

Future Customer Panel

Group discussion



1:

Secure sustainable
water supplies for our
customers, which
protect and enhance
our
environment in a
changing world.

1

“We’ll be at the **frontier of regional resilience**. Our new reservoir will provide a reliable, resilient source of water. This will allow us to take less water from sensitive environments and share more with our neighbours”.

2

“**Universal smart metering** means customers will have access to the information they need to make sustainable water efficiency decisions”.

3

“We’ll use **artificial intelligence to pinpoint exactly where leaks are** on our network – and work with customers to find and fix leaks in their homes and businesses”.

4

“Our future is one where we’re **investing in nature and catchments** – putting the natural environment at the heart of our decision making”.

5

“Solutions will be co-created, co-funded and co-delivered with stakeholders like farmers, landowners and community groups – bringing **benefits to local environments, biodiversity and water quality**.”



2:

Be at the frontier of
delivering
high-quality,
resilient, net zero
services – for our
customers,
environment and
region.

1

“Customers will still experience the same reliable service, but with **significant improvements to our resilience**, responsiveness and a lower environmental impact”.

2

“We’ll **generate more energy than we need** from our operations and assets, and export this to our local communities. All our vehicles will be zero emissions –embracing the latest technology”.

3

“All our **pipes will be free from lead** and we’ll work with customers to help identify and remove it from the pipes at their properties”.

4

“We’ll modernise how we provide high-quality water by **minimising our use of chemicals and energy** and improving the resilience and sustainability of our services”.

5

“We’ll be using **Artificial Intelligence to ensure all our maintenance is proactive and preventative**, rather than reactive – lowering operational costs and increasing the life of our assets”.



3:

Co-create solutions
which deliver
our customers',
communities', and
stakeholders'
priorities.

1

"Our customers will think of **saving water** in the same way they think of recycling – as second nature."

2

"They will choose to do this as part of a collective effort to **protect the environment for future generations** because they feel a sense of connection and ownership and trust us to deliver."

3

"Our customers will have the tools and information they need to do this through our **smart metering programme** and improved digital channels".

4

"We'll work with large water users, particularly local market gardeners, to co-create markets for non-potable water, enabling **more sustainable irrigation practices**".

5

"Customers will **always be able to access the support** we offer – when and how they need it."

6

No vulnerable customers will be without water for longer than an afternoon, as we'll have a detailed understanding of who they are and how best to reach them.



4:

Affordable water for
all.
Always.

1

"We will **ensure customers share in our success** and either reinvest our rewards in customers' priorities or to reduce bills in the future".

2

"We'll have a much **closer connection with our customers**, meaning we also understand them significantly better".

3

"We'll use **artificial intelligence to pinpoint exactly where leaks are on our network** – and work with customers to find and fix leaks in their homes and businesses".

4

"We'll create a hub where **customers in vulnerable circumstances will have access to flexible, tailored, holistic support** whenever they need it".

5

"We will have a range of **social tariffs that help our most vulnerable customers**".

6

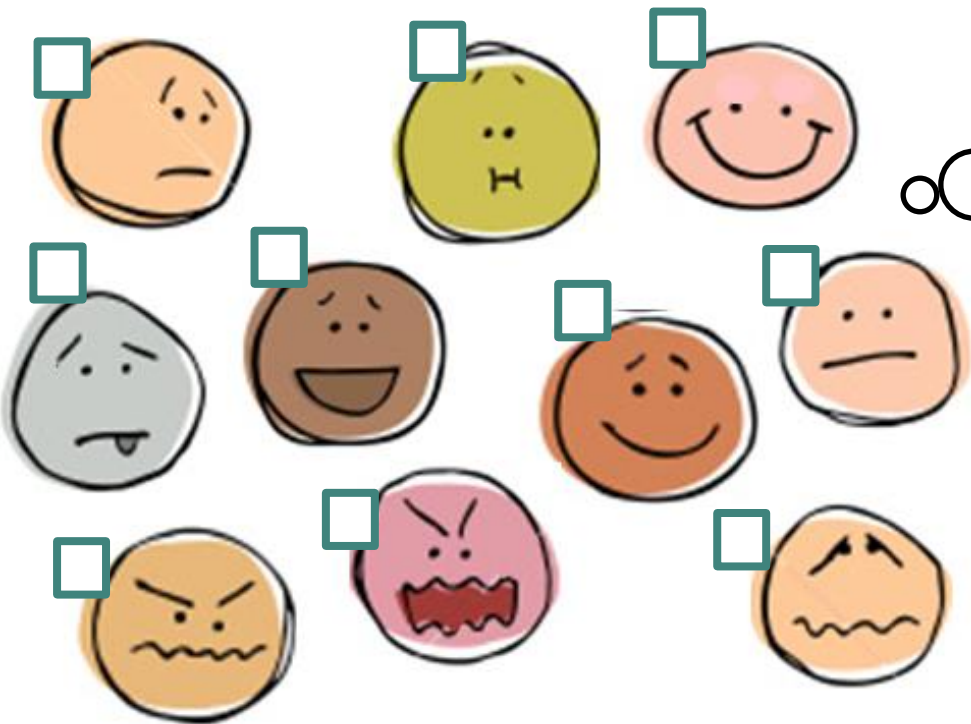
"Smart metering means we'll be able to identify changes in water use quickly, accurately and **offer proactive support and advice.**"

7

"We will make the right investments at the right time, **balancing the needs of customers and the environment** with our understanding of how efficiently we can deliver."

PRIVATE RESPONSE FORM

Q1: Tick an emoticon that best describes how you feel towards Portsmouth Water's Vision. You can choose more than one if you have mixed emotions



Q2: Why have you chosen those emoticons? How are you feeling about Vision for Portsmouth Water?

Q3: What words or phrases would you use to describe the Vision?

<https://www.portsmouthwater.co.uk/pr24-survey/>