



# SAFE, RELIABLE DRINKING WATER FOR THE NEXT 50 YEARS

**HAVE YOUR SAY ON OUR DRAFT WATER RESOURCES  
MANAGEMENT PLAN 2025-2075**  
**CONSULTATION: NOVEMBER 15, 2022 TO FEBRUARY 20, 2023**





# INTRODUCTION

## Welcome to our consultation on our plans to continue supplying high-quality, reliable drinking water for the next 50 years.

In many ways, this is our most ambitious and collaborative plan yet. We've actively collaborated with other water companies to identify regional options which deliver the most benefit to people, business, the environment and wider society, not just in our region, but across the whole of the South East of England.

This means we're facing the increasing challenges of climate change, population growth and the pressing need to support our natural environment together. This summer's drought, and the highest-ever recorded temperatures, were a stark reminder of the reality of the challenges ahead and the vital importance of having reliable water in our daily lives.

In our last plan, published in 2019, we outlined our ambition to build Havant Thicket Reservoir, the first major new reservoir in the UK since the 1980s. Since then, we've secured planning permission, started the build and expect to start drawing supplies for our customers in 2029. This new reservoir, developed in partnership with Southern Water, is set to become a strategic regional water resource, as well as a flourishing haven for wildlife and an invaluable community asset.

Moving on to this plan, we are fully focussed on the need to make much better use of the resources available to us.

The Government's recommendation in 2021 that our area be reclassified as 'seriously water stressed' allows us to lead with a ten-year

programme to install smart water meters in most homes.

It signals a move to a much fairer and more effective way of supplying reliable water and, by offering support on water saving, leak repairs and bill transitions, will help us all become much more careful with water and reduce pressure on precious resources. A key priority for us will be making sure water remains affordable, particularly for our vulnerable customers who in some cases are already struggling with the cost of living.

We're also committing to halving leaks by 2050 and we'll keep on reducing leakage year-on-year in the meantime. It's something you tell us is a top priority.

Further down the line, we plan to reduce the amount of water we share with Southern Water, reduce the likelihood of severe restrictions in droughts (such as standpipes) and potentially import water from Southern Water, as new resources become available elsewhere in the South East.

We're also planning to review the amount of water we take at all our sources, to plan where we may need to take less to help protect the precious chalk streams and rivers in our area and allow wildlife to flourish.

It's possible that we'll have around 40 per cent less water available to us by 2075, so it's vital

that we plan now to make sure we maintain our 160-year record of reliability and quality. We also need to balance this with reducing our emissions to net zero to play our part in reducing the impact of climate change. We also need to ensure that our bills are affordable, now and in the future.

We've already spoken to many customers and organisations while developing this plan and your responses during our consultation will play an important part in shaping the final version we will publish next year, so please take a few minutes to share your thoughts. Find out how on page 18.

Thank you for taking the time to read our consultation and for sharing your views with us. As a customer focused organisation, your views and opinions are incredibly important to us.

**Bob Taylor,**  
Chief Executive  
Portsmouth Water



# PLAN SUMMARY

Our Water Resources Management Plan sets out how we plan to supply safe, reliable drinking water for the next 50 years (2025-2075).

We have developed it not just for our customers, but also to play our part in delivering a best-value plan for the wider South East, which makes the most of our region's precious water resources, prepares for the future and will improve our natural environment.

## OUR PLAN IS TO:



Construct and fill **Havant Thicket Reservoir by 2029** to supply water to our customers and free up supplies elsewhere to share with Southern Water



Install smart meters in most of the homes we supply by 2035 and replace existing meters with smart ones by 2040 to encourage water saving, find leaks and introduce fairer bills



Support everyone to reduce their water use to an average of 119 litres per person per day by 2050 (160 litres on average today) through community rewards, water-saving devices and home audits



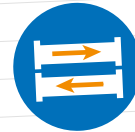
Benefit from Government action including the introduction of water efficiency labelling on devices and appliances which use water to further reduce average use to 110 litres per day



Reduce non-household water use through assessments and leak detection for hundreds of high-water users, such as schools, colleges and businesses



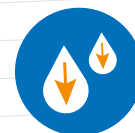
Halve leaks by 2050 on our network and then reduce them by a further two per cent every five years after



Upgrade a water supply 'booster' station in West Sussex by 2030 so we can move water more easily to where it's needed



Increase our resilience so we can reduce the likelihood of emergency drought restrictions such as standpipes to once every 500 years on average after 2039 and stop using an emergency permit to take water during droughts



Reduce the amount of water we supply to Southern Water's customers in West Sussex and Hampshire from 2040 as their planned new resources come into operation



Potentially receive supplies from Southern Water after 2049 so we can reduce the amount of water we take from precious chalk stream catchments.



# PLANNING FOR THE FUTURE

All water companies prepare Water Resources Management Plans (WRMPs) which show how they will secure resilient water supplies for their customers.

We consider how much water is available today, how much we need for the future and develop options to make up the difference. These plans are reviewed every year and updated every five years, to make sure they always reflect the latest situation and especially our customers' needs.

Our WRMP is one of a series of plans which together show how we'll deliver on our **25-year company vision** and **four priorities** for our customers.

The illustration below shows how our plans work together to deliver our priorities and when you can get involved to shape them:



**Drought Plan** (published April 2022) – the actions we'll take in a drought to maintain supplies



**Our long-term Vision** (published August 2022) – our priorities for the next 25 years



**Water Resources Management Plan** (consultation Nov 2022 - Feb 2023) – how we'll secure reliable water for the next 50 years



**Your Choices** (consultation in Spring 2023) – how quickly and in which way we deliver our vision



**Business Plan 2025-30** (consultation in Summer 2023) – our investment plans to fund the first five years of our vision, WRMP and your choices

**Our vision, against the backdrop of climate change and population growth, is to provide an affordable, reliable and sustainable supply of high-quality water for our customers.**

**By being smart in our approach we will work with our local communities to meet our goals while protecting and enhancing the environment for future generations.**

In our [25-year vision document](#), we're suggesting going further in some areas than outlined in this water resources plan, for example reducing leaks earlier and ending the use of drought restrictions.

These could be commitments above and beyond our legal duty to supply reliable water resources and we're talking to our customers to understand if they support these more stretching targets.

Visit page 18 to find out how to have your say on this WRMP and our wider plans.

## OUR FOUR PRIORITIES, DEVELOPED WITH OUR CUSTOMERS, ARE:

**SECURE SUSTAINABLE WATER SUPPLIES FOR OUR CUSTOMERS, WHICH PROTECT AND ENHANCE OUR ENVIRONMENT IN A CHANGING WORLD**



**BE AT THE FRONTIER OF DELIVERING HIGH-QUALITY, RESILIENT, NET ZERO SERVICES – FOR OUR CUSTOMERS, ENVIRONMENT AND REGION**



**CO-CREATE SOLUTIONS WHICH DELIVER OUR CUSTOMERS', COMMUNITIES', AND STAKEHOLDERS' PRIORITIES**



**AFFORDABLE WATER FOR ALL ALWAYS.**





# LOOKING AT THE BIGGER PICTURE

Working alongside five other water companies in an alliance called [Water Resources South East](#) (WRSE), we have developed this plan to be effective as part of a wider one for South East England.

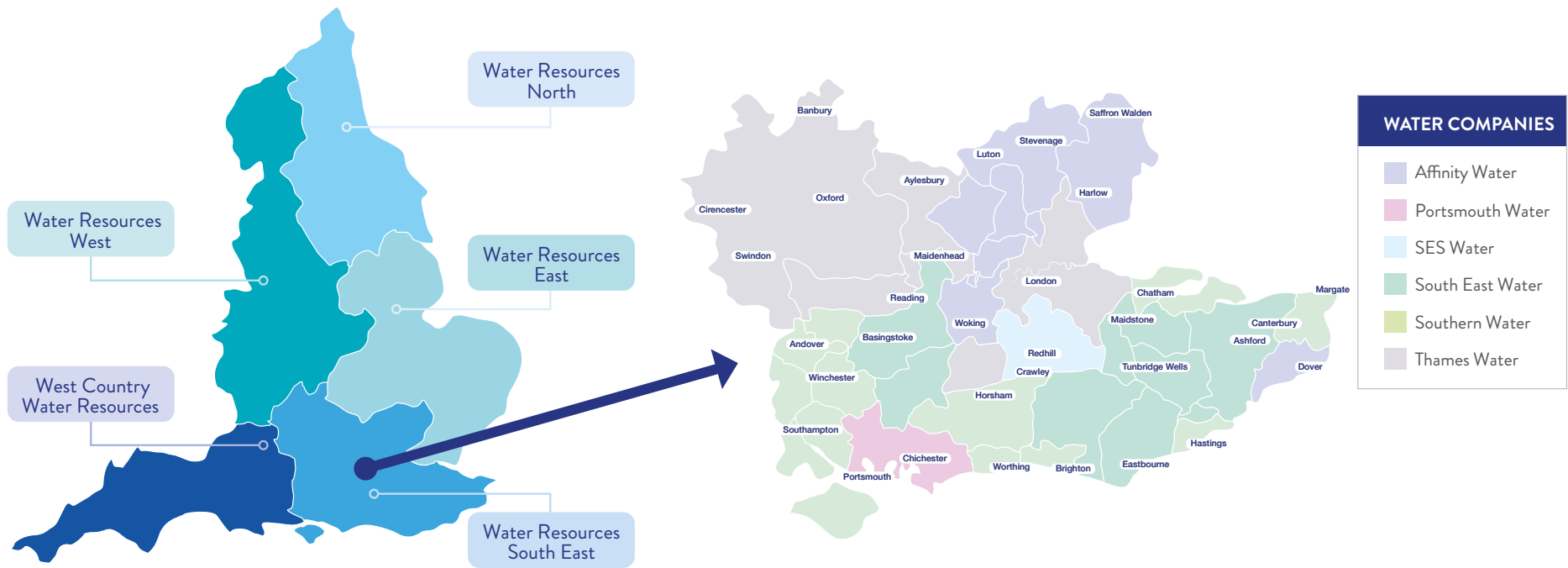
The regional plan considers the future water needs and challenges of the whole area and the climate and environmental emergency facing our water environment.

Planning as a region is an important change and has identified the best value set of options to deliver the most benefit to people and the environment. It also considers the water needed by other sectors, such as farmers and energy suppliers.

It uses new, advanced modelling and forecasting techniques which means different options were available than if we'd developed a plan on our own. Water supplies are now much more likely to be shared across the South East in a wider network.

In turn, the South East plan is one of five regional plans which together create a joined-up national solution to meet the whole country's future water needs, as set out in the Environment Agency's [National Framework for Water Resources](#) in 2020.

The WRSE regional plan, which our plan works within, is also open for consultation at this time. To find out more and comment on the regional plan visit [urse.org.uk](http://urse.org.uk).



# HOW YOU'VE SHAPED OUR PLAN

We've held conversations with our customers and with representatives of local and regional organisations to understand your priorities and take them into account.

## TO HEAR YOUR VIEWS, WE:

- Carried out surveys with hundreds of current and future customers and held discussion groups
- Engaged with organisations such as local authorities, consumer bodies, environmental groups and businesses
- Discussed our support for vulnerable customers with consumer groups
- Engaged specialist groups, e.g. the Arun and Western Streams Catchment Partnership, Friends of the Ems and Havant Thicket Reservoir groups
- Heard the views of our customers through WRSE's research.

## THIS IS WHAT YOU'VE TOLD US SO FAR:

- **Fixing leaks on pipes** is one of the highest priorities for everyone
- There's strong support to help **homes and businesses save water**
- **Metering is supported** ahead of water recycling, desalination or water transfers
- **45 per cent strongly support metering and 28 per cent tend to support it**, particularly when the extra benefits of finding leaks and saving water and energy are highlighted
- There are **concerns metering will make water less affordable** for some and **a need for vulnerable customers to be protected** against higher bills
- **Only 37 per cent thought households are likely to change habits to use less water** – so support is needed to bring this about
- **Securing reliable water** in the long term and **avoiding damage to the environment** are more important than keeping bills as low as possible
- Most customers **support water recycling at Havant Thicket Reservoir** as a reliable source of water – with some concerns on quality and safety
- Local groups want to see abstraction **on the Rivers Ems reduced** to protect flows in dry weather.

*"Installing water meters should be compulsory and universal. There should also be a home display, so that consumers can measure how much water they are using (similar to smart meters). This might also help leak detection."*

*"Slightly against water meters, people may not use the water they need for fear of larger bills."*

*"Well, recycling anything has to be a good step towards saving the planet!"*

*"Sharing is caring, it makes sense if there is excess water that can be shared."*

# YOUR WATER NOW AND IN 50 YEARS' TIME



We currently supply around **175 million litres** of fresh, safe drinking water each day to around **320,000 homes and business** in West Sussex and Hampshire – the equivalent of **70 Olympic swimming pools**.



That's enough for about **740,000 people**, although in the summer we supply more to the many tourists who visit the coast, cities and the South Downs National Park.



We also share up to **30 million litres of water each day** with Southern Water in West Sussex and Hampshire.

By 2075 we expect to supply **201 million litres per day** to more people – **950,000 people** in **450,000 homes and businesses**.



Our supply area stretches from **the River Arun in the east** to **beyond the River Meon in the west**.



Our region includes rare **chalk streams and rivers** which are home to a range of wildlife, including the Ems, Meon and Lavant. The chalk landscape in our area provides excellent quality drinking water from springs and underground sources.

The water we supply currently comes from three main sources:  
**62%** from boreholes and wells under our chalk landscape  
**27%** from groundwater springs  
**11%** from the River Itchen.

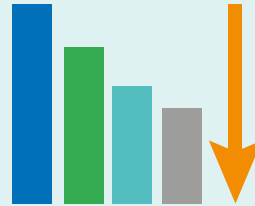


By 2075 it **could potentially** come from:  
**65%** boreholes, wells, springs and River Itchen  
**17%** Havant Thicket Reservoir (spring and recycled water)  
**18%** Southern Water transfer.

# YOUR WATER NOW AND IN 50 YEARS' TIME



Our leakage rate currently is around **27 million litres** each day – we plan to reduce this to **16 million litres per day** by 2050 (50% less than our leakage in 2017-18).



The average amount of water you use each day is **160 litres** (10% higher than the national average and higher than five years ago) – by 2050 we will work with you, supported by Government action, to reduce this to **110 litres**.



37% of you pay bills based on water use (on a water meter) – by 2035 this will rise to 94%.

**Our drought planning includes:**

- Temporary use bans (hosepipe bans) expected once in every 20 years on average
- Drought orders to further limit water use once in every 80 years on average
- Emergency drought orders (standpipes or rota cuts restricting water to a few hours) once every 200 years on average.

**By 2039**  
our planned use of emergency drought orders will reduce to once every 500 years on average\*.

Your wastewater services are generally provided by Southern Water – and we expect this to continue in the future.



\*We've only used water restrictions once in our 160-year history, in the national drought of 1976.

# WHAT WE'VE DONE SINCE THE LAST PLAN

We've achieved a lot since our last water resources plan was published in 2019, significantly reducing leakage and progressing our plans to build Havant Thicket Reservoir. However, the restrictions of the Covid pandemic slowed our metering programme and other schemes could not progress as planned. There's currently a slightly higher risk we'd need to introduce emergency restrictions in a severe drought so we've resolved this in this latest plan.



## LEAKAGE

We've had great success at finding and fixing leaks in recent years thanks to innovative ways of working. We've already reduced leakage by more than five million litres per day to just under 27 million litres, so we've extended our target to reduce it even further to 24 million litres by 2025.



## HAVANT THICKET RESERVOIR

We gained planning permission in 2021 to build [Havant Thicket Reservoir](#) and a new pipeline to fill it with spring water. Work is underway and the reservoir will be supplying water by 2029.

It is the first major new reservoir to be built in the UK since the 1980s and will supply our customers, freeing up water elsewhere to share with Southern Water's customers.

As well as providing a strategic new water resource for the South East, it will help reduce abstraction from sensitive chalk streams in Hampshire. It will also provide local leisure and community facilities with an extensive wetland for wildlife. ([portsmouthwater.co.uk/new-reservoir](https://portsmouthwater.co.uk/new-reservoir))



## SAVING WATER

We planned to install 27,500 new water meters by 2025 and so far 5,500 new meters have been fitted in homes. This includes installing meters in homes when they are sold as new homeowners move in. We've also carried out a small trial of smart meters with customers. Our programme was unfortunately delayed by the restrictions of the Covid pandemic.

More than 3,700 customers have signed up for our online GetWaterFit scheme where they can complete a survey on their water use, order free water-saving devices and take part in challenges to earn rewards for community projects. Our aim is to sign up 10,000 customers by March 2023.

Despite this, the average amount of water we're using each day has gone up significantly to around 160 litres per person per day from 150 litres in 2019-20 – mostly due to the pandemic and people staying at home. So, while we're making savings, there's much more to do to increase our efficiency.



## GROUNDWATER SOURCES

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

However, detailed investigations have revealed we can't take as much water as we thought or move it to where it's needed, in the way we'd anticipated so we're actively looking at other options.



# THE CHALLENGES WE'RE PLANNING FOR

Over the next 50 years, we forecast we'll need to supply more water despite the large savings we'll make from reducing leakage and supporting everyone to use water more efficiently.

There are four key challenges driving this:

## 1. IMPROVING OUR ENVIRONMENT

Our supply area includes sensitive environments and rare chalk streams and rivers. We take water from the ground for your daily supplies, which is where these streams also get their water from.

Between 2025 and 2035, we'll be carrying out environmental assessments for all the river catchments – including those for the Itchen, Ems, Meon and Lavant. This is under the statutory Water Industry National Environment Programme (WINEP).

The aim is to understand what it would take for all water bodies to reach 'good' environmental status. This may mean limits need to be placed on how much water we abstract in the future. We'll know more by 2035 and include updates in our next water resources plan.

**It's possible we may lose between 33 and 107 million litres of water per day from our existing supplies by the 2050s.** However, this could be reduced significantly with improvements to our network to move water from elsewhere into sensitive areas and even further by nature-led schemes to restore rivers and improve the landscape they sit in.

We're already working with the Arun and Western Streams Catchment Partnership on the River Ems to create a sustainable river restoration plan to be delivered over the next 25 years.





# THE CHALLENGES WE'RE PLANNING FOR

## 2. POPULATION AND HOUSING GROWTH

As part of the regional plan, we've considered a range of increases in the number of people living in our area over the next 50 years – ranging from just 6.8 per cent to more than a third (33.6 per cent).

We'll adapt our plans as the figures become clearer over the years. We're also expecting between 54,000 and 146,000 new homes to be built. New housing is likely to be higher than the population growth, so there's likely to be less people living in each home in the future.

**This growth could create a need for between 9 and 31 million litres of water per day by 2075.**

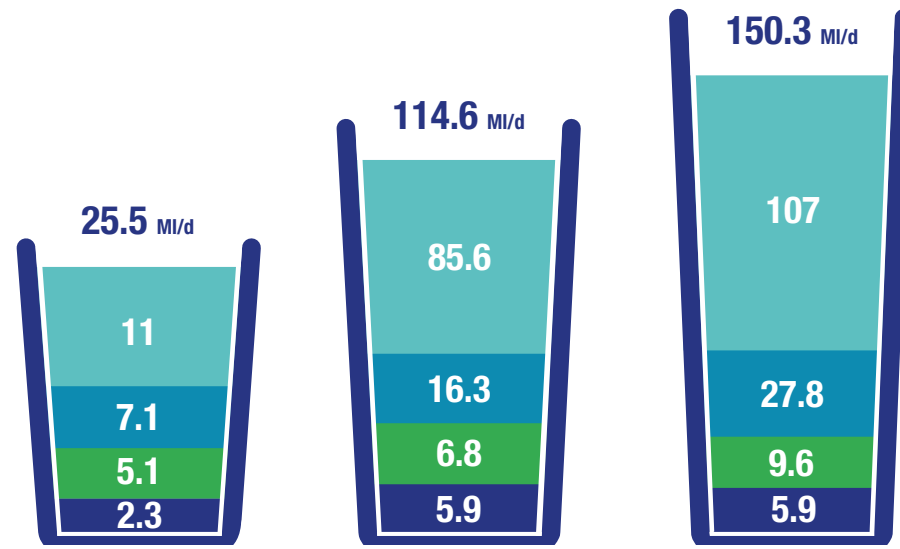
## 3. CLIMATE CHANGE

Climate change will continue to challenge our resources and environment – with less water available and people likely to use more. We've used updated UK climate predictions for this plan and the effects mean we could need **between 4 and 10 million litres more water each day by 2075.**

## 4. DROUGHT RESILIENCE

Along with all South East water companies, we're increasing drought resilience so we're only likely to need emergency drought restrictions such as standpipes once every 500 years on average by 2040. To achieve this we need to find an extra **5.9 million litres of water each day.**

The amount of extra water we need to find for our chosen plan



- Environmental improvement (through abstraction reduction)
- Population growth
- Climate change\*
- Drought resilience (includes replacing a drought permit after 2040)

\*Climate change represents how much water will no longer be available from our existing water sources. The impacts of climate change are also included in the three other areas.





# OUR WATER RESOURCES PLAN

Our water resources plan will secure reliable, safe drinking water supplies for homes and businesses in our region for the next 50 years.

It will cater for growth and climate change, improve our environment and significantly reduce the risk of drought restrictions, at a cost we will ensure is affordable for everyone.

Our proposals:



## HALVING LEAKS

Finding and fixing more leaks on pipes is a priority for everyone. We're making significant reductions already and last year we had the second lowest leakage rate of water companies in England and Wales. We plan to reduce leaks by half\* by 2050 and by another two per cent every five years until 2075.

We'll do this by:

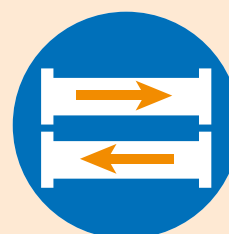
- harnessing innovative ways to find the smaller, background leaks which are currently hard to trace with existing technology
- finding more leaks in customers' homes, particularly through our metering programme
- using smart monitoring of our network, together with intelligent tracking of the performance of our network to proactively find leaks.

**SAVING  
9.8 MILLION  
LITRES PER  
DAY BY 2075**



**Do you support our plans to reduce leaks by half by 2050?**

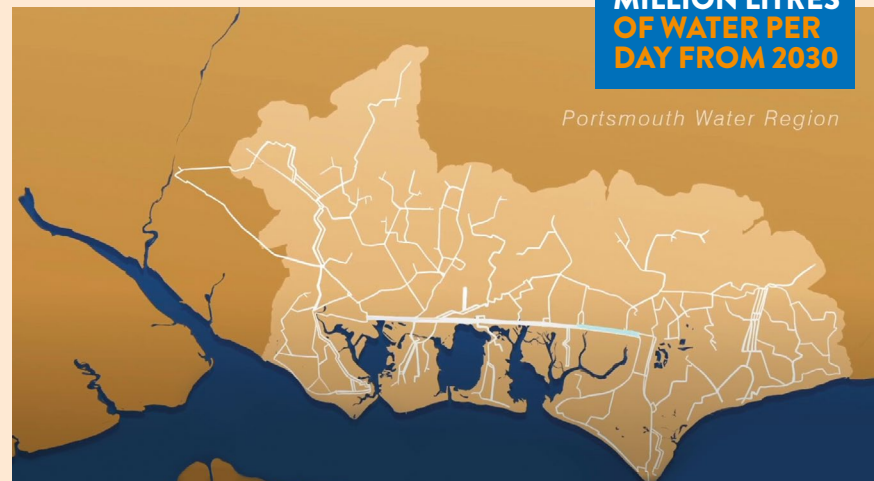
\*The starting figure for our 50 per cent reduction in leaks is 32.38 million litres of water per day (2017-18 as set by Ofwat), so our target for 2050 is 16.19 million litres of water per day. We've already reduced leaks to 27 million litres.



## UPGRADING OUR NETWORK

Our water network is already extensively connected and allows us to move water around easily. However, we've identified improvements to one pumping station in West Sussex which will make it easier to move more supplies to where they're needed. We'll complete the upgrade by 2030.

**FREEING UP 1.3  
MILLION LITRES  
OF WATER PER  
DAY FROM 2030**



*Portsmouth Water Region*



# OUR WATER RESOURCES PLAN



## METERING FOR EVERYONE

We plan to install more than 200,000 smart meters at the homes of our customers between 2025 and 2035.

Homes which already have meters will have theirs replaced with smart ones by 2040 and overall we expect to fit a smart meter in 94 per cent of the homes we supply.

Water meters are considered fairer because bills are paid based on how much water is used, rather than on the rateable value of homes. Currently, only a third of the homes we supply have a water meter, the lowest proportion in the South East.

We'll support our customers with leak repairs, water use audits and water-saving devices so they can save money directly on their water and wastewater bills and use less energy to heat their water.

Installing meters both at homes and across our network of pipes will give us more insight into where water is being used and make it much easier to find leaks and faults. Every drop of water we save means we need to take less out of our environment, treat it and pump it around – saving on bills, carbon emissions and protecting the environment.

We expect metering will help to reduce water use by around 12 per cent – nearly 20 litres per person per day.

We're able to introduce metering for everyone after our supply area was reclassified as being 'seriously water stressed for metering' by the Government in 2021.

We won't make more money through the metering programme – some customers will pay less and some will pay more, as everyone pays for what they use. Our priority will be making sure water bills remain affordable for everyone. We'll work with our customers and consumer organisations to introduce transitional tariffs and support for vulnerable households.

**SAVING  
8.5 MILLION  
LITRES  
PER DAY  
BY 2075**

Smart meters will allow you to see how much water you use, so you can understand your water use and find leaks quickly.



Do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)?



Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?



Do you support the use of smart meters? (With the ability for customers to see their own water use and identify leaks)



# OUR WATER RESOURCES PLAN



## SAVING WATER

Working together, we plan to support you to save by taking simple steps to become more water efficient, particularly as you're able to learn more about your water use with a smart meter.

Saving water will also help everyone use less energy to heat water and save money on water and energy bills.

**SAVING  
14.1 MILLION  
LITRES  
PER DAY  
BY 2075**

Our plan includes:

- A community reward scheme for homes
- Home water audits and online audits with free water-saving devices, such as showerheads and toilet fittings, as customers switch to a smart water meter
- Home audits for identified high water users
- Audits and support for schools and colleges and leak detection for hundreds of high water-use businesses
- Online audits for businesses.



**Do you support our plans to help homeowners and businesses to save water?**



## WATER LABELLING

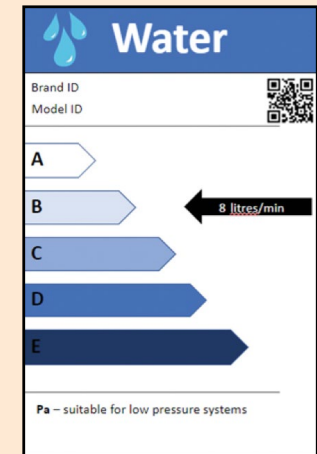
Our plan assumes the Government will introduce compulsory water labels by 2024 for white goods, such as washing machines, dishwashers, toilets and taps.

The labels would show how water efficient the goods are – similar to energy efficiency ratings – and would help consumers make informed choices.

The Government estimates this could reduce water use by 1.2 billion litres a day in the UK in 10 years, as well as save households £125 million on water bills.

We also expect the Government to set a minimum standard for devices which use water and strengthen water regulations to improve water efficiency in new homes.

**SAVING 22.3  
MILLION  
LITRES  
PER DAY  
BY 2075**



# OUR WATER RESOURCES PLAN



## DROUGHT RESTRICTIONS

During droughts we will need to introduce restrictions on water use, such as hosepipe bans and non-essential use bans for businesses, to help maintain essential, reliable supplies. We can also apply for a drought permit to take more water from a source in West Sussex if needed.

Our drought planning includes:

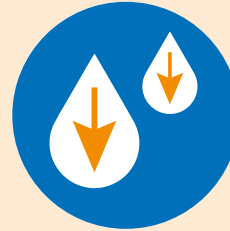
- Temporary use bans (hosepipe bans) once in every 20 years on average
- Drought orders to further limit water use once in every 80 years on average
- Emergency drought orders (standpipes or rota cuts restricting water to a few hours) once every 200 years on average.

**SECURING  
17.3 MILLION  
LITRES PER  
DAY UNDER  
TUBS AND  
DROUGHT  
ORDERS IF  
REQUIRED  
UNTIL 2075**

**PROVIDING UP  
TO 3.6 MILLION  
LITRES FROM  
A WEST  
SUSSEX  
DROUGHT  
PERMIT IF  
REQUIRED  
UNTIL 2040**

After 2039 our plans for emergency droughts orders will move to a likelihood of once every 500 years on average, so are much less likely to happen. We'll also no longer plan to use the drought permit to take more water from the West Sussex source.

Read more about our drought plans at [portsmouthwater.co.uk/news/publications/water-resources-planning](https://portsmouthwater.co.uk/news/publications/water-resources-planning)



## REDUCING SUPPLIES TO SOUTHERN WATER

We currently have the capacity to share 30 million litres of water each day with Southern Water – 15 in West Sussex and 15 in Hampshire. From 2025, we might have the capacity to supply nine million litres more in Hampshire and a further 21 from 2029, from Havant Thicket Reservoir.

From 2040, our supplies to Hampshire will reduce significantly and may stop altogether by 2049. The supply to West Sussex is likely to continue but in varying amounts.

This is possible because Southern Water will have new sources of water coming into operation.

**SECURING  
UP TO 60  
MILLION  
LITRES OF  
WATER PER  
DAY**



## TRANSFER FROM SOUTHERN WATER

From 2049, we are planning to receive a transfer of water supplies from Southern Water, into the west of our region in Hampshire. This water is expected to be available for Southern Water to share with us following the completion of a regional scheme chosen in the wider plan for the South East.

The proposed option is for this to come via a new reservoir in Oxfordshire developed by Thames Water and Affinity Water.

**SECURING 8  
MILLION LITRES  
OF WATER PER  
DAY FROM 2049,  
RISING TO  
30 MILLION  
LITRES PER DAY  
AFTER 2053**



**Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?**

# OUR WATER RESOURCES PLAN



## ADAPTING TO CHANGE

The long-term options in our plan change very little depending on the different forecasts for population growth, climate change and improvements to the environment.

One possible change in later years, if the transfer from Southern Water is not possible from 2049, is for it to be replaced with increased use of Havant Thicket Reservoir to boost supplies.

This would be supported by an increase in recycled water from highly-cleaned wastewater from Southern Water into the reservoir. The best-value options will become clearer as our plans are updated over the years ahead.

## WATER RECYCLING

We're working with Southern Water on an option to put highly-cleaned, recycled wastewater into Havant Thicket Reservoir at times of need, starting in 2031. This would boost the amount of water the reservoir could supply to Hampshire during a drought and is featured in Southern Water's water resources plan.

Some of our customers would also receive this blended water under these circumstances.

This technology is common elsewhere in the world, but new to this country and us. As a result, we'll need to be satisfied the water meets our strict, high standards and there would be no detrimental impact on our environmental commitments around Havant Thicket Reservoir, before we could support delivery of this option. Southern Water's plan is open for consultation at [southernwater.co.uk](https://southernwater.co.uk).

## THE COST

Our long-term plan is designed to continue to provide safe, reliable drinking water for the years to come at a price everyone can afford.

We'll need to invest around £243 million to deliver our 50-year plan which will add £5 on average to bills from 2025 to 2030, increasing to £14 from 2046 to 2051.

We're one of the most efficient water companies and our current average bill of £109 a year is already the lowest water bill in England and Wales.

We'll make sure our metering programme is supported with tariffs and water-saving advice so bills remain fair and affordable for everyone.

## Working towards net zero

We have committed to reducing carbon by 2030 and our ambition is to be carbon neutral by 2050.

Ten per cent of our energy already comes from solar panels and we're trialling electric and zero emissions vehicles.

Our leakage reduction, metering and water-saving programmes will particularly support a reduction in carbon as we'll need to treat and pump less water and our customers will save energy on heating water if they use less at home. This, along with a reduction in our exports to Southern Water, will offset the embodied and operational carbon associated with our activities to implement this plan and import supplies from Southern Water.





# HAVE YOUR SAY

Thank you for taking time to read our plans. We'd very much like to hear your thoughts during our consultation which runs from **November 15, 2022 to February 20, 2023.**

All your responses will be shared with the Department for Environment, Food and Rural Affairs (Defra) and will be considered as we develop our final plan in 2023.

We have seven questions we'd particularly like to ask about our plans:

1. Do you support the balance between saving water from leaks, metering and water efficiency, and water being supplied from new sources?

2. Do you support our plans to reduce leaks by half by 2050?

3. Do you support our plans to help homeowners and businesses to save water?

4. Do you agree water bills based on the amount of water a household uses would be fairer than bills based on rateable value (the estimated rent of a property)?

5. Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?

6. Do you support the use of smart meters? (So customers can track their water use and spot leaks)

7. How did you hear about our consultation on our water resources plan?

\*We'll donate £1 to the charity WaterAid for each individual response we receive during the consultation.

## HOW TO HAVE YOUR SAY ON THIS PLAN:



### On our engagement website

Visit [haveyoursayportsmouthwater.uk.engagemthq.com](https://haveyoursayportsmouthwater.uk.engagemthq.com) to find out more, read the full technical documents and fill in our online survey (responses are sent to Defra).



### Via email

Email [water.resources@defra.gov.uk](mailto:water.resources@defra.gov.uk) with your feedback. Please put 'Portsmouth Water WRMP consultation' in the subject line and copy in [wrmpp@portsmouthwater.co.uk](mailto:wrmpp@portsmouthwater.co.uk)



### In writing

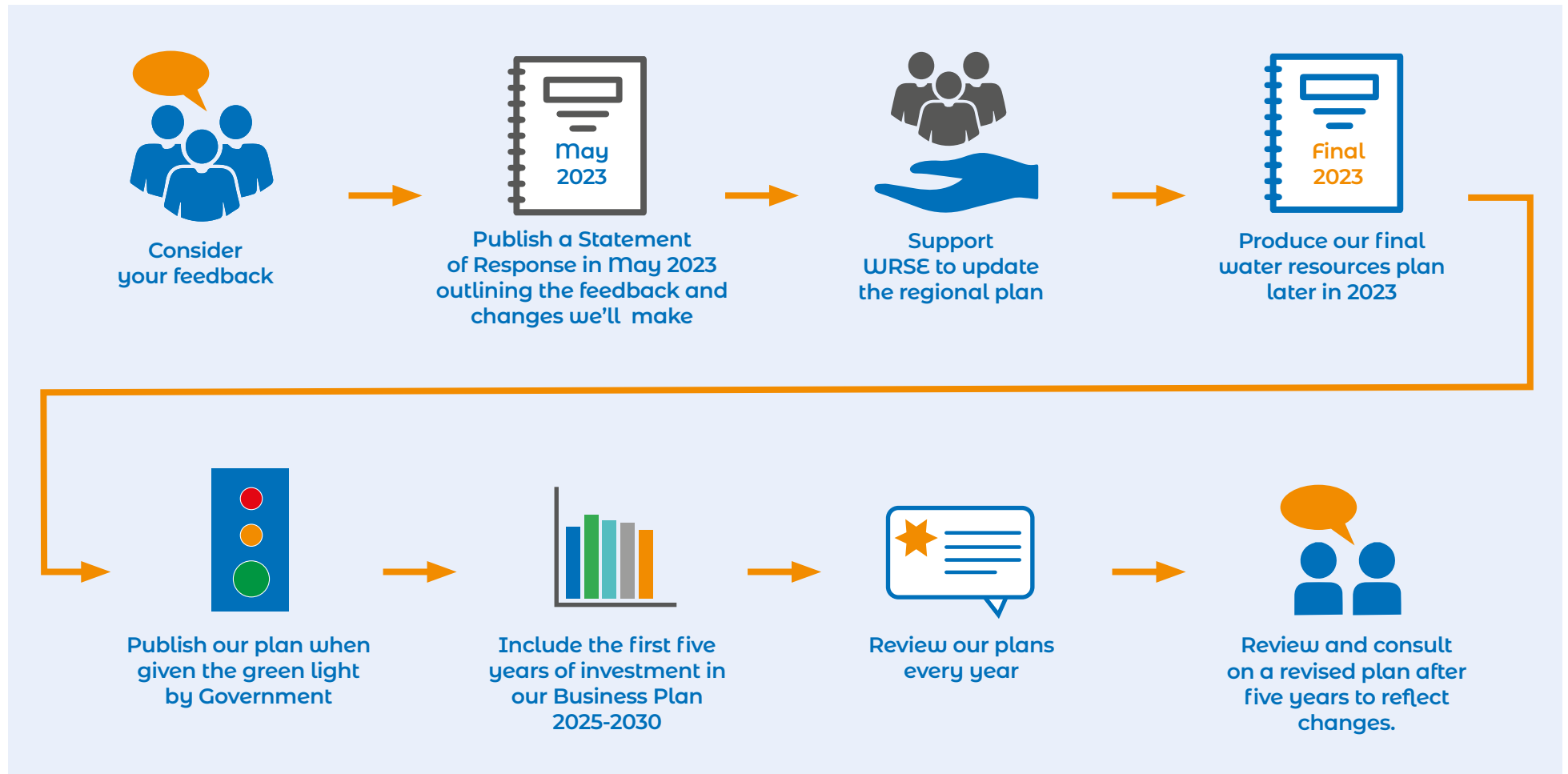
Send your response to:

Defra, Water Resources Management Plan Water Services (Portsmouth Water WRMP Consultation), Department for Environment, Food and Rural Affairs, Seacole Ground Floor, 2 Marsham Street, London, SW1P 4DF

- If you have questions about our plans or need assistance to access our information, please email [water.resources@portsmouthwater.co.uk](mailto:water.resources@portsmouthwater.co.uk).
- To find out more about our wider future planning and how you can get involved visit [www.portsmouthwater.co.uk/our-business-plan-2025-to-2030/](https://www.portsmouthwater.co.uk/our-business-plan-2025-to-2030/).
- To comment on the regional South East water resources plan visit [wrse.org.uk](https://wrse.org.uk).



# NEXT STEPS



023 9244 9084



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