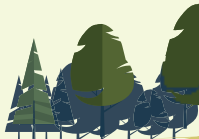
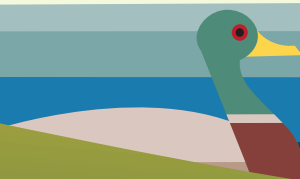
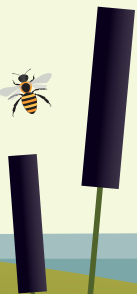


# SAFE, RELIABLE DRINKING WATER FOR THE NEXT 25 YEARS

Water Resources  
Management  
Plan 2020-2045

Revised June 2021



# INTRODUCTION

**Water is essential for everything we do – it underpins our health, our environment and our economy. It's vital we plan to supply water and update those plans when things change.**

And things have changed over the last year. New technology has meant we've become much more successful at finding and fixing leaks.

However, many of us are also using more water at home than we did before, due to the pandemic, and our previous water efficiency and metering campaigns haven't been as successful as we hoped.

At the same time, our detailed investigations and environmental assessments on options to supply more water from underground sources have found we're able to take less water than we originally thought.

All of this means we needed to refresh our current Water Resources Management Plan to reflect these changes.

We're still able to supply the water our customers need during normal and dry conditions, and continue to supply our neighbours Southern Water when they need it. However, we'll be doing more work this year to make sure our supplies are secure and resilient, even in the most severe droughts.

This summary explains the changes we've made and what they mean for the next few years.

## WHAT IS A WATER RESOURCES MANAGEMENT PLAN?

All water companies prepare Water Resources Management Plans (WRMPs) which show how they will secure resilient water supplies for their customers for at least the next 25 years.

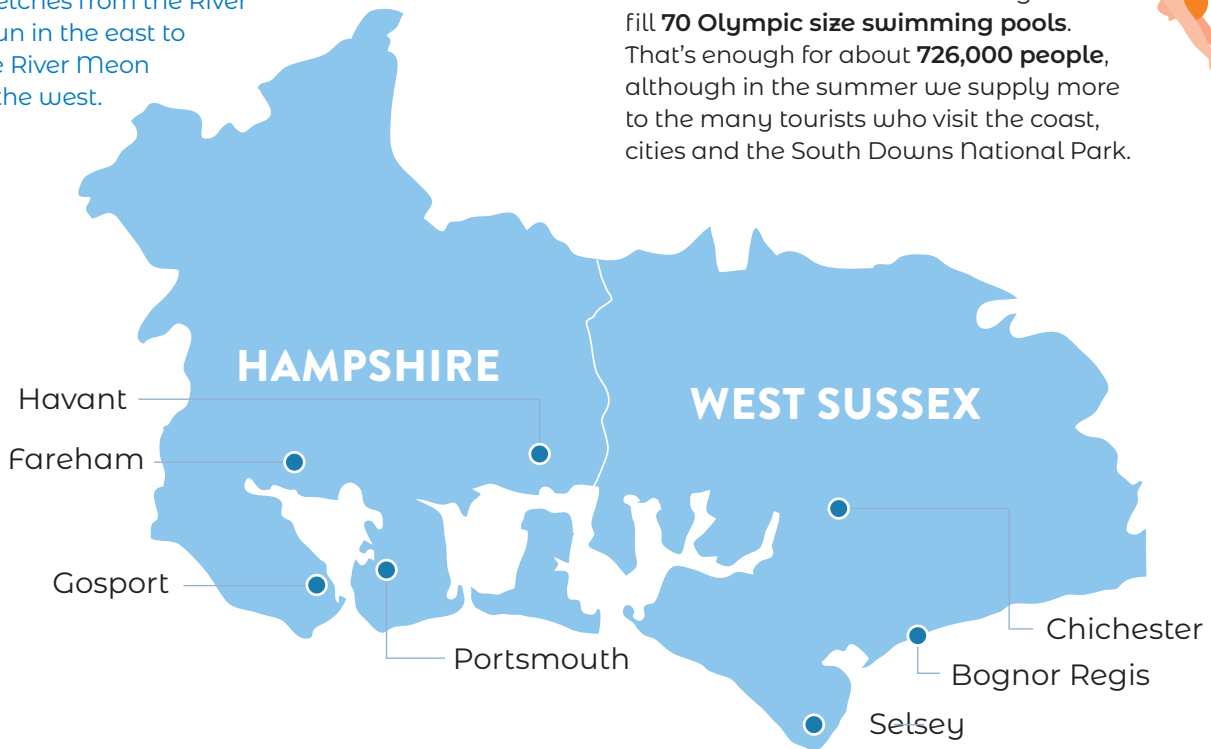
We consider how much water we have available today, how much we need for the future and then develop options to make up the difference. These plans are reviewed every year and redone every five years, to make sure they always reflect the latest information, innovation and customer views.

We published our last Water Resources Management Plan in 2019 (WRMP19), which focuses on the actions we need to take during 2020-2045, and we'll publish our next draft Plan (WRMP24) for consultation next year, which will look even further into the future, from 2025-2100.

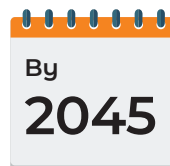
# YOUR WATER SUPPLIES TODAY AND IN 2045

We currently supply fresh, safe drinking water to 320,000 homes and business in West Sussex and Hampshire, in an area which stretches from the River Arun in the east to the River Meon in the west.

On an average day, we supply about **174 million litres of water** – enough to fill **70 Olympic size swimming pools**. That's enough for about **726,000 people**, although in the summer we supply more to the many tourists who visit the coast, cities and the South Downs National Park.



By **2045** we expect to supply a similar amount of water but to more people – **833,000 people in 382,000 homes** and businesses. We'll be able to do this because we'll have reduced the amount of water lost to leaks and you'll be more efficient with water in your homes and businesses.












## WHAT IS RESILIENCE?

Resilience is the ability to cope with and recover from extreme weather, such as droughts and floods, with as little impact as possible on our customers, the environment and wildlife.

# QUICK VIEW OF THE CHANGES TO OUR WATER RESOURCES PLAN

These are the options we chose to secure the water we need to provide resilient water supplies to our customers, and to support Southern Water’s customers. Here we show how they’re changing:

WRMP19	UPDATED
<p>Reduce leakage by seven million litres per day, down to 28 million litres per day</p> 	<p>Reduce leakage by an extra 4 million litres per day, down to 24 million litres per day</p> 
<p>Help customers save 3 million litres per day by installing meters and promoting water efficiency, reducing average use to 135 litres per person per day</p> 	<p>From a higher starting point, help customers save 3 million litres per day through a smart meter trial and Get Water Fit campaign, reducing average use to 144 litres per person per day</p> 
<p>Develop Havant Thicket Reservoir to supply 21 million litres per day</p> 	<p>No change: Develop Havant Thicket Reservoir to supply 21 million litres per day</p> 
<p>Improve groundwater sources and develop a new one to secure an additional 20 million litres per day</p> 	<p>We can now only secure an additional two million litres per day (with the potential for an extra 4.5 million litres in severe droughts). We’re continuing to work on this over the coming months.</p> 
<p>Make 8.5 million litres a day available by applying for a drought permit to take more water from an existing source in West Sussex</p> 	<p>No change: Make 8.5 million litres a day available by applying for a drought permit to take more water from an existing source in West Sussex.</p> 

**Even with these changes, we’re still committed to the following levels of service for our customers:**

- Temporary use bans (restrictions in water use for households) including hosepipe bans are not likely to be needed more than once in every 20 years on average (a 5% chance each year).
- Drought orders (to further limit water use of commercial customers) are not likely to be needed more than once in every 80 years on average (a 1.25% chance each year).
- Drought permits (to allow us to take more water from the environment) are not likely to be needed more than once in every 125 years on average (a 0.8% chance each year).
- Emergency drought orders (to restrict water use to a few hours each day or standpipes in the street) are not likely to be needed more than once in every 200 years on average (a 0.5% chance each year).

# WHAT'S CHANGED OVER THE LAST YEAR

## Leakage

Due to innovative ways of working, we've been very successful at finding and fixing leaks in the past few years and saved more water than planned. So, we're now extending our target to save an extra four million litres per day by 2025.

## Water efficiency and water meters

The amount of water we're using each day on average has gone up significantly to around 171 litres per person per day – mostly because of the pandemic and people being at home more.

The savings we'd hoped to make by installing more water meters and supporting customers with water audits and free devices is now likely to take longer to achieve and result in a higher average water use than planned.

We haven't been able to install as many meters as we hoped, partly due to Covid restrictions. We installed 3,600 last year against a target of 5,000.

Our performance means we're in a different position than we thought we would be, so we've updated our forecasts for the next few years and developed a new water-saving programme, including:

## Get\waterFit

- Launching a GetWaterFit programme with free virtual home visits, incentives to support charities and free water-saving devices
- Trialling a programme of smart meters.

We expect to make similar overall savings by 2025, although personal water use is likely to remain higher than previously planned for.

## Groundwater sources

We said we'd upgrade some of our water sources – boreholes which bring water from underground to the surface to be treated – to increase the amount of water they provide.

However, after carrying out detailed investigations and environmental assessments, we've found we can't take as much water as we previously thought.

In some cases, this is because the potential additional water is 'locked in' to our networks – simply, our networks aren't configured to move the extra water to where it's needed.

Other sources don't have as much water available as we'd hoped without having an impact on the environment.

This means we need to spend more time this year looking at our networks to see if we can 'unlock' more of this water for the future.



# WHAT'S CHANGED OVER THE LAST YEAR

## New ways of planning

We're part of the Water Resources South East group, which is made up of six water companies working in collaboration with the Environment Agency, Ofwat, Defra, the Consumer Council for Water and Natural England. Together we develop a joined-up water strategy for the whole of the South East and this informs our individual water resource plans.

We've now improved how we plan by adopting a new 'model' pioneered by the group which means we understand much more about what different 'futures' might look like so we can plan for them.

This means we can consider varying levels of population and housing growth, how water use might change and how climate change will impact our environment – not just one fixed future.

The latest modelling has shown that the amount of water we think we'll need in the future has changed, compared to our original plan.

This doesn't mean we need to make big changes now, but we decided it was best to update our figures with the best data possible, so we fully understand our supply-demand balance, and so the next regional plan and our next water resource plan start from the best possible place.



# WHAT DOES THIS MEAN FOR OUR WATER RESOURCE PLANS?

We've still got enough water to meet customers' needs during normal and dry conditions – and we're confident our plans will make sure we've got enough to meet future demand.

These updates do mean however, that there is a slightly increased risk of us not having enough water in very severe droughts in the next year.

During the rest of 2021 we're investigating how to release the 'locked-in' supplies from the groundwater sources and identifying areas of high demand for water efficiency and metering campaigns.

Alongside the Environment Agency, we'll also be exploring options for drought permits or orders to secure supplies in the more severe drought events.

These further investigations will make sure we can continue to supply reliable water to our customers and support our transfers to neighbouring Southern Water customers as planned.

## WHAT HAPPENS NEXT?

Early in 2022, Water Resources South East will consult on its next regionwide plan for water resources and this will include new options we've put forward for Hampshire and West Sussex – building on this current plan.

We'll share this with you so you can have an early say in our region's future water sources.

Later in 2022, we'll take information from the final regional plan and publish it in our own water resources plan for 2025-2100 for consultation, bringing together our new way of working and new options to secure resilient and reliable supplies for the years ahead.

