



## Customer Advisory Panel – Part 1

Focus group

9<sup>th</sup> May 2022

# Section 1: Welcome and introductions!

(10 minutes)



**Selini/Elliot**



## **Introductions**

- *first name*
- *where you live*
- *who you live with(if you're living with anyone at the moment)*
- *what words/phrases you would use to describe what water means for you in your daily life*

# About the Customer Advisory Panel

Portsmouth Water's **Customer Advisory Panel** of customers and future customers

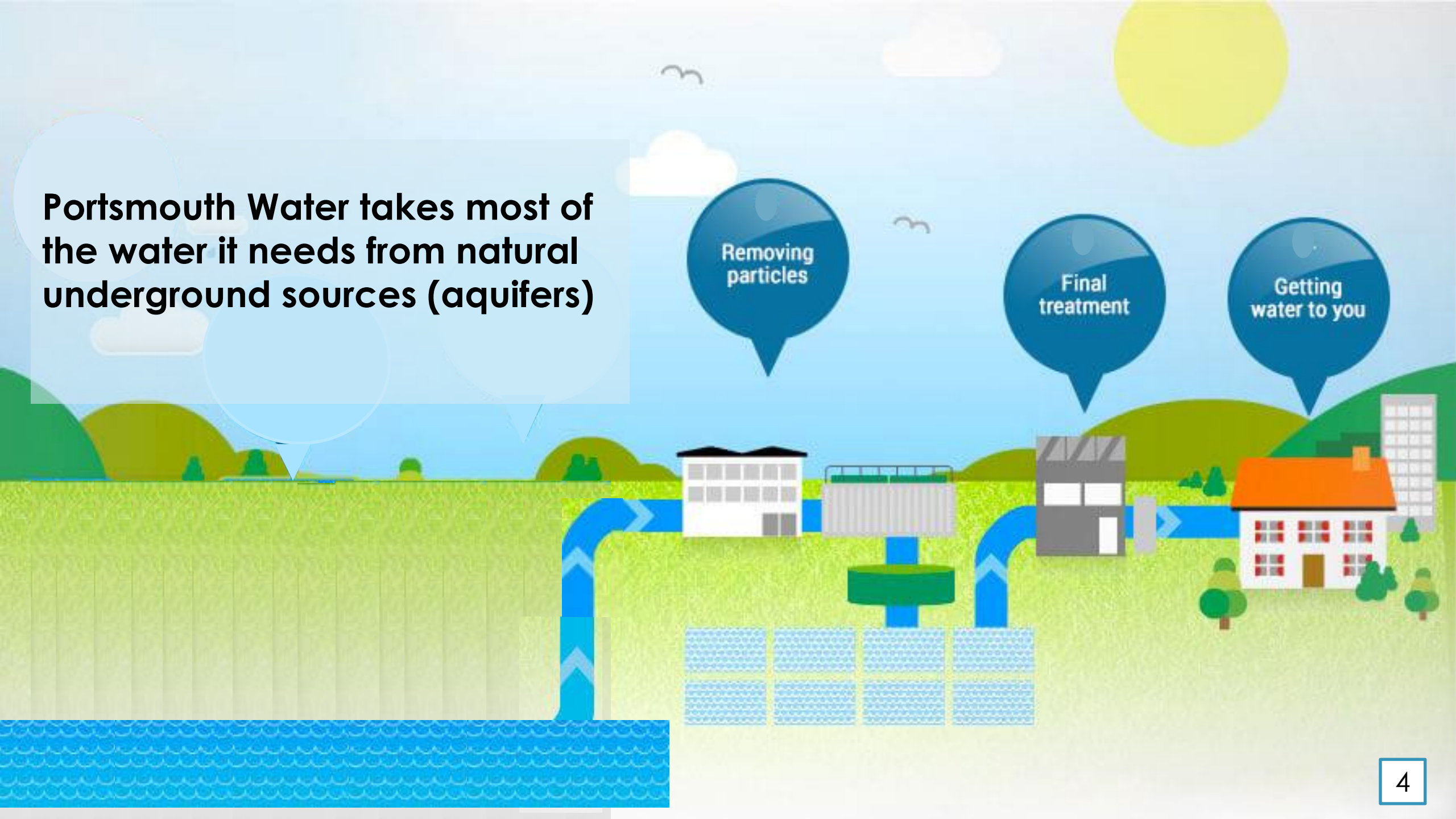
**Main objective:** help Portsmouth Water make good decisions as it plans future investments

The panel will convene for a **total of 4 times** over the following months:





**Portsmouth Water takes most of the water it needs from natural underground sources (aquifers)**



# Section 2: Introduction to Portsmouth Water and the challenges it is facing

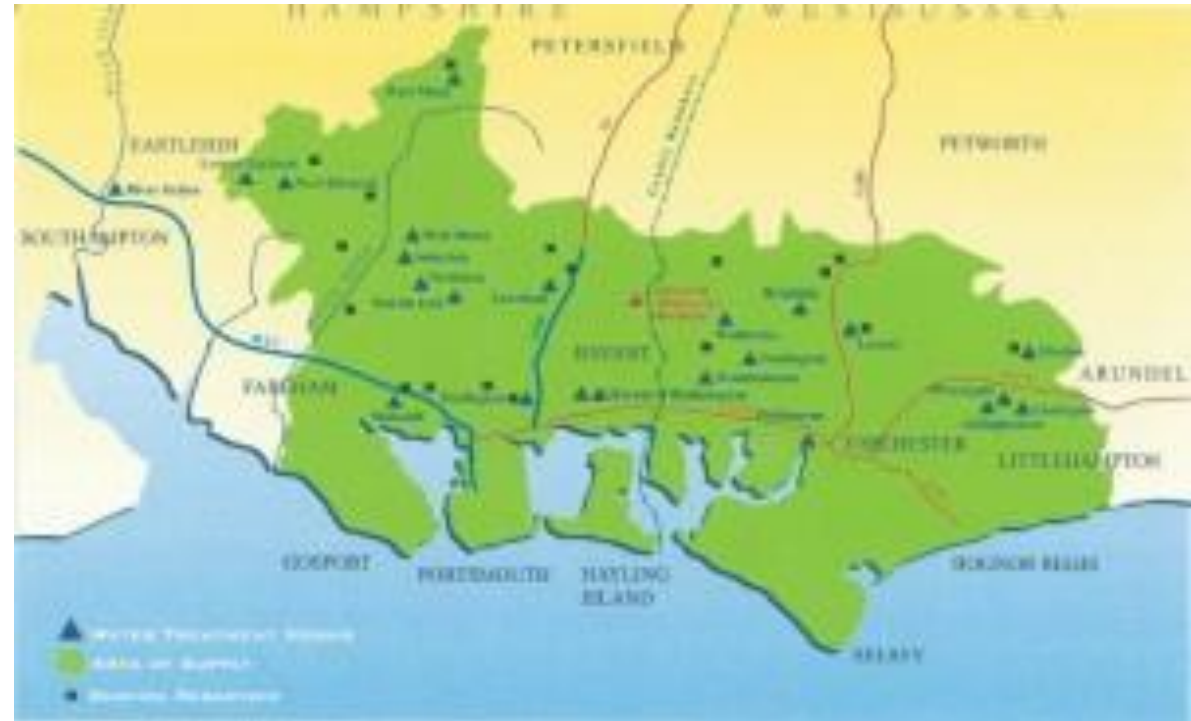
(20 minutes)

What are your **overall thoughts** on Portsmouth Water?

- What, if anything, is Portsmouth Water **good at**? Why?
- What, if anything, should it **improve**?

What are the **challenges** facing Portsmouth Water?

# About Portsmouth Water



But how is Portsmouth Water performing now?

	Best performing	PORTSMOUTH WATER	Worst performing
AVERAGE ANNUAL BILL	<div>£334</div> <div>HAFREN DYFRDwy severn dee</div>	<div>£340</div> <div></div>	<div>£472</div> <div>South West Water</div>
CUSTOMER SATISFACTION	<div>86%</div> <div>Portsmouth Water NWG living water Wessex Water YTL GROUP</div>	<div>86%</div> <div></div>	<div>73%</div> <div>Thames Water</div>
NO WATER (MINS PER PROPERTY)	<div>2 mins</div> <div>Portsmouth Water</div>	<div>2 mins</div> <div></div>	<div>1 hr 8 mins</div> <div>HAFREN DYFRDwy severn dee</div>
LEAKAGE (REDUCTION OVER 3 YRS)	<div>-10.6%</div> <div>Portsmouth Water</div>	<div>10.6%</div> <div></div>	<div>+2.1%</div> <div>South West Water</div>

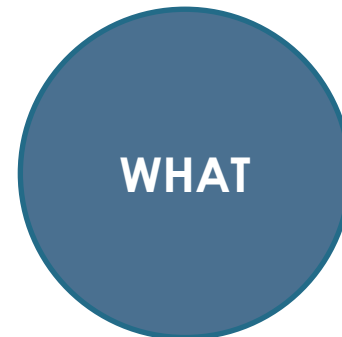
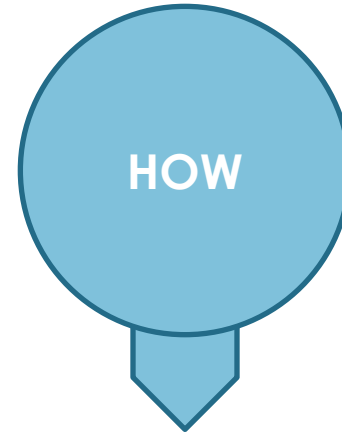
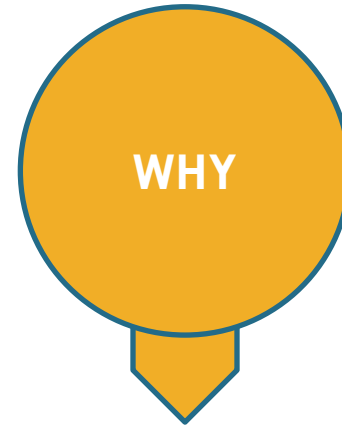


# The Big Challenges...





# Section 3: Getting your thoughts on Portsmouth Water's long term plans



**WHY  
DOES  
PORTSMOUTH  
WATER NEED TO  
THINK ABOUT THE  
LONG TERM  
FUTURE?**

“ We pride ourselves on delivering excellent services, low bills and support to our community. But as we look forward, we face our biggest challenge in over 160 years of providing water to the area:

- The impact of changes to our climate
- The needs of the environment
- A growing population
- And increasing customer expectations

So we need to change our approach today to meet the challenges of tomorrow:

- Ensure our aging infrastructure continues to deliver wholesome, reliable water to our customers
- Decarbonise how we operate to limit our impact on climate change and meet the UK pledge to reach net zero by 2050
- Potentially significantly reduce the amount of water we take from rivers to protect their unique biodiversity.
- Specifically, protect our unique chalk streams like the River Test and Itchen in Hampshire, and the Meon, Ems and Lavant in West Sussex

All this has to be achieved while ensuring that our bill is affordable to all our customers; for this generation and the next. ”

HOW  
PORTSMOUTH  
WATER IS  
GOING TO  
ACHIEVE ITS  
PLANS

WHAT  
SPECIFICALLY IS  
PORTSMOUTH  
WATER GOING  
TO DO TO  
ACHIEVE EACH  
OF THESE PLANS

Our future is about being water smart.

1. **Making water go further** and ensuring it is available to use, so we can abstract less from the vulnerable environments.
2. Creating **new sustainable water sources** to protect our rivers.
3. Continuing to push the boundaries of **reducing leakage** to reduce water wasted.

**Building the first new reservoir in a generation at Havant Thicket** to capture spring water that would otherwise flow out to sea, creating a second sustainable source of water to reduce abstraction in Hampshire.



**Invest to increase the reliability and robustness of our assets** to ensure we continue to deliver safe and secure supply of water in a future with more unpredictable weather patterns (storms and droughts) and uncertainty about availability of water.



**Using smart technology to monitor our network**, to enable us to reduce water wasted through leaks.



HOW  
PORTSMOUTH  
WATER IS  
GOING TO  
ACHIEVE ITS  
PLANS

WHAT  
SPECIFICALLY IS  
PORTSMOUTH  
WATER GOING  
TO DO TO  
ACHIEVE EACH  
OF THESE PLANS

Our future is about being water smart.

4. **Supporting our customers to use water wisely** and ultimately reduce water usage.
5. Ensuring our water is **always wholesome** and always available at our customers' tap.
6. Investing in our **assets** so we use our lowest cost, most sustainable and lowest carbon water sources while continuing to deliver excellent service.

Over time, giving all customers a smart meter with real time visibility of their water usage, access to advice on how to use less and reward them for doing so **possibly** through innovative tariffs.



Protecting customers' health by **eradicating use of lead pipe by 2050** and protecting the standards of our drinking water.



Developing ways to operate our plant that **reduces reliance on power and chemicals** to limit the impact on climate, costs and support PW's goal of carbon net zero.





HOW  
PORTSMOUTH  
WATER IS  
GOING TO  
ACHIEVE ITS  
PLANS

WHAT  
SPECIFICALLY IS  
PORTSMOUTH  
WATER GOING  
TO DO TO  
ACHIEVE EACH  
OF THESE PLANS

Our future is about being water smart.

7. Working **collaboratively** with **landowners, farmers** and **industry** to find ways to protect our water sources.
8. Finding ways to **generate** and **use renewable energy** and **innovative ways** to **reduce** our **impact** on the **causes of climate change**.
9. Looking outside the industry to **drive collaboration, innovation** and **efficiencies**.

**Working with landowners, farmers & industry** to protect our water sources, preventing contamination which will reduce costs for treating water and therefore minimising the reliance on power and chemicals **to remove e.g. nitrates or pollutants from our water supplies.**



**Partnering with renewable energy providers** to ensure we have a sustainable source of energy and develop our own energy from solar or through residual heat from water.



Working with the **community** to reduce carbon impact and waste from plastic bottles by actively promoting tap water (i.e. by providing free water for public water dispensers and working with **local government** and **environmental bodies** to promote use of water bottles).



HOW  
PORTSMOUTH  
WATER IS  
GOING TO  
ACHIEVE ITS  
PLANS

WHAT  
SPECIFICALLY IS  
PORTSMOUTH  
WATER GOING  
TO DO TO  
ACHIEVE EACH  
OF THESE PLANS

Our future is about being water smart.

10. Driving **digitalisation** of Portsmouth water to better support our customer whenever they need it all year round.
11. Doing all this at the **lowest possible cost** to customers and ensuring that water is affordable for all our customers.

Enabling customers to choose how they interact with Portsmouth Water with the addition of **state of the art digital options to the current options** - providing excellent customer experiences.



Balancing investment needs and **discovering new innovative ways of driving efficiency**, to ensure that we achieve our vision at the lowest possible cost and **not passing on the burden to the next generation**.



Delivering **new social tariffs to ensure no household is in water poverty** and collaborating with charities, local government & other organisations to **give our vulnerable customers access to support**.



# Wrap-up

- To what extent, if at all, do you think Portsmouth Water will **achieve the aims** for 2050 set out in its overarching plan and reasons for making long term plans (slide 10), based on the information you have seen so far? Why?
- How quickly (or slowly) do you want to see the plans implemented?
- What **questions or concerns** do you have based on everything we have discussed today?
- Is there **anything else** you would like to say to Portsmouth Water?



**Blue Marble Research Ltd**

**[www.bluemarbleresearch.co.uk](http://www.bluemarbleresearch.co.uk)**

**01761 239329**