

BUSINESS PLAN 2025 TO 2030

PRT19: PR24 DOCUMENT

NAVIGATION GUIDE



DOCUMENT NAVIGATION GUIDE

This Document Navigation Guide details the structure of our PR24 Business Plan.

The documents which comprise our PR24 submission are referenced PRT01 to PRT20 inclusive. Below we list all the documents in our submission, with individual links to the [Portsmouth Water website](#) where they are hosted.

If documents contain commercially sensitive information, they are not hosted online, but have been submitted to Ofwat. Third parties can request access by email: pr24@portsmouthwater.co.uk.

Guide to our plan

Main plan

[PRT01 Excellence in Water. Always](#) is an overarching summary of our plan in eight sections:

1. **Our Business Plan** – Headlines and summary.
2. **Shaping Our Plan** – How we developed the plan, taking into consideration how we are performing today, the challenges ahead, views of our customers and communities and our long-term plans and priorities.
3. **What Our Customers Can Expect** – Our performance commitments, investment and bills.
4. **Maintaining Excellence** – the four pillars of our investment and what we will deliver to meet the challenges ahead to meet our priorities, including:
 - a. **Future Water:** WINEP, leakage, universal metering, water saving, Havant Thicket Reservoir
 - b. **Connected Future Today:** Customer and community relationships, water and energy saving, IT, open data
 - c. **Assets for the 21st Century:** Enhancement investments, water quality
 - d. **Affordability and enhancing environmental and social value:** Affordable bills for all, water poverty support, biodiversity, carbon and community.
5. **Delivering Our Plan Efficiently** – how we are stretching ourselves.
6. **Deliverability Of Our Plan** – our plans for efficient delivery and innovation.
7. **Financing Our Plan** – how we will finance our investment and align risk and return.
8. **Answerable To Our Customers** – Outcome Delivery Incentives, transparency and Board assurance.

Supporting Documents and appendices

PRT01 Excellence in Water. Always is informed by **17 Supporting Documents (PRT02 to PRT18)**, which set out our business plan and long-term plans in detail.

These are listed below with their appendices.

The appendices have been numbered so they clearly link to the Supporting Document they are part of. Appendices are either:

- Named below and included in the Supporting Document so do not have their own link to the website.
- Named below and have a link to the website because they could not be included in the Supporting Document, for example due to a prescribed format.
- Named below but are not hosted on the website due to containing commercially sensitive information. These have been submitted to Ofwat and can be requested.

Click on a document below to view or download it from our website.

[PRT02 Delivering Havant Thicket Reservoir for Our Customers and the Region](#)

[PRT03 Engaging and Understanding Our Customers and Communities](#)

- [Appendix PRT03.67 Affordability and Acceptability Testing – Quantitative Report](#)
- [Appendix PRT03.75 Summary of Engagement Triangulation](#)
- [Please see Customer Insight Documents](#) (bottom tab on page) for PRT03.01 – PRT03.81

[PRT04 Delivering for Our Customers and Communities](#)

- [Appendix PRT04.01 - Optopia Carbon report](#)

[PRT05 Delivering Outcomes for Our Customers](#)

- [Appendix PRT05.01 Artesia Review of PCC](#)

[PRT06 Managing Our Resilience in the Long Term](#)

PRT07 Our Investment Plan

- **Appendix PRT07.01 Security Resilience and eCAF Compliance at Operational Sites**
 - Appendix PRT07.01.01 CAF / eCAF - mapping of development areas and proposed solutions (*In PRT07.01*)
 - Appendix PRT07.01.02 DWI Letter of support, physical security measures (*In PRT07.01*)
 - Appendix PRT07.01.03 DWI response - Digital Security Measures (Pending)
- **Appendix PRT07.02 Raw Water Resilience Enhancements (Disinfection)**
 - Appendix PRT07.02.01 DWI letter of support - UV plant enhancements (*In PRT07.02*)
 - Appendix PRT07.02.02 DWI letter of support - UV Fast deployment arrangements (*In PRT07.02*)
 - Appendix PRT07.02.03 Slindon DO Recovery Solution Report – Atkins (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.02.04 302 Catchment Audit Procedure V4 (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.02.05 Portsmouth Water Regulation 28 reports and sampling data (*Submitted to Ofwat/by request only*)
- **Appendix PRT07.03 Raw Water Deterioration and Drought Capacity Enhancements**
 - Appendix PRT07.03.01 WQ 03 03 17 Determining Sample Frequencies – Portsmouth Water Operating procedure (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.02 WQ 03 04 23 Frequency_2023 – Portsmouth Water operating procedure (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.03 Document 302 Catchment Audit Procedure V4. Portsmouth Water operating procedure (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.04 Report 5220073-ATK-XX-XX-TN-PR-101 – Option 5 Technical Note. Atkins consultant technical report (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.05 Report 5220073-ATK-XX-XX-TR-PR-001 – Nitrate Resilience Strategy Optioneering Report. Atkins consultant technical report (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.06 5200984-ATK-00-GEN-RE-Z-0005 Slindon DO Recovery Solution Report Rev 2.0. Atkins consultant technical report (*Submitted to Ofwat/by request only*)
 - Appendix PRT07.03.07: DWI letter of support – Lovedean Nitrate. DWI August 2023 (*In PRT07.03*)

- Appendix PRT07.03.08: DWI letter of support – Eastergate Group proposals. DWI August 2023 (*In PRT07.03*)
- **Appendix PRT07.04 The Isolation and Recovery of Service Reservoirs**
 - Appendix PRT07.04.01 Letter of support for Appendix B submission PRT11 – Service Reservoir enabling works. (*In PRT07.04*)
- **Appendix PRT07.05 WINEP and Protecting the Environment**
 - **Appendix PRT07.05.01 Portsmouth Water Investigation Costing (SDS-JN)**
 - **Appendix PRT07.05.02 Portsmouth Water WINEP PR24 Development**
 - **Appendix PRT07.05.03 Supplemental WINEP Methodology and driver codes**
 - Appendix PRT07.05.04 Scoping assumptions made for the monitoring borehole network for costings (*In PRT07.05*)
- **Appendix PRT07.06 Reducing Customer Side Demand (Universal Smart Metering)**
 - **Appendix PRT07.06.01 Report - WSM WDM roll-out - CBA findings**
- **Appendix PRT07.07 Lead Strategy Implementation**
 - Appendix PRT07.07.01 DWI response to Appendix B submission (Pending)

PRT08 Delivering Our Investment Plan

PRT09 Securing Value for Money

- **Appendix PRT09.01 Frontier Economics - High-level forecasts of Portsmouth PR24 allowances**

PRT10 Innovation to Enhance Our Service Delivery

- Appendix PRT10.01 Current Innovation Projects (*In PRT10*)
- **Appendix PRT10.02 PW Innovation Framework Draft V11**
- **Appendix PRT10.03 UK-2050-Water-Innovation-Strategy**

PRT11 Addressing Affordability and Vulnerability

PRT12 Accounting for Past Performance

PRT13 Aligning Risk and Return

- [Appendix PRT13.01 Credit Opinion-Portsmouth-Water-Limited-10Mar2023 \(Moody's\)](#)
- [Appendix PRT13.02 Havant Thicket Reservoir Allowed Cost of Capital \(First Economics Report\)](#)
- [Appendix PRT13.03 Cost of Capital for Havant Thicket \(NERA Economic Consulting\)](#)
- [Appendix PRT13.04 Financeability and Financial Resilience Centrus Assurance](#)

PRT14 Our People

PRT15 Board Assurance

- Appendix PRT15.01 PRT PR24 Steerco Minutes (*In PRT15*)
- [Appendix PRT15.02 SIA Report PR24 Engagement Programme Assurance](#)
- [Appendix PRT15.03 PRT Board PR24 Assurance Letter](#)
- [Appendix PRT15.04 Jacobs Documents assurance report](#)
- [Appendix PRT15.05 Jacobs Data Tables assurance report](#)
- [Appendix PRT15.06 KPMG Data Tables assurance report](#)

PRT16 Our 25-Year Vision (consultation version)

PRT17 Water Resources Management Plan (revised draft)

- [Appendix PRT17.01 Portsmouth Water WRMP24Tables v7](#)
- [Appendix PRT17.02 Portsmouth Water dWRMP24 Statement of Response](#)
 - Appendices PRT17.03-PRT17.41 (*Submitted to Ofwat/by request only*)

PRT18 Long-Term Delivery Strategy 2025-2050

Further documents include:

PRT19 PR24 Document Navigation Guide (this document)

PRT20 PR24 Signposting-document-for-quality-and-ambition-assessment
(Submitted only to Ofwat)

Data Tables and Commentaries

These are the Ofwat required data tables and commentaries to support our business plan.

- [PRT51 PR24-Business Plan Tables](#)
- [PRT52 Additional Information Request - Energy Costs](#)
- [PRT53 Outcomes](#)
- [PRT54 Risk & return](#)
- [PRT55 Costs \(wholesale\) Water](#)
 - [PRT55.01 Appendix to CW20 – Additional-Cohort](#)
- [PRT56 Water resources](#)
- [PRT57 Retail](#)
- [PRT58 Developer services](#)
- [PRT59 Long-Term strategies](#)
- [PRT60 Supplementary tables](#)
- [PRT61 Summary tables](#)
- [PRT62 Past delivery](#)
- [PRT63 Energy costs](#)

Ofwat Models

We have included the Ofwat required financial models.

[PRT62.01 Cost-of-new-debt-indexation-model](#)

[PRT62.02 Developer-services-reconciliation-model](#)

[PRT62.03 Gearing-Outperformance-Sharing-Mechanism](#)

[PRT62.04 PR19-Innovation-funding-reconciliation-model](#)

[PRT62.05 PR19IPD04-in-period-adjustments-model](#)

[PRT62.06 PR24-RCV-adjustments-feeder-model](#)

[PRT62.07 PR24-Revenue-adjustments-feeder-model](#)

[PRT62.08 Residential-Retail-Reconciliation-Model](#)

[PRT62.09 RFI-model-Apr-2023](#)

[PRT62.10 RPI-CPIH-wedge-true-up-model](#)

[PRT62.11 Tax-reconciliation-tool](#)

[PRT64 PR24 Business plan-tables to financial model-mapping tool v5 25Sep](#)

[PRT65 PR24-financial-model-v21a 25Sept](#)

[PRT66 PR19IPD01 ODI-performance-model-v1.10 - PRT23-24](#)

[PRT67 PR19IPD01 ODI-performance-model-v1.10 - PRT24-25](#)