

# WRMP Consultation and survey **FAQs**

The following FAQs have been developed to answer anticipated questions that Portsmouth Water's customers may have, with regards to the WRMP Consultation and survey.

## Portsmouth Water's Vision

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 local communities to meet our goals while protecting and enhancing the environment for future generations.



Portsmouth  
Water

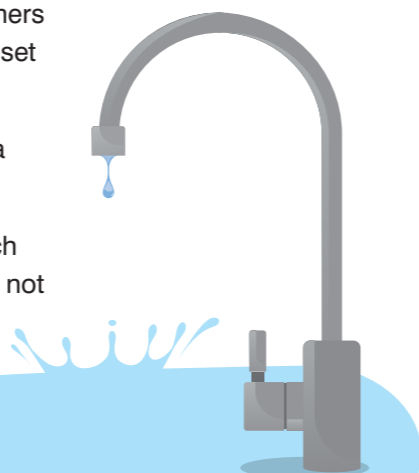


## 1. What is the Water Resource Management Plan?

Portsmouth Water has been providing safe, reliable drinking water to our customers for the past 160 years and our Water Resources Management Plan (WRMP) will set out how we to plan to continue to do this for the next 50 years.

This plan forms part of our wider plan setting out how we'll continue to provide a great service at a price everyone can afford.

We're collaborating 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.



## 2. Why do we need a plan for 50 years into the future?

We currently supply around 175 million litres of fresh, safe drinking water each day to around 320,000 homes and businesses in West Sussex and Hampshire. By 2075, we could have around 40% less water available to us, so it's vital we plan now.

We have developed the plan, 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.

## 3. What is the purpose of the consultation?

The draft plan is open for consultation from 15 November 2022 – 20 February 2023.

We need your responses as these will play an important part in shaping the final version of the plan that will be submitted to Defra in 2023 and published in 2024.

We'll donate up to £5,000\* to WaterAid for responses received., up to a value of £5000.

\*£1 for each individual response.



## 4. How do I view a copy of the draft plan?

The draft Water Resource Management Plan is available to read as a summary document at:

[haveyoursayportsmouthwater.uk/engagementhq.com](https://haveyoursayportsmouthwater.uk/engagementhq.com)

We've summarised the plan for this consultation, but if you do want to read it in more detail, you will also find the full technical documents using the link above.



## 5. How do I submit my response/feedback?

We welcome your feedback on our draft plan and there are multiple ways to submit your response:

- **Online**  
Fill in our online survey and add your own comments.
- **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 [water.resources@portsmouthwater.co.uk](mailto:water.resources@portsmouthwater.co.uk)
- **Write 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

## 6. Where can I access a printed version of the draft plan?

A hard copy version is available to read at our offices in Havant (and a private room to review). Please contact Steve Cox via [water.resources@portsmouthwater.co.uk](mailto:water.resources@portsmouthwater.co.uk) to arrange details.

## 7. Who do I contact if I have questions about the plan?

Please email any questions to us at [water.resources@portsmouthwater.co.uk](mailto:water.resources@portsmouthwater.co.uk). If you wish to speak to someone contact us via the email above with your name and phone number and we'll call you back.

## 8. What is the deadline for submitting my response?

The consultation on the draft plan begins on 15 November 2022 and ends on 20 February 2023. All responses must be submitted by 20 February 2023 to be considered as we finalise the FINAL Water Resources Management Plan.



## 9. What is included in the draft Water Resources Management Plan?

Our 10-point plan is focused on making better use of existing water, and includes:

1. Constructing and filling Havant Thicket Reservoir by 2029.
2. Installing smart meters in most home by 2035.
3. Supporting customers in reducing water usage to 119 litres per day.
4. Introducing government-mandated water efficiency labelling to appliances.
5. Reducing non-household water use.
6. Halving Portsmouth Water leaks by 2050.
7. Upgrading a water supply 'booster' station in West Sussex by 2030.
8. Increasing our resilience to reduce likelihood of emergency drought restrictions.
9. Reducing the amount of water we supply to Southern Water's customers.
10. Looking at receiving supplies from Southern Water after 2049.

## 10. How many questions are included in the survey?

There are 7 main questions included in the survey which focus on whether you support the planned actions, as well as a chance to add your own comments.

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 save water?
4. Do you support our plans to install meters at most homes we supply to encourage water saving and find more leaks?
5. 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)?
6. Do you support the use of smart meters?
7. How did you hear about our consultation on our water resources plan?

## 11. Will you be sharing the survey results?

Your responses will play an important part in shaping the final version that we'll be publishing in 2023.

We will be sharing the response results to the main 7 questions in the survey. This will be available on our website, be submitted as part of our revised plan and e-mailed out to people who have provided their email addresses.

## 12. Who can participate in the survey?

We would like to receive feedback from our Portsmouth Water customers, but the survey is open to all, so please do share with your family and friends.