

## Priority Services Register: Where Portsmouth Water is today?

Portsmouth Water currently have a Priority Services Register, with over 30,000 customers on it. The Priority Services Register is a free service for customers who might need extra support, due to their age, health, disabilities etc. It offers a range of services, including assistance with sending bills, home visits, warnings for emergencies and interruptions etc



### What Portsmouth Water is proposing:

#### Additional support to vulnerable customers

- Maintaining communications with those on the register to ensure it is continuing to meet their needs.
- As Portsmouth Water moves towards smart metering, it could provide further support to vulnerable customers such as a service identifying customers who have not used water and alerting a family member. This could help identify if someone has had an accident or has become ill.



All water companies have social tariffs for customers who struggle to pay their bill.

- Social tariffs have been developed for **customers on low incomes**.
- Eligible customers receive **discounted or capped bills**.
- For Portsmouth Water & Southern Water the current threshold for eligibility is a household **income of less than £21k**.
- Most social tariffs are paid for by a cross-subsidy companies charge on customer bills. In other words, **people who are not on a social tariff, pay a little bit more for their water and wastewater services to fund the social tariffs**.

## Social tariffs: Where Portsmouth Water is today.

Portsmouth Water currently has a social tariff, where 11,000 customers only pay its minimum tariff. This currently equates to a 40% reduction from an average annual bill, down to £88.53.



### What Portsmouth Water is proposing:

#### Being part of a future national discount scheme

At the moment, we expect this scheme to provide a £5 discount to all customers on universal/pension credit.

This will be a minimum discount, with those who are on universal/pension credit and also qualifying for our social tariff receiving the higher social tariff discount.

#### Development of a financial hardship fund

This would be a 'pot' of funding that would be available for any customer to access, should they meet specific criteria.

The criteria would be developed with customers and organisations such as Citizens Advice.

#### Target for 2030

Portsmouth Water is targeting having 27,500 customer registered for a social tariff by 2030.



## Portsmouth Water's plans for 2025-30 – part 1



### WATER SUPPLY INTERRUPTIONS LASTING LONGER THAN THREE HOURS

#### CHALLENGE

Maintain our water supplies as the **most reliable in the country**, and at least as reliable as they are today (an average of 2 minutes 15 seconds).

#### 2025-2030

Invest more to upgrade ageing water treatment works, pumps and water mains. To maintain our industry leading service, would cost an additional £3.35 plus inflation on bills by 2030.

#### LONG TERM

Keep our services the **most reliable** in the country and work towards no interruptions beyond three hours.



### THE APPEARANCE, TASTE AND SMELL OF TAP WATER

Maintain our position as one of the best performing companies with lower contacts than the industry target.

Add more ultraviolet treatment to our works, partner with landowners to stop pollutants reaching water sources and replace more water mains.

Keep our water quality contacts among the **lowest** in the country.



### REDUCING LEAKS

Maintain our position as one of the best performing companies and reduce leaks from 77 litres per property per day to 56 litres by 2030.

Transform our network into a 'smart' one to monitor flows, employ advanced sound and satellite technology, repair leaks on customers' supply pipes free of charge (conditions apply) and increase our workforce. Our fast-track plan to reduce leakage would cost an extra £2.75 plus inflation on bills by 2030.

Halve leakage by 50% by 2040, 10 years earlier than we must.



## Portsmouth Water's plans for 2025-30 – part 2



### WHERE WE'D LIKE TO INVEST TO DO MORE



#### INSTALLING SMART METERS

##### CHALLENGE

Our customers use more water than most in the UK. **We need to make better use of water available** and find and fix more leaks to meet the challenges of climate change, population growth and to protect the environment.

##### 2025-2030

**Install smart meters for nearly half our customers**, supported by water-saving advice and tools for households and businesses, as well as free leak repairs on supply pipes (*conditions apply*). We'll make sure all customers can afford their bill.

##### LONG TERM

Install smart meters for **all households by 2035** and trial innovative water-saving tariffs.



#### REMOVING LEAD PIPES

Lead water pipes are now banned because they can impact the development of young children. We've replaced most lead pipes on our network and use harmless chemicals to reduce traces of lead. **We want to remove lead pipes completely.**

**Replace lead pipes so all schools and vulnerable homes** can access water with no exposure to lead by 2030, and at a further 15% of homes. The 15% of homes would cost an extra £41 million and add £5.25 plus inflation on bills by 2030.

Find and replace lead pipes at **all homes by 2060.**



#### IMPROVING THE ENVIRONMENT

The environment we rely on is under threat from climate change. **We want to further improve land we own for plants and animals** and give more grants to help others create wildflower meadows, ponds, improve woodlands and do research.

**Improve the environment at our key sites** and double the grants we give each year to £100,000. To increase our environmental work would cost an extra £4.75 million and add 40p plus inflation on bills by 2030.

Continue to **invest** in environmental partnerships to **maintain** the environment for water supplies.

#### YOUR BILL



The average bill will increase by **£2.15/month by 2030**, plus inflation  
**£1.17** to meet the investment required by the regulators  
**£0.98** to meet the investments we propose over and above this

