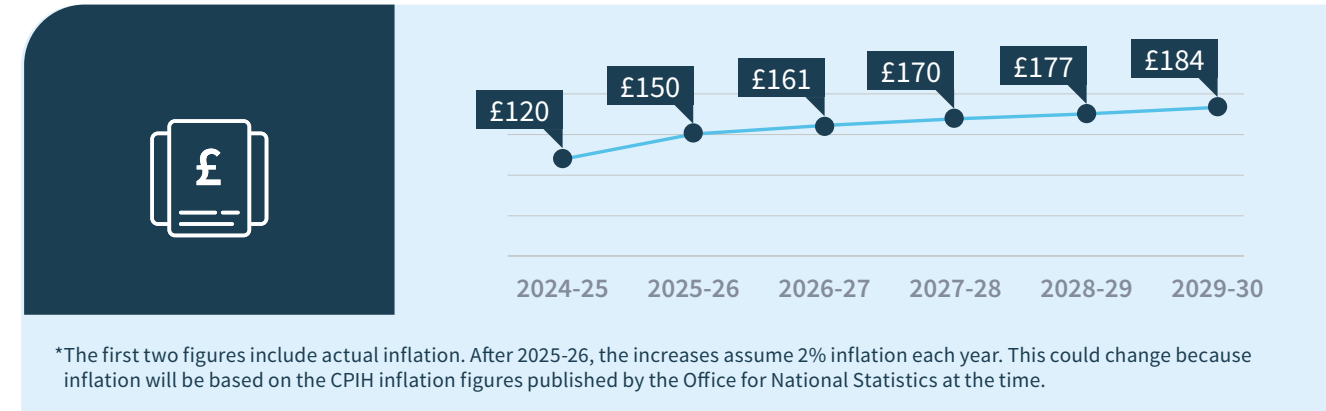
Affordable water for everyone

We need to invest £377 million to keep your taps flowing with the high-quality, reliable tap water you expect and support our local natural environment.

We're historically the most efficient water company with the lowest bills and we want to keep it that way. Bills are rising, so we can rise to the challenges in front of us, but we've done all we can to reduce the level of increase.

Our first bill of the five years is £150 (for 2025-26), equivalent to 41p per day or £2.88 per week. This is a £30 increase from our bill in 2024-25 and the largest increase over the five years, with bills rising in smaller amounts until 2030. We still have the lowest water bill in England and Wales.

The graph below shows the average annual bill including inflation:



We recognise any increase is challenging for some.

That's why we're making sure everyone who needs support has access to it.

We will nearly triple the number of households on our **Helping Hands** social tariff for those on low incomes. This support package totals £3.2 million.

We are protecting customers on a water meter whose essential use is high, e.g. for health reasons, with a capped bill through the **WaterSure** tariff.

We are doubling support through our **Hardship Fund, Matched Payment Scheme** and **payment holidays**, with a package of nearly £1 million.

We are helping customers reduce their bills – by providing **water-saving advice, smart water meters** and **efficiency tools**.



To find out more about the support we can offer, visit: portsmouthwater.co.uk/help-with-my-bills



SCAN ME

Get in touch

We welcome questions, feedback and opportunities to collaborate with our communities, businesses and interested groups.

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Find out more:

Learn about our work:
portsmouthwater.co.uk

Read our 2025-30 Business Plan at
portsmouthwater.co.uk/business-plan-2025-2030

See our latest performance and industry comparisons:
discoverwater.co.uk

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