

INTRO 1

Thank you taking part in this survey. It's important that you as one of our customers have a say in Portsmouth Water's longer term plans.

There are some things Portsmouth Water **have to do** in the next few years, to meet our legal obligations and to secure safe, reliable drinking water in future.

In addition, there are other things that Portsmouth Water **could do** to further improve your services.

Both the things we **have to do** and the other things that **we could do** would be paid for through increases in the water bill.

Completing this survey will help us make **choices** about the following four things:

- How quickly we reduce the amount of water being lost through **leaks**
- How far we go to ensure the future **reliability** of the water supply
- How much we do to help find and replace water pipes made of **lead**
- How much we help the **local environment** and wildlife

INTRO 2

Before we ask you to make some choices, we'd like to show you some information about each of the four things you'll be making choices on.



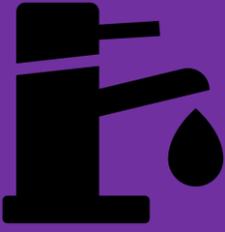
Reducing leakage

Water leaks both from Portsmouth Water's mains supply pipes and also from pipes within customers' properties and business premises.

In 2018-19, 32 million litres of water were lost through leaks each day in the Portsmouth Water region. While Portsmouth Water have made progress in reducing leaks since then, and are meeting the targets that have been set for us, we know that more needs to be done.

What's the choice we need to make?

We are already committed to halving leakage by 2050 – but we want to you tell us if you think we should achieve this goal sooner.



Keeping your water supply reliable

We measure reliability by how likely each customer is to be without water for at least three hours – which is the government’s definition of a supply interruption.

Our services are the most reliable in the country. Our customers have a less than 1% chance of being without water for three hours in any year. This compares to an industry-average of more than 5%.

What’s the choice we need to make?

We want to give you a choice about how much we should invest to improve and upgrade our pipes and pumps, to make sure water keeps flowing to your taps in future.



Finding and replacing water pipes made of lead

Lead used to be a common material used for water pipes, both in water companies' networks and in people's homes. However, it was banned for new pipes because it can impact the health and development of very young children.

We've already replaced the vast majority of lead pipes on our network, and continue to replace them when we find them. However, we think there are about 82,000 homes and 150 schools connected to our network with lead pipes which are usually their responsibility to replace. At the moment, we use harmless chemical additives to reduce traces of lead in drinking water.

What's the choice we need to make?

We want to help customers find and replace lead pipes at their properties. We'll give you a choice about how soon we should aim to achieve this.



Enhancing the local environment and wildlife

The government expects Portsmouth Water to take action to enhance the environment at sites that we own. We measure this by understanding the variety of plant, animal and insect life at our sites, or in other words the 'biodiversity'.

We also give grants to partners like farmers to improve the environment by helping stop water running off fields and creating new wildlife habitats.

What's the choice we need to make?

We want to give you a choice about how much we should do above our legal requirements to enhance the environment we all rely on and enjoy

INTRO 3

We're going to ask you to make some choices about what Portsmouth Water should do in the 4 areas we've just described.

When you make your choices you're going to have a certain amount you can spend on these areas – in the form of **credits**.

First of all we want you to decide how many credits you'll have to spend. The credits you get will depend on how much water bills are in future.

We'll show you three different options showing what future bills could be. Bills go up in all of the options, because they all include the investments we **have** to make. The difference between the bill options is that bill increases happen at different rates and at different times. If bills go up sooner, this means we would have more money to invest, and so you will have more credits. If bills go up later, we have less money to invest, and so you will have fewer credits.

When thinking about the future level of bills, please bear in mind that currently Portsmouth Water bills are the lowest in the country, and that we are committed to making sure that our services are **always affordable to all customers**, through bill support schemes that assist those who genuinely struggle to afford their bill.

Please hit 'continue' when you are ready

Which one of these three future bill options would you prefer? *The bill amounts shown are **average household bills per year**. They are in today's prices so **exclude inflation****

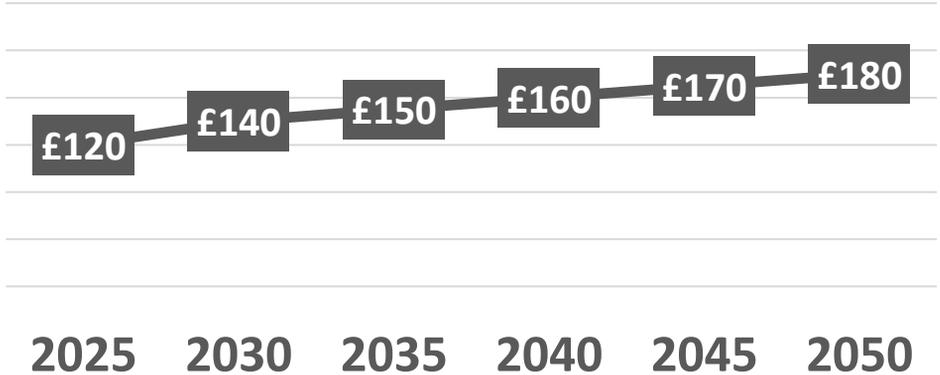
FUTURE
BILLS
OPTION A:
GET 500
CREDITS



WATER BILL: Big bill increases up until 2030, then stable so the bill will be relatively low (£160) by 2050.

IMPLICATIONS: We can meet all minimum requirements and afford to achieve all of the goals Portsmouth Water would like to achieve in the four areas we've described

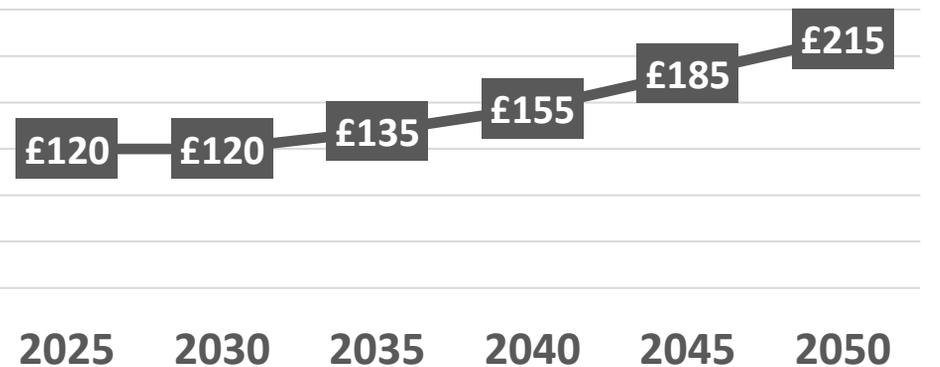
FUTURE
BILLS
OPTION B:
GET 400
CREDITS



WATER BILL: Steady bill increases over time so there will be a moderately high bill (£180) by 2050.

IMPLICATIONS: We can meet all minimum requirements and afford to achieve some of the goals we would like to achieve in the four areas we've described

FUTURE
BILLS
OPTION C:
GET 300
CREDITS



WATER BILL: No increase until 2030, then bills increase sharply, so there will be a high bill (£215) by 2050.

IMPLICATIONS: We can meet minimum requirements but can only afford smaller improvements in the four areas we've described

INTRO 4

<IF FUTURE BILL OPTION A SELECTED>

You chose Option A which means you have up to **500 credits** to spend on what Portsmouth Water should do.

On the next screen you'll see the 4 areas where there are choices to be made on what can be done in future. You will choose how much you want Portsmouth Water to do in each area.

Selecting different options will change the number of credits you have left so keep an eye on how much you spend.

As you chose Option A just now, you have enough credits to choose the highest options in all four areas. However, when you go through you may decide that you would rather choose different options and save some credits. Any credits left over means that the future water bills would be lower.

Please hit 'continue' when you're ready to move on

INTRO 4

<IF FUTURE BILL OPTION B SELECTED>

You chose Option B which means you have up to **400 credits** to spend on what Portsmouth Water should do.

On the next screen you'll see the 4 areas where there are choices to be made on what can be done in future. You will choose how much you want Portsmouth Water to do in each area.

Selecting different options will change the number of credits you have left so keep an eye on how much you spend.

You don't have to spend all of your credits. Any credits left over means that the future water bills would be lower.

Please hit 'continue' when you're ready to move on

INTRO 4

<IF FUTURE BILL OPTION C SELECTED>

You chose Option C which means you have up to **300 credits** to spend on what Portsmouth Water should do.

On the next screen you'll see the 4 areas where there are choices to be made on what can be done in future. You will choose how much you want Portsmouth Water to do in each area.

Selecting different options will change the number of credits you have left so keep an eye on how much you spend.

You don't have to spend all of your credits. Any credits left over means that the future water bills would be lower.

Please hit 'continue' when you're ready to move on

Please choose one option for each of the four choices by clicking on the drop down banners. You can change your choices until you're happy. Remember, any credits you have left means the average bill would be lower. When you're finished, scroll to the bottom to continue.

Credits to spend	500			
Summary of your choices				
	-	-	-	-
	0 cr	0 cr	0 cr	0 cr

- 
Reducing leakage
▼
- 
Keeping your water supply reliable
▼
- 
Finding and replacing pipes made of lead
▼
- 
Enhancing the local environment
▼

Please choose one option for each of the four choices by clicking on the drop down banners. You can change your choices until you're happy. Remember, any credits you have left means the average bill would be lower. When you're finished, scroll to the bottom to continue.

Credits to spend	360			
Summary of your choices				
	High	-	-	-
	140 cr	0 cr	0 cr	0 cr

 **Reducing leakage** 

-  **Low:** Reduce leakage by 50% **by 2050.** This meets minimum government expectations 60 cr
-  **Medium:** Reduce leakage by 50% **by 2045.** 100 cr
-  **High:** Reduce leakage by 50% **by 2040.** This is what Portsmouth Water would like to do 140 cr

 **Keeping your water supply reliable** 

 **Finding and replacing pipes made of lead** 

 **Enhancing the local environment** 

Please choose one option for each of the four choices by clicking on the drop down banners. You can change your choices until you're happy. Remember, any credits you have left means the average bill would be lower. When you're finished, scroll to the bottom to continue.

Credits to spend	300			
Summary of your choices				
	High	High	-	-
	140 cr	60 cr	0 cr	0 cr


Reducing leakage
▲

-  **Low:** Reduce leakage by 50% **by 2050**. This meets minimum government expectations 60 cr
-  **Medium:** Reduce leakage by 50% **by 2045**. 100 cr
-  **High:** Reduce leakage by 50% **by 2040**. This is what Portsmouth Water would like to do 140 cr


Keeping your water supply reliable
▲

-  **Low:** The chance of supplies being interrupted increases from 1% a year to 5% a year (as reliable as the industry average) 0 cr
-  **Medium:** The chance of supplies being interrupted will stay at 1% in any year (the most reliable in the country) 20 cr
-  **High:** The chance of supplies being interrupted is reduced to 0%. This is what Portsmouth Water would like to do. 60 cr


Finding and replacing pipes made of lead
▼


Enhancing the local environment
▼

Please choose one option for each of the four choices by clicking on the drop down banners. You can change your choices until you're happy. Remember, any credits you have left means the average bill would be lower. When you're finished, scroll to the bottom to continue.

Credits to spend	100			
Summary of your choices				
	High	High	Medium	-
	140 cr	60 cr	200 cr	0 cr

 **Reducing leakage** ▼

 **Keeping your water supply reliable** ▼

 **Finding and replacing pipes made of lead** ▲

-  **Low:** All homes have access to water with no exposure to lead **by 2070.** 140 cr
-  **Medium:** All homes have access to water with no exposure to lead **by 2060.** 200 cr
-  **High:** All homes have access to water with no exposure to lead **by 2050.** This is what Portsmouth Water would like to do. 260 cr

 **Enhancing the local environment** ▼

Please choose one option for each of the four choices by clicking on the drop down banners. You can change your choices until you're happy. Remember, any credits you have left means the average bill would be lower. When you're finished, scroll to the bottom to continue.

Credits to spend	80			
Summary of your choices				
	High	High	Medium	Medium
	140 cr	60 cr	200 cr	20 cr

 **Reducing leakage** ▼

 **Keeping your water supply reliable** ▼

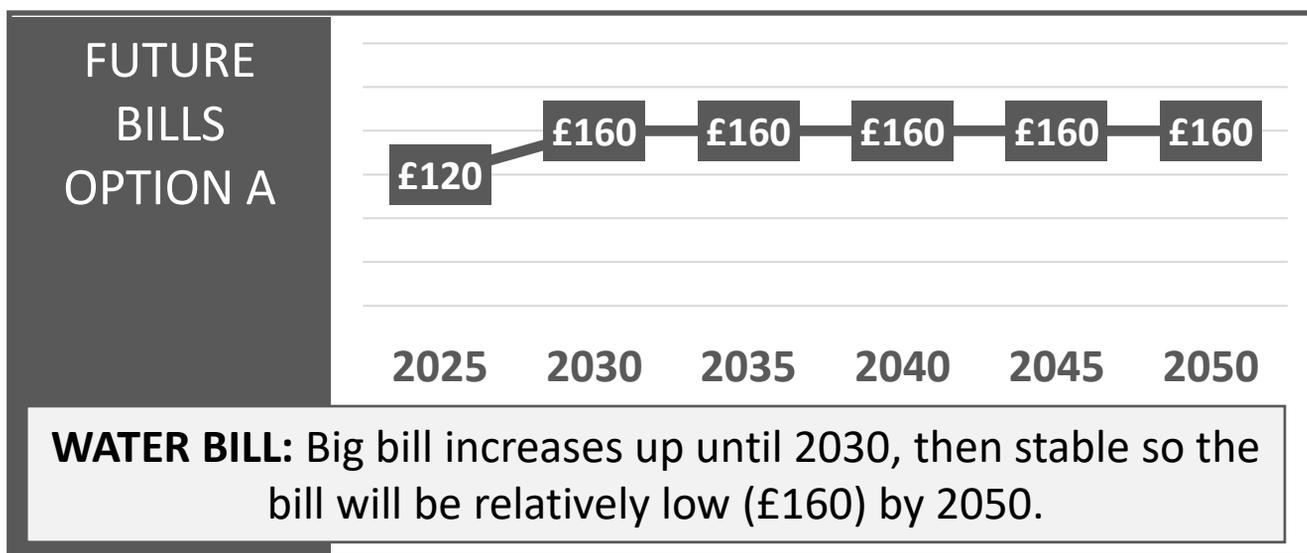
 **Finding and replacing pipes made of lead** ▲

-  **Low:** All homes have access to water with no exposure to lead **by 2070.** 140 cr
-  **Medium:** All homes have access to water with no exposure to lead **by 2060.** 200 cr
-  **High:** All homes have access to water with no exposure to lead **by 2050.** This is what Portsmouth Water would like to do. 260 cr

 **Enhancing the local environment** ▲

-  **Low:** Make sure biodiversity doesn't deteriorate at our key sites and no increase in our grants to enhance the environment 0 cr
-  **Medium:** Improve biodiversity at our key sites by 2030 but no increase in our grants to enhance the environment 20 cr
-  **High:** Improve biodiversity at our key sites by 2030 and double our grants to enhance the environment 40 cr

Thank you. Here's a summary of your choices:



Reducing leakage

High: Reduce leakage by 50% **by 2040**. This is what Portsmouth Water would like to do. **140 cr**



Keeping your water supply reliable

High: The chance of supplies being interrupted is reduced to 0%. This is what Portsmouth Water would like to do. **60 cr**



Finding and replacing pipes made of lead

Medium: All homes have access to water with no exposure to lead **by 2060**. **200 cr**



Enhancing the local environment

Medium: Improve biodiversity at our key sites by 2030 but no increase in our grants to enhance the environment. **20 cr**

You decided to save 80 credits. This means that the average annual household bill for 2025-29 would be reduced by **40 pence** from the future bill option you chose.

If you'd now like to have another go and change either the future bill option you chose, or any of the choices that you made in the areas above, please indicate below:

1. I'm happy with my selection and choices
2. I'd like to go back and change the future bill option
3. I'd like to go back and change the choices I made, with the same future bill option as before