Portsmouth Water
Your water, your say

Delivering excellence for our customers, our people and our environment

MEETING REPORT

PORTSMOUTH WATER Ltd
YOUR WATER, YOUR SAY (YWYS) SESSION 2
Monday 20 November 2023 at 18:00 on Microsoft Teams

SPEAKERS: Kevin Johnson (Independent Chair), ~~Shabana Ahmad (Ofwat)~~, Steven Hobbs (Consumer Council for Water (CCW)), Bob Taylor (Portsmouth Water – Chief Executive Officer), Chris Milner (Portsmouth Water – Chief Financial Officer), Jim Barker (Portsmouth Water – Head of Water Resources), and Clare Younger (Portsmouth Water – Customer Services Manager).

ATTENDANCE: A cross section of customers, and other stakeholder representatives attended the session online.

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ABOUT THE YWYS SECOND SESSION

Our second YWYS session is part of what is known as the price review process, sometimes referred to as PR24. As part of PR24, water and wastewater companies in England and Wales, including us, have developed their proposed plans for 2025 to 2030. The plans will cover everything that we do now and what it will do in the future.

The first YWYS session provided the opportunity for customers and stakeholders to influence our plans, whilst this second session provided an opportunity for customers and stakeholders to comment on our proposed plans that have been submitted to Ofwat. The YWYS sessions were not the only opportunity to influence our plans and are in addition to significant customer engagement already undertaken by us throughout the process.

We are what is known as a water-only company and provide water services only to over 300,000 households and businesses in Hampshire and West Sussex. Sewerage services are provided by Southern Water, which is billed separately. We could not answer questions on wastewater, such as sewer overflows, but any questions raised will be passed on to Southern Water by CCW, who had their YWYS session on Monday 27th November 2023.

INDEPENDENT CHAIR

Kevin Johnson confirmed that he had been appointed by Ofwat and CCW to be the independent chair for all YWYS sessions across the sector. Ofwat and CCW are also in attendance. Ofwat are the economic regulator for water. CCW is the consumer advocate for the sector.

PORTSMOUTH WATER PRESENTATION

We gave a 15-minute presentation introducing the Company, explaining the future challenges we face and our vision and proposed plan to overcome them. The presentation detailed key aspects of our proposed plan for 2025 to 2030, how the first session influenced our thinking, and the impact on customer bills. The presentation also clarified our position and progress on the Havant Thicket Reservoir. The presentation is available for download on this link: https://www.portsmouthwater.co.uk/downloads/your-water-your-say/PW_YWYS2_Slides%20November%202023.pdf

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All four Portsmouth Water speakers contributed to the presentation.

QUESTIONS RAISED IN THE YWYS SESSION

After the presentation, the chair invited questions from attendees. Questions were either raised directly by attendees in the session, or from Steven Hobbs on behalf of those who had submitted questions directly to CCW beforehand, or who were unable to speak during the meeting.

Questions were answered by one (or more) of the Portsmouth Water speakers. The record below provides a transcript of the responses provided in the session.

Q No.	Question and Answer
1.1	**What are your thoughts about more people going into water poverty as a result of this plan and the sudden increase in bill prices as shown within your bill projection section of the presentation?** I think the fact that we need to maintain affordability of bills is fundamental to our plan; affordable water for all always is essential. It was one of the key foundations when we started in the very early days of putting this plan together. But we must balance affordability and increases in bills with the fact that our bills are the lowest in the country by some distance. In comparison to other regions, notably the South East, customers in our area benefit from notably lower water charges. We must balance the positions of our customers and affordability with the need to invest in the system and in terms of wider challenges. We've got to review our abstraction from the environment, which will mean possibly that we need to develop new water resources to take water from other sources. We did have a rethink towards the end of the process, a month or two before we submitted, and that's why we adjusted the bills downwards from a 22% increase over five years previously down to 19%. So, you know, we thought a lot about that. But the other thing that is key to affordability as well is providing additional support for those who need it. The support is through our social tariff, which is really the lowest possible bill that we could charge for customers. I think it's about £80 compared to these prices that you can see in the presentation here. And, I often say our actual prices compared to many in the industry, our normal prices are lower than the social tariff that other companies offer. So, it's about having a social tariff. It's about having lots of other kind of safety nets in place to help people pay their bills, give them periods of time when they're having some difficulties with their jobs and their income and so on. Give them a break and support them with the situation they find themselves in. We don't take a financial projection like this lightly. It came with a lot of soul-searching and a lot of concern about the challenges that people are facing.
1.2	**What is driving the initial increase in bills in 2025/2026?** The research that we got coming back from customers during the preparation of the plan was showing that we needed to effectively hit a smooth profile from, you know, over the five years of this plan and then running into the future. People felt that it was not fair for people to pay more now and less in the future for future generations and so on. So we do try to smooth the increases as close as we possibly can.

	The initial increase in bill profile is driven by a number of factors but the biggest drivers is increased expenditure. We are planning an increase in expenditure of nearly 40% between April 2024 and March 2025 compared to the previous year and on average we will spend 60% more in the five years between 2025 and 2030 compared to the previous five-year period. The increased investment will enable us to roll out our smart meter programme to help reduce water demand and leakage, improve our water treatment assets and protect our operations from risk associated with climate change on other threats such as cyber-attacks. Customer do not pay for the full increase straight away as the cost are spread over time, but it will result in an increase in bills in the next five year period. Companies can spread the cost by funding investment through money from investors and by borrowing at efficient rates.
1.3	**Is that ~~program~~programme ~~-~~of smart meters and other forms of trying to drive down consumption? Are they going to be enough and is a 10% reduction really enough? Is that really ambitious enough for this next five year period?** I think 10% will not be enough, and that goes for not just ourselves, but other companies. I think 10% is the number that people think of when as a sort of an immediate impact of metering, which has been proven time and time again. But with the important thing with smart meters is that you can continue to provide information to customers on an ongoing ~~process ongoing~~ basis. That process of analysing your usage and understanding more about how that affects the environment will hopefully help change behaviours to a much greater extent over a period of time than the initial reduction. Just to give all of this some perspective, we have only been a water-stressed company since 2021 and the rest of the South East region has been water stressed for a much longer period, and therefore has much higher levels of metering than we have. We only have broadly 35% of our household customers metered today, and that's because we've been used to plentiful supplies of raw water and we haven't had to try to reduce consumption to make sure there's enough water to go around. But, with the fact that we take all of our water from the chalk aquifer that underlies the South Downs, and the concern about the impact of abstraction on the environment is causing us to rethink our historic position where we've had lots of availability of water. It's pushing us to reduce our leakage further and it's pushing us down the road of our customers using less water with our support and help. It's quite a turnaround from where we were only a few years ago as a company that was used to having plenty of water available, that was very cheap, and there was not too much concern about water resources and the impact on the environment then, but that is changing.
1.4	**Reducing leaks by 16% by 2030 and by half by 2040 still represents a lot of drinking quality water being wasted. Is there any way in which more priority can be given to fixing leaks, thus reducing the pressure to find or create new water sources?** We need to do everything we can to reduce the demand for water, and that involves a combination of efforts—addressing demand from households and minimising wastage within our network. We are wholeheartedly committed to achieving the discussed savings. To gather additional information, we heavily rely on technology. We utilise various technologies to detect leaks. Our network consists of fixed acoustic loggers actively listening for leaks every night. Our teams are out daily, inspecting the network. However, the pipes run through a dynamic environment and soil, experiencing shifts from summer to winter. Achieving 100% leak-free operations might be impractical for

	any water company. Nevertheless, our primary objective is to swiftly find and repair leaks as they occur. We plan significant investments in technology and ensuring sufficient manpower to promptly address identified leaks. Advanced technology aids in quicker leak detection. Smart metering plays a crucial role here, measuring both household water consumption and unaccounted-for water loss. This allows us to precisely pinpoint discrepancies in our water balance and identify areas where water loss occurs. This approach assists us in tracking water loss and enables us to take targeted measures to mitigate it. We'll continue driving leakage down after 2040, but the kind of first immediate target we're aiming for is halving leakage by 2040.
1.5	**Do you see more technology becoming available in the near future?** There's a lot of research going into finding leaks all over all over the world, not just in the UK. Places like southern Europe and Australia, we're importing technology from those countries now to the UK. We're using satellites to try and understand where there's places of chlorinated soil that infers leaks of the drinking water out of our network. So yes, technology is moving all the time as it is in every walk of life. The technology will get better at finding leaks, undoubtedly.
1.6	**Why is the water pressure so poor in the West Meades area of Bognor Regis and can this be improved?** In terms of the pressure of water at customers' taps, it's crucial to maintain optimal levels. However, we need to be cautious not to exceed those levels because high pressures can lead to pipes bursting. Moreover, excessive pressure contributes to increased water loss through leaks. So, we do have quite a comprehensive system of trying to manage pressures and leakage across our system. I don't know specifically ~~at~~ anything about the problem you've mentioned in Bognor Regis, but occasionally we don't get it quite right. And sometimes we push it a little bit far and sometimes the pressure is pushed down to a level that does sometimes cause customers to notice that. But in general, we keep the pressures at a level that delivers good service and we can obviously have a look at the issues that this customer has raised and send one of our team round to do a survey. [We have made contact with this customer to make arrangements to investigate this query.]
1.7	**Are you going to start reducing or eliminating your addition of phosphate into water supplies as you start to remove lead piping?** The reason why we put phosphate into the water, for everybody's knowledge, is because we, like most water companies, have a number of lead pipes. Lead pipes were commonly used for connections to customers' homes mainly until the 1960s. So, in places like downtown Portsmouth, where there are older properties, we often

	come across lead pipes, and we probably have proportionately a higher number of those than many other companies. The phosphate coats the inside of the lead pipe and then prevents the lead from leaching into the water. So, it's a sort of protective measure to minimise the amount of lead that ends up in the drinking water because lead is known to have harmful effects on the environment and on humans, particularly young people and brain development. Lead is not a good thing to have, and we, along with the rest of the industry, over the next five years, are planning to accelerate our process of lead replacement in order to ultimately remove it. We do want to remove lead from our systems. It's a very costly exercise to do that because of the sheer number of pipes involved. I think it's about 80,000 from memory in our case alone, and there's a cost for customers as well, potentially, because it's not just our pipe that would need to be replaced. The bit from the edge of the customer's property going inside the property would need to be replaced as well. We need to decide how to deal with that. Ideally, we would stop phosphate dosing, but we can't do that at the moment because of the need to protect customers from a health hazard effectively.
1.8	**If you look carefully at the chemistry of the situation in a high alkaline, high pH environment— which your water has, most of the Southern Water has very hard water— that, in itself, is enough to sequester the lead and not mobilize it. Phosphate is an additional safeguard, but in actual fact, it's not really needed. It's purely a profit laxity, and I wonder if it's about time now that the balance is going against the use of phosphate because of the huge problems it's causing in our environment?"** I think the fact that we realize in the industry that there is a need to replace lead is now stimulating a whole range of activities to understand the best way to do this. That includes analysing the chemistry, water quality impact, and addressing the problem or exploring possible solutions that you're talking about. Water UK have publicised that this is being looked at in addition to the costs of efficiently removing lead pipes or relining them in some other way. So, I believe you're going to see a lot of activity in the lead space, and that will ultimately result in phosphate not being used.
1.9	**Could you please ask Portsmouth Water if there are any plans to reduce the amount of chalk in our water supply? If not, do they offer any kind of assistance for customers to do it themselves?** I'm afraid to say there are no plans for us to reduce the amount of chalk in our water. Numerous studies have concluded that, from a health perspective, harder, chalky water is better, especially for cardiovascular health. However, customers do have the choice, and there are many good quality water softening systems available. Few water companies actually soften water. There's an exception to that with certain neighbouring companies, such as Sutton and Easy Surrey, which relates to legislation from many years ago. In general, it's not considered the right approach for water companies to undertake.
1.10	**Why does Portsmouth Water not fluoridate my local water supply?** Fluoride is a naturally occurring substance that appears in very small quantities in water, as well as in many foods and drinks. Most people’s main fluoride intake is from toothpaste.

	Even though fluoride has many benefits, too much fluoride can lead to a mottled appearance on teeth (a condition called dental fluorosis). It is especially important that children don't have too much fluoride when their teeth are developing. Portsmouth Water and other water companies are governed by Local Authorities and the UK Health Security Agency on the issue of fluoridation of water. It is up to each Local Authority to conduct public consultations on proposals of new fluoridation schemes, including a review of the overall dental health of the population in that area. If local authorities carry out proper public consultation and can prove the public supports such a move, they can ask UK Health Security Agency to ask their local water company to fluoridate. At the moment, there are no plans to add fluoride to the water that we supply.
1.11	**How do smart meters reduce consumption? How does 50% of investment funds warrant investment in smart meters rather than reducing leaks?** We currently have about 35% of our customers on meters today, and by the end of 2025 - that would be around about 40%. Those are dumb meters, so they are read manually twice a year, resulting in a biannual bill associated with those. In terms of the bigger question about how smart meters impact water consumption, it really falls under two main categories: one is related to hardware and infrastructure, and the other involves behavioural change. If I address the hardware aspect first, smart meters enable us and our customers to understand water usage at a much more granular level. It allows us to track how much water is being used and when. An important aspect of detecting water use is when no water flow is expected. For instance, at 2AM or 3AM (when everything is assumed to be off) if there's an unexpected water flow during those hours, it's detected by something called a night line on your meter. Well, that points to various potential issues like a leaky tap, a leaky toilet, or maybe a leak in the supply pipe under your garden. The first hardware benefit of a smart meter is having access to that level of data which allows us and our customers to identify any surprising water usage. There's a growing body of evidence suggesting that dual flush toilets are notoriously prone to leaking. We've had examples where as much as two to three hundred litres of water a day have been wasted due to a leaky toilet. Without a smart meter, detecting this kind of usage is nearly impossible because toilets usually leak into the bowl rather than visibly outside. So, smart meters bring awareness to a range of hardware-related issues. In terms of behavioural changes, it's all about making people conscious that paying for the water they use can be a motivator. Studies conducted nationwide and globally have shown this effect. Earlier, someone mentioned a 10% saving, which is attributed to the psychological impact of paying through a meter. Simply being aware that your water usage will cost you money encourages people to remember to, for instance, turn off the tap while brushing their teeth. Additionally, what augments the savings with smart meters is our ability to assist customers in changing their fixtures and fittings. This involves providing products like tap aerators and low-flow showerheads, which we plan to offer as we transition to smart metering.

	With a low-flow showerhead, for instance, you can shower for the same amount of time while saving water each time you shower. Therefore, smart metering enables a blend of psychological awareness and practical hardware changes that impact water use.
1.12	**I enquired about having a water meter fixed in my flat, but then I've been told that because I live in a block of flats they couldn't fix the meter so I don't know if that will be the case in the future or if you intend to have meters for flats?** We will endeavour to install meters everywhere we can, and it will depend on the internal plumbing. In some cases, where houses have been converted into flats with shared supplies, meaning multiple flats sharing a single pipe, we may face challenges in installing meters for some of those units. However, wherever feasible, we will be fitting meters. As part of our procurement process and advancements in metering technology over the last five years, there are now metering solutions available that can be installed under the sink inside a property, rather than being limited only to external installations.
1.13	**I had a meter fitted in 2013, I take weekly meat readings from it, ~~so~~and so I know exactly what I'm using all of the time. It halved my water bills from just paying the rateable value. What impact is it going to have on my bill when you put everybody on water meters?** There will be quite a few people, like yourself, who will benefit from having a metered supply. There are some people who may end up paying a little bit more, and that's why we're working hard on the transition, figuring out how to move from unmetered to metered tariffs. We're supplying water-efficient devices and visiting customers' houses to help them maximize their efficiency. The reason why we need to address demand and reduce the amount of water people use, as well as minimise leakages, is because the actual cost and the climatic impact of producing more water would be more expensive in the long run and more detrimental to the environment. What we expect to see is that customers will benefit in the short to medium term by understanding their usage, as you've demonstrated, and having lower bills. However, in the long term, it saves us from spending more money on less environmentally favourable solutions, such as desalination and similar methods. In the Southeast, there are limited options for obtaining new water sources, and creating new sources of water is very expensive. If new sources come through something like desalination, it brings along environmental impacts that are significant.
1.14	**How the proliferation of hot tubs we've seen installed in this country helps with water preservation.** The short answer is it doesn't. The longer answer is, in all our water resource planning horizons - where we plan for up to 50 years in advance - we attempt to anticipate what's going to happen in terms of demand and usage. However, sometimes, we can't foresee these things. For instance, the explosion of hot tubs during COVID-19 was quite remarkable. How do we plan to tackle that? Well, part of it involves education and engaging people in discussions about their water usage, helping them understand where water comes from.

	Additionally, installing meters can play a role; if people are using hot tubs regularly, they will actually have to pay for the water they consume. So, effectively, there is a surcharge. Additionally, we're collaborating with Octopus Energy, as I mentioned earlier, and what Octopus Energy excels in is utilising innovative tariffs in the energy sector. They have periods of time where they encourage people to use less or more energy, etc. We're exploring what the future might look like when we have a customer base with smart meters, and we can possibly implement similar strategies. For instance, during the summer or in periods of dry weather, the cost of excessive water use, like the use in hot tubs, might increase for people in the future. This is all under development and on the horizon, but in the short term, it's about people paying for the water they use. Consequently, individuals who fill hot tubs will likely end up paying more.
1.15	**I live in a flat in Gosport and I don't have a water meter fitted, so my question is around controlling costs with meter provisions. I believe that Portsmouth do your own surveys, but then you sub the installation work out to a contractor. Is this an excessive cost to the Portsmouth Water or because to a charge is made to the consumer to have the meter installed, do you recover a lot of the cost that it costs you to provide a meter, or are you running at a loss and will that continue to run at a loss?** Going forward, we're in the middle of a procurement exercise to put in place a contractor for the installation of this large number of smart meters that we'll be putting in starting in 2025. Part of that procurement exercise is to get the absolute best cost we can. We'll have finished the installations by 2033, so it's a kind of start and finish project. So, we don't want to employ all those employees ourselves, build up a big workforce just to lay them off at the end of that program. Instead, we want to partner with someone who has probably a national operator who, who has experience, who has a more flexible workforce. It will be a big Civil Engineering ~~civils~~ company that hopefully will provide the best value for money for Portsmouth Water customers.
1.16	**So the intention to recycle and add recycled effluent to our drinking water. What other choices were explored?** Firstly, in the water sector, various companies acquire water differently. Some rely on rivers and streams, while others draw from groundwater, which are the primary methods in this country. Internationally, there are additional methods like desalination or recycling. In the South East region, our options for sourcing water are diminishing. We lack a wide range of choices concerning water sources. Recycling, although a more expensive process due to its complex technology in purifying water to the required standards, is now a necessity. As a country, we prioritise environmental conservation and aim to cease over-extraction, ensuring a healthy environment for future generations. Portsmouth Water has a history of supplying water for 166 years, drawing primarily from the chalk aquifer to serve the local community. However, there's now an increasing challenge, driven by legislation and our obligation to assess all water sources, striving to maintain good local environmental conditions.

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	This situation has completely changed, compounded by the effects of climate change. The UK's water systems have traditionally relied on weather patterns; water is stored in reservoirs during wet periods and utilised in drier seasons. However, these weather patterns are changing. In the South East and East Anglia particularly, this region faces the most acute water stress in the country. The South East receives only 22% of the national average rainfall and lacks significant rivers for water extraction.
1.17	**What is being invested into desalination research? Seeing as you are a coastal supplier and all I've heard about is land based abstraction.** The UK, frankly, is relatively new to desalination and water recycling technologies, which are quite similar. Therefore, there's an industry-wide acknowledgment that we need to delve deeper into understanding and adopting these technologies. Globally, especially in desalination, there have been significant advancements over the last two decades. We've moved away from traditional desalination methods, which involved effectively boiling seawater and condensing the resulting steam, leaving the salt behind. This older method was prevalent until about 12 or 15 years ago. Now, we've shifted towards membrane technology, utilising processes such as reverse osmosis, which has notably reduced the cost of desalination. However, it remains a more costly technology compared to treating river or groundwater. Southern Water's plan in Havant includes what might be one of the first recycling plants in the UK. There's already a brackish water desalination plant in the Thames estuary (brackish water refers to slightly salty water, not as concentrated as seawater). However, desalination can have negative environmental impacts, which led to the abandonment of plans for a plant near Folkestone or in the Solent due to environmental concerns. Nevertheless, it's a technology we need to learn more about. Traditionally, countries heavily reliant on desalination have been hotspots for research in this field. For instance, the Middle East, California in the United States, and to some extent, Australia. At present, in the UK, we rely on the expertise and technology developed in those countries as we're just beginning to explore these methods.
1.18	**How much damage is currently being done by water abstraction from local ~~rivers.~~rivers? For example, the Itchen.** The impact primarily concerns the river's water levels during critical periods for fish migration. Both the Itchen and Test rivers are significant for the migration of salmon and sea trout, particularly when they travel upstream and downstream for spawning. It's crucial to have adequate water levels in the river to facilitate this migration. Environmental regulators have raised concerns that Southern Water's extraction, especially during dry or drought periods, might hinder the salmon migration. Salmon is a protected species, and regulatory bodies are obliged to address any potential threats to their migration routes. To mitigate this issue, the regulators have imposed limitations on the amount of water Southern Water can extract from the Test and Itchen rivers. Consequently, Southern Water needs to seek alternative water sources to compensate for this reduction. Havant's contribution is seen as one part of the solution to address Southern Water's need for

	additional water resources. This situation outlines the impact affecting the Test and Itchen rivers, as I understand it.
1.19	**What proportion of the 19% bill increase is inflation?** The 19% increase bill increase is before inflation, and accounting for inflation, it's closer to around 29%. ~~If you observe the slide~~As you may have noticed from the slide earlier, we utilise fixed prices as part of our discussions with regulators regarding price increases. We present prices, pre-inflation and also post-inflation, to demonstrate the projected impact on your expenses. Our assumption typically includes a 2% annual inflation rate, as our bills are permitted to rise according to CPIH (Consumer Price Index including Housing costs), which is a government national statistic. CPIH is the specific inflation measure that guides our inflation assumptions within the pricing structure.
1.20	**Please can you provide some clarity around initial support for Southern Water's recycling scheme option? (~~section~~Section 6, page 25 of Portsmouth Water's Revised Draft Water Resources Management Plan – Link:** Portsmouth-Water-dWRMP24-Statement-of-Response**).** We have legal obligations to deliver environmental outcomes, specifically increasing biodiversity as a result of our permission we currently have to build the reservoir as currently designed. At present, the water recycling scheme hasn't obtained the necessary permissions or consent. Legally, we are obligated through our current reservoir planning to ensure the delivery of biodiversity, net gain, and other associated environmental benefits.
1.21	**What measures will Portsmouth water take to ensure that the beneficial environmental impacts that the recycling project will have on the aquatic life of these two iconic chalk streams will be fully taken into account?** Please see response for question 18.
1.22	**Who's going to have to pay for any replacement of smart meters as they wear out become superseded?** The expected lifespan of a smart meter typically ranges between 12 to 15 years. Therefore, we have a planned asset replacement program scheduled within this timeframe. This replacement program aligns with our asset maintenance initiatives, which involve routine replacements of various components such as pumps in treatment facilities or other operational elements. It's an integral part of our ongoing business operations and forms a regular expense in our budget.
1.23	**Can you give us more information concerning Southern Water's involvement use in of the Havant Reservoir?**

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	The reservoir project, in its current state, which we term the classic version of the reservoir, relies on available spring water during the winter. This entire project is within our purview, and all necessary financial arrangements have been secured. We've completed all required agreements. Therefore, we have complete control over this project. Additionally, if a secondary water feed from a recycling plant is introduced into the reservoir, this will also remain under our control. Stringent monitoring protocols will be in place, enabling us to promptly shut off the supply in case any issues arise with the recycling plant's operations. Similar to how we manage our approximately 20 water sources spread across the South Downs, real-time monitoring detects and shuts off any supply experiencing water quality issues due to rainfall or other factors. This approach will be mirrored in the management of the Havant Thicket reservoir. I'm often asked why we're collaborating with Southern Water. Yes, it's evident that they've faced challenges, but we believe it's the right decision to assist them in addressing these challenges. Their efforts, in coordination with the Environment Agency and Department for Environment, Food & Rural Affairs ~~Defra,~~ aim to reduce chalk stream abstraction in Hampshire. These chalk streams possess significant European protection. The Havant Thicket reservoir forms a part of the solution to this ongoing problem. Regarding recycling, the technology we're considering for the recycling plant is highly advanced, unlike anything previously implemented in the UK. This technology essentially purifies the water, resulting in water quality superior to the spring water sourced from Havant and Bedhampton springs. Before reaching our customers through existing bulk supply channels, this water will undergo further treatment at our facilities to ensure it meets our high-quality standards and taste that customers have come to expect. As mentioned earlier, we will not support Southern Water in executing the recycling proposals if we suspect any prejudice, safety concerns, or other issues related to the existing project. We're meticulously examining the environmental and water quality implications, meticulously addressing every detail to ensure complete transparency and preparedness for potential challenges. This project represents the first of its kind in the country, and thus, we're ensuring thorough scrutiny and readiness to manage any new challenges associated with this novel technology.
1.24	**Under the challenges ahead you included needing to replace existing supplies from the Chalk springs and the aquifers to protect environment, the environment potentially as much as all the water we supply today by 2075. Does that mean eliminating Havant springs?** The springs operate differently compared to our other water sources. Being natural springs, the water surfaces without any artificial intervention and under natural pressure. It arrives at our facilities with minimal human intervention and has a brief journey before reaching the harbour. While we will certainly review the sustainability of drawing water from these springs as part of our investigative process, it's important to note that our method involves harnessing naturally emerging water rather than artificially lowering water levels along a river. This supply is comparatively more resilient. However, we need to remain mindful of the volume of freshwater flowing into the harbour. It's crucial to maintain a balance in line with

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	environmental needs. Nonetheless, this particular supply stands out as one of our more robust sources.
1.25	**Climate science indicates that we will receive more very heavy rainstorms. Does Portsmouth Water have any plans to take advantage of this?** **Is there any way in which heavy water users such as farms and golf courses can be encouraged to develop their many reservoirs just as an example, while this does not involve the use of drinking water, it would increase the amount of water left in the environment and available for abstraction.** We actively encourage all our non-potable water users to take proactive measures. There are several grants available through Defra, particularly in the agricultural sector, to support initiatives such as installing rainwater harvesting systems on cow sheds and similar structures, allowing for the collection and storage of rainwater. In the eastern vicinity of Chichester, the glasshouses serve as excellent models for rainwater collection. Many of these sites effectively collect and store rainwater, significantly reducing their reliance on our network. We're actively engaging with numerous non-household water users to alleviate demand on our network. You're correct that if these users aren't utilising their collected water, they'd otherwise draw it from the mains. Therefore, we're committed to expediting these efforts. The more water these entities can independently utilise, the lesser the burden on our supply.
1.26	**How much of the bill increase the 19% bill increase is due to that Havant Thicket. And why is it in the part of Portsmouth Water's regulated business?** The 19% increase mentioned in our business plan does not account for Havant Thicket. The funding for this comes from Southern Water's customers. This also applies to the recycling plant, provided it progresses as planned. It is part of our regulated business, although it operates under a separate regulatory framework compared to the rest of our operations. This innovative approach was initiated a few years ago when the project commenced. However, it's not regarded as a venture distinct from our core business activities. Supplying bulk supplies to neighbouring companies, which includes the Havant Thicket Reservoir project, constitutes a normal part of regulated business. It's essential to maintain control over the pricing structures, water quality standards, and other associated aspects.
1.27	**Portsmouth Water have indicated a commitment to using sustainable water supplies. Given the energy and carbon use of effluent recycling treatment & pumping it can in no way be described as a sustainable solution to our water supply needs.** **Can Portsmouth Water confirm that they will be prioritising and funding the robust investigation of more sustainable water supply sources and storage options that work with climate change (not against it), looking to collect the increased winter rainfall climate change will give us for use in dry summer?** As we enter our next round of water resource planning (WRMP29) we are very conscious of the challenges we potentially face. I can confirm we do plan to review all the feasibility work we have undertaken in previous rounds of planning, as well as challenging ourselves to

	consider new options, such as moving our current abstraction locations to lower down river catchments. The findings of this work will inform the options appraisal phase of our Water Resource Management Plan 2029.
1.28	**Does the current status as lowest cost reflect limited historic investment? Do we really need to invest more and protect those in need versus low cost for all?** Historically we have been the lowest cost water company through a combination of our fortunate regional geography – most of our water comes from very clean groundwater sources, which require limited additional treatment to meet drinking water standards – and ensuring our operations are efficient. Our historic investment has been focused on ensuring we maintain our assets to deliver high quality services to our customers, and we have some of the best service levels in the sector. As we look to the future, there are increasing pressures on our sources of water, in particular from environmental standards and climate change, which mean we will need to invest more to ensure that we can continue to deliver the high standards we do today. Our plan for 2025-2030 seeks to balance the need for investment with making sure our bills are no higher than they need to be. Bills will need to rise by 19% by 2030 to pay for this additional investment and while we will remain the lowest cost supplier, we are stepping up the help that we give to customers who may be struggling to pay.
1.29	**For the social tariff, what projections have you got for the proportion of your customers who will go onto this tariff. If there was a significant change in that proportion, what effect will it have on the rest of your customers' bills?** When we assess the social tariff, we determine the price difference for our existing customer base. The social tariff involves providing water discounts to specific customers, and the cost of these discounts is distributed among the rest of our customer base. In the current operating period, when we initially introduced the Social Tariff, it added approximately £2 to customers' bills. Subsequently, during this period, we engaged with our customers, and this has increased to £3 to support the social tariff. Currently, we're supporting around 11,000 customers through our Social Tariff, and this number is expected to increase to about 27,500 customers. This support will persist through the upcoming business planning process and is likely to continue growing. It's essential to note that apart from reducing customer bills and initiatives like social tariffs to address affordability, facilitating various payment frequencies based on customers' preferences is equally crucial. Enabling customers to pay in ways that suit them and in frequencies that align with their budgeting needs is significant. For instance, if a customer prefers monthly billing for better financial management and budgeting, smart metering will enable us to provide this flexibility. Hence, besides social tariffs and bill reductions, there are other crucial aspects, such as payment flexibility and budgeting support, that we're focused on to assist customers with their finances.
1.30	**Could you reply please to my enquiry as to whether Portsmouth Water is likely to be taken over by Southern Water?**

	At present, there is no indication or suggestion of such an occurrence. Southern Water is currently handling numerous challenges and appears to have some frustrations among its stakeholders due to a turnaround that might not be progressing as anticipated. As such, I don't believe that particular possibility is under consideration
1.31	**What financial bonuses may Portsmouth Waters Board members and senior executives expect to receive at the end of the financial year?** But we're not at the end of the financial year, but what I would say is all of our bonus policies are transparently reported in the annual performance report. And so Bob and I have specific bonus payments that are related to either our fixed salary or the variable performance-related elements. Sixty percent of the measures that we use to assess those bonuses are aligned with performance for customers, the environment, and the community. All of our employees have performance-related elements in their pay, not just directors, executives, or senior managers. Everyone is evaluated based on the same criteria, focusing on delivery for customers. We evaluate all of our bonus policies transparently, and these are reported in the annual performance report.
1.32	**In comparison to other utility bills, my Portsmouth Water bill is amongst the lowest household bill, it's under 10% of my household bills. From my understanding we get very cheap water in our area, is that correct?** Our current average bill stands at £117, which, in comparison to our other utility bills for the year, is notably inexpensive. However, I think it's important to understand that if a customer is facing financial difficulties paying their water bill, it's likely to impact multiple areas and they'll be struggling across the board. When they seek assistance from us, it's part of a larger effort to support that customer in various aspects holistically across organisations. Morally, that is the right thing to do.

ABOUT THE YWYS SECOND SESSION

As agreed by CCW and Ofwat, there was an opportunity for further questions to be raised after the session. These questions could be raised directly to Portsmouth Water or to CCW who will raise on their behalf, the closing date for these questions was 11am on Wednesday 22nd November.

Commented [KJ19]: Either here or in the initial introduction, should give a brief summary of next steps, timescale and Ofwat's YWYS sessions

Commented [LM20R19]: @Lai Mah

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QUESTIONS RAISED THAT WERE NOT ANSWERED IN THE YWYS SESSION

The YWYS session led to extensive discussions, which regrettably meant that not all questions were answered in the session itself.

Below are responses to these questions raised ~~in the~~which were from the YWYS chat and also questions raised after the session as agreed by CCW and Ofwat. ~~that were not answered in the session.~~

Commented [KJ21]: Slightly odd phrasing - could probably start with 'not all questions could be answered in the session…..'

Commented [LM22R21]: @Lai Man

Commented [KJ23]: Does this include additional Qs that were sent in the following 24hr window?

Commented [LM24R23]: @Lai Man

Q No.	Question and Answer
2.1	**You discuss sustainable water, but the solution put forward is not the most sustainable option. It is not carbon friendly pumping millions of litres of recycled water 40 km, especially when you will have to keep pumping the water, even when it is not needed, to keep your pumps working/running. Reverse osmosis is also a very energy intensive system. Please comment on why you are not considering alternative options.** Once the reservoir is built and the surplus water from Bedhampton springs is put to good use, the only additional sustainable sources of water available in the South-East, based on our current knowledge, are desalinated seawater and treated wastewater. Water recycling compares very favourably with desalination, with regards to carbon emissions and energy consumption. In 2020 and 2021, Southern Water carried out an extensive options appraisal process to confirm whether the desalination proposal was the right solution to develop further in the context of the other options available. For the desalination proposal, it confirmed that it would likely have adverse impacts on the protected marine environment of the Solent and on the New Forest National Park, both from its construction and operation. Out of all of the options considered, desalination at Fawley emerged from the options appraisal process as the least preferable option. The likely impacts of the plant and its associated pipelines meant that the proposal was not considered to be deliverable in this location, particularly in light of the better alternatives that were available. At the same time, Southern Water's options appraisal process confirmed a combined option, involving both water transfer and water recycling solutions - the Hampshire Water Transfer and Water Recycling Project - as the most preferable option. This option performed well across the range of criteria considered and would have a lower carbon and environmental impact than desalination. In their Water Resource Management Plan, Southern Water confirms it has investigated other options including aquifer storage and recovery. This is when treated water is pumped

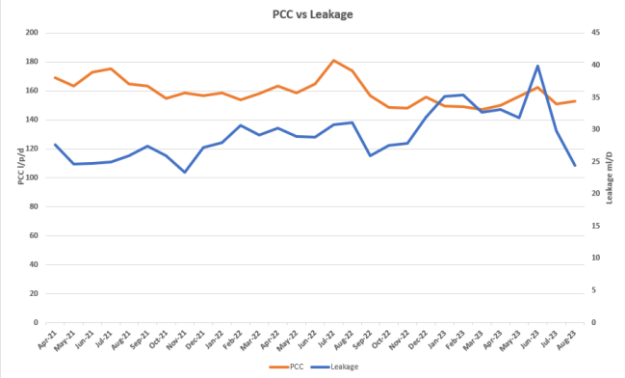
	into an aquifer, when surplus water is available, where it is stored and subsequently abstracted during a drought. For this to work, the aquifer has to be “confined” – as if water were stored in a big underground tank, where it’s one underground body of water and the water would remain in place and not flow away. There are plans for one such Southern Water scheme in the Lower Test (where the chalk is ‘confined’ by the surrounding London Clay), but it can only provide about 5.5 million litres of water a day, less than 3% of Southern’s total requirement for Hampshire and very much less than the water transfer and water recycling option at Havant Thicket. We have also in the past explored the option of aquifer storage and recovery. Our geology presents two possibilities for the creation of these: within confined chalk and within confined greensand. Both of these options present significant engineering challenges. Our studies to date have shown the confined chalk in our supply region is either unproductive, or has karstic features (irregular limestone with sinkholes, underground streams, and caverns) allowing rapid flows, so any water that’s injected will be very difficult to store, as the water will be rapidly lost to the sea. The confined Lower Greensand is hundreds of metres deep and, therefore, boreholes would be very expensive, and we might find that it is unproductive and / or has water quality issues. As we enter our next round of water resource planning in a few years’ time, we do plan to review all our feasibility work to date, as well as consider new options, such as moving our current abstraction locations to lower down river catchments. The findings of this work will inform our Water Resource Management Plan 2029.
2.2	**The thicket programme has started with a great deal of destruction of trees and Langstone Harbour is currently being polluted with millions of litres of clay as a result of the construction of the reservoir because insufficient measures were put in place to protect the environment. Our confidence in this scheme is low. How can you reinsure us that you and your contractors are fit to implement this project more sensitively?** As part of the environmental management of the site during construction, we anticipated water runoff from our site as a risk and had put in place a range of protection measures. The measures included: • 2km of silt screens to manage overland flows and run off • drainage channels with check dams and settlement ponds for attenuation; • silt booms and silt busters to filter the water. Unfortunately, the recent heavy rain has been more than these measures could cope with. The main problem that we have come across, other than the sheer volume of rainfall, is the fact that the silt from the clay is so fine that it cannot settle using conventional means. We have sought the help of external experts in this area to help us understand what can be done and are working very closely with the Environment Agency. We agreed to introduce a coagulation system, similar to potable water treatment, to separate the silty material from the water. This requires special permits and licensing. As a result of this work, we have seen some improvements already, but we know there is more to do. We would like to apologise for this incident and assure you that we are doing everything to resolve this as quickly as we can.

2.3	**Under what circumstances would Portsmouth Water Company customers drink Southern Water's recycled effluent?** If the water recycling proposals go ahead, Portsmouth Water customers would only receive a mixture of spring water and recycled water from Havant Thicket Reservoir in drought and emergency conditions – for example, if we were not able to use our regular sources of water due to lack of water underground or an unexpected engineering or other type of issue. At all other times, the situation would remain as it is today, with people's water supplies coming directly from the Bedhampton Springs, via our Farlington Water Treatment Works. As the water treatment process allows us to control the taste of customers' drinking water, we anticipate there would be no noticeable changes if recycled water was included as a source. To be clear, the Hampshire Water Transfer and Water Recycling Project is separate from the current approved plans for Havant Thicket Reservoir. We can also confirm that if these plans were to go ahead, Portsmouth Water would remain in control of the water entering or leaving the reservoir. Like all UK water companies, Portsmouth Water is required to plan for a number of different future scenarios, which take into account changes to population levels, climate change and the need to leave more water in the environment, to benefit the natural environment. In some of these scenarios, recycled water could be used more frequently as a source for Portsmouth Water customers from 2040 and beyond.
2.4	**As I understand it abstraction from the Ems River often leads it to run dry, the water is treated and then is pumped back in. What will you do to prevent low flow and do you think it's acceptable to pump treated water back into a chalk stream? Do you know the impact on the invertebrates and fish life?** Portsmouth Water abstract water for the public water supply from the ground at the top of the Ems catchment. We do not take any water from the river Ems itself. Like all chalk streams, the flow in the Ems is directly linked to the amount of water in the chalk (groundwater) underneath the stream. Thus, the flow in the river would always naturally vary seasonally. This is because the groundwater levels under the stream rise and fall with the seasons. Saying that, we do accept that the water we take from the ground does have an impact on this natural relationship between groundwater levels and flow. We abstract the groundwater under the terms of a licence issued by the Environment Agency. One of the conditions of that license is that when flows drop below a threshold level, we intervene to supplement the river flow. We use our satellite abstraction point lower down the catchment to pump raw water from underground and into the river as an 'augmentation' flow. This is not treated water, but raw water straight from the ground. The health of the Ems is of great importance to us, and we are committed to ensuring we only take sustainable volumes of water from the catchment as soon as possible. However, we do need to make sure we continue to supply our customers with all the water they need. That is why we are intending to install smart water meters at all our ~~customers~~customer's

	houses, in order to work with customers to help reduce the demand for water – and allow us to reduce the amount of water from the environment. We are some ways down the line to understanding what the sustainable amount of water we can take from the catchment might be and have been undertaking environmental and flow studies for a number of years to enhance and evolve the data. We publish our findings on our website here: Water Quality - Portsmouth Water
2.5	**Under 'Challenges ahead', you include 'Needing to replace our existing supplies from the chalk springs and aquifers to protect the environment (potentially as much as all the water we supply today by 2075).' Does that mean eliminating Havant Springs?** In the coming years we will be reviewing all 20 of the sites we currently use to abstract water from underground to understand if they are having an environmental impact. We will look to have a plan to adjust how we use these sites based on the outcomes of this review. Havant Springs will be one of the sites we will look at, but because it is a spring – that is a location where water naturally comes to the surface from underground, rather than a borehole where we physically pump water to the surface where it wouldn't naturally be. We believe it is unlikely our operations will need to significantly change. Once complete, we will publish the findings from our comprehensive review on our website.
2.6	**Bosham gets its water from Kingley Vale, River Lavant etc but I noticed this year the low level from our chalk streams what are you going to do about preventing about this. We have already lost frogs and trouts due to this?** Currently we abstract water for the public water supply from the ground close to the River Lavant, we do not take any water from the river itself. Like all chalk streams, the flow in the Lavant is directly linked to the amount of water in the chalk (groundwater) underneath the stream, which itself is directly linked the amount of rain received in winter. The flow in the river therefore will always vary seasonally, as the groundwater levels under the stream rise and fall with the seasons. In the coming years we will be reviewing all 20 of the sites we currently use to abstract water from underground to understand if they any having an environmental impact, including those alongside the Lavant. We will look to have a plan to adjust how we use these sites if the review finds they are. However, we do need to make sure we can still supply our customers with all the water they need too. That is why, starting in 2025, we are intending to install smart meters at all our customers houses, in order to help reduce the demand for water – which in turn allows us to reduce the amount of water we need to take from the environment.
2.7	**If we do not take care of the environment, i.e. the various sources of water, the environment will not take care of us. What are your plans to protect the environment?** We rely on a heathy environment in order to ensure we have sufficient unpolluted water available to us to satisfy our customers demand for water. Today we already working with landowners, developers and farmers to ensure how they use the land and what they put on the land does not impact the quality of the water in the ground

	– which is our main source of water for the public water supply. We supply grants and give advice on issues as diverse as heating oil storage and fertilizer application. In additions, in the coming years we will also be reviewing all 20 of the sites we currently use to abstract water from underground to understand if how we use them, and the amount of water we take, is having an environmental impact. We will look to have a plan to adjust how we use these sites if the review finds they are. However, we do need to make sure we can still supply our customers with all the water they need too. That is why, starting in 2025, we are intending to install smart meters at all our customers houses, in order to help reduce the demand for water – which in turn allows us to reduce the amount of water we need to take from the environment.
2.8	**The developments in an enlarged Haslar Marina seem to have had a negative impact on the water pressure for those who are supplied by the same circuit. Can this be the case, because it does impact those with fire sprinkler ~~systems.~~systems?** I hope you will be reassured to know that whenever we receive requests for new connections, we assess whether there is sufficient water available and that supplies to our existing customers will not be compromised. Where new supplies will affect our existing customers, we have statutory powers to recover the cost of any necessary pipe reinforcements from our customers building new developments. We have made contact with this customer to discuss their query and investigate any isolated supply pressure issues.
2.9	**What's the latest update on the proposed lay route for the pipeline to Otterbourne with the Havant Thicket development?** The proposed pipeline linking Havant Thicket Reservoir with Otterbourne Water Treatment Works is part of the Southern Water Hampshire Water Transfer and Water Recycling Scheme. Southern Water consulted on potential routes for this pipeline in 2022 and they will be holding a further statutory consultation in 2024. We would suggest you contact Southern Water directly, for more detailed information about this pipeline route.
2.10	**Can you give us more information concerning Southern Water's use/involvement in the Havant ~~Reservoir.~~Reservoir? This company has one of the worst records in the country for water pollution and accidents' happening on a pay the penalty after the ~~event basis~~event basis. Is it safe to allow them to be involved?** We're a community-orientated company and pride ourselves on doing the right thing. This includes helping our neighbour to supply its customers with water, so it can reduce what it takes from the River Test and River Itchen, helping protect these rare and sensitive environments. Water is scarce in the South-East, with the region officially classed by the Environment Agency as 'water stressed'. Yet the impacts of climate change and population growth are increasing, and there is a need to leave more water in the environment to benefit nature. Southern Water has agreed to take less water from world-renowned chalk streams, the River Test and the River Itchen in Hampshire. This will leave the company with a daily deficit of approximately 192 million litres of water in its Hampshire supply area in the event of prolonged dry weather.

	We are in a position to help with a solution to this major challenge. This is because of the large number of natural springs in the Havant area which provide 30 per cent of the water we supply to our customers. These springs deliver a high quality, sustainable supply of water all year round and are thought to be the largest individual source of spring water in Europe. We're fortunate to have more water than we need at certain times of the year. In the winter, and during periods of high rainfall, there is a surplus of water from the springs in the Havant area, over and above what we need for our customers. This surplus currently flows straight out to sea. We can make better use of this surplus water by storing it in Havant Thicket Reservoir in Havant, which we are building and will operate. The reservoir will enable us to provide up to 21 million litres of water a day to Southern Water, when needed. We received planning permission for the reservoir project, as described above, in late 2021. However, there's another potential option, which would allow us to share even more water with Southern Water – up to 90 million litres a day extra from the reservoir. It involves recycling treated wastewater, using tried and tested technology. Water recycling has already been used in many other countries for decades. By adding recycled water to Havant Thicket Reservoir, we can help protect our precious chalk rivers and make sure we all have the water we need in the future.
2.11	**What are the trends on 'leaked water' vs the consumption per person?** We cannot make a direct comparison between consumption of water and the water lost to leakage. Whilst we have and will continue to work hard to influence both measures, both are also highly impacted by the weather. Since 2021, the amount of water consumed per person has dropped from approximately 170 litres per head per day (l/h/d) to where it is now at 153 l/h/d. The decrease is not linear, for example consumption reached an all-time peak of 183l/h/d in the summer of 2022. Interestingly, consumption decreased as the summer progressed because of the developing drought that year. Whilst we did not introduce a hosepipe ban, our immediate neighbouring companies did, and it made the National press headlines. The press attention naturally had an impact on our ~~customers~~customer's choices in how they used water. Over the same period since 2021, we have also reduced leakage from our network from just under 30Ml/d (megalitres per day) to 25Ml/d where it is today. Again, this has not been a straight downward trend. Our distribution network was tested by the harsh winter of 2022/23 and subsequent dry spring, which caused lots of ground movement and therefore, burst pipes. Immediately, after that period leakage was up to 38Ml/d and we have been working solidly since to recover our performance and achieve the 25Ml/d we are at today. We know we need to do better in order to continue to drive leakage down – whatever the weather – and we are investing in state of the art, AI enabled leak detection kit and satellite technology to help us do just that.

	
2.12	**Please discuss the options of winter storage aquifers. This option has not been discussed with customers but given the amount of rain we are now experiencing is potentially a good additional option and could be put in place more rapidly.** In previous water resource management plans we have explored the option of aquifer storage and recovery. Typically, such a scheme operates by pumping excess available water into an aquifer in winter and pumping it out again when needed in the summer. To be successful that aquifer has to be "confined" – as if water were stored in a big underground tank, where it's one underground body of water and the water would remain in place and not flow away. Most of the chalk aquifer under the South Downs is unconfined, that is water flows out of it all year round either through rivers and streams, through springs on the surface (such as at Bedhampton) of underground straight into the harbours. Our geology presents two possibilities for the creation of an aquifer recharge scheme: within confined chalk and within confined greensand. Both of these options present significant engineering challenges. Our studies to date have shown there are small pockets of confined chalk in our supply region, but that it is either unproductive, or has karstic features (irregular limestone with sinkholes, underground streams, and caverns) allowing rapid flows, so any water that's injected will be very difficult to store, as the water will be rapidly lost to the sea. The confined Lower Greensand is hundreds of metres deep and, therefore, boreholes would be very expensive, and we might find that it is unproductive and / or has water quality issues. However, as we enter our next round of water resource planning in a few years' time and we have identified the scale of the challenges we potentially face, we do plan to review all our feasibility work to date, as well as consider new options, such as moving our current abstraction locations to lower down river catchments. The findings of this work will inform our Water Resource Management Plan 2029.
2.13	**What are the costs for reducing leakage and do these increase significantly as one tries to drive down the percentage of water lost. Presumably you have to replace (buried) leaking pipes ~~which have~~which have reached the end of their usable lives. This can be costly.**

	Portsmouth Water spends approximately £3m per year finding and fixing leaks within our network. Further reductions in leakage are more expensive – but we are looking to innovative technologies, such as satellite imaging and electronic listening to provide value for money. The outcome of our investment means we have been replacing approximately 1% of our mains network every year to maintain the pipes within our network.
2.14	**Will Portsmouth Water consider building a reservoir for Havant/Emsworth/Chichester to reduce abstraction in the area?** It is worth pointing out that having a reservoir does not necessarily reduce the levels of abstraction in an area, as the water in the reservoir need to come from somewhere. However, a reservoir would allow us to alter the pattern of abstraction taking more water in the winter, putting it in the reservoir to then be used the next summer. It is also not possible to construct a reservoir of the scale we would need to support the public water supply just anywhere; a successful reservoir site needs the correct geology and landform. When planning for the Havant Thicket Reservoir we assessed over 50 sites for suitability before selecting the location. However, now our Water Resource Management Plan has defined the scale of the challenge to supply water in the future, we will be re-examining all the options available to us, including the possibility of constructing a second reservoir. The conclusions of this work will be incorporated into the next revision of our Water Resource Management Plan in 2029.
2.15	**Given new build dwellings are required to have a design PCC much less than the current PCC (which is proving to be very challenging to reduce), what degree of risk is being run on future water supply proposals if the actual PCC of new dwellings turns out, in short and long terms, much closer to the existing PCC rate than that designed?** Our Water Resource Management Plan is an adaptive, iterative plan. We have run scenarios to understand the impact should any of our core assumptions prove inaccurate – including Per Captia Consumption (PCC - the amount of water an individual uses in a day). We believe our universal smart metering programme and its associated support package of water better data, free household efficiency gadgets and support with domestic leak repairs will contribute to the reduction in PCC we require. We will also be working with central and local government on other changes that will contribute, such as specific water efficiency labelling on new white goods, changes to building regulations and the tightening of standards in local development plans. However, should this not prove to be the case, the next iteration of our plan would react to that new data and effectively bring forward other options for 'new water', possibly such as imports from other companies, water recycling or desalination.
2.16	**Surely the cost per litre is likely to go up as more people come on line. PW have fixed and operational costs. These costs have to be spread amongst the customers. The fixed costs are there irrespective of the water used. Operational costs for pumping, etc, will likely reduce with metering. The total income to PW from customers has to remain the same as now to cover fixed and operational costs, save for some savings as customers reduce the operational costs due to saving water.** Our plans for metering will have two benefits. First, less water into supply will reduce the operational costs that we incur day-to-day for treatment and distribution. Second, they will

	mean that we will need to invest less in future to maintain the balance between the supply of water and demand from customers. Of all the options we considered to meet future needs, smart metering was the most cost effective. Many customers will benefit from the switch to a meter, but inevitably some customers will see their bills rise. The balance between these customer groups will affect how we set the unit rate of water, but it is certainly the case that we will need to recover sufficient revenues to cover our efficient costs. Ofwat's role is to determine the overall level of revenue that we can recover through customer bills, based on what it would cost an efficient operator. Importantly, with meters customers will have more control over their bill, and saving water not only affect their Portsmouth Water bill but will reduce their wastewater bill (which is determined by water usage) and their energy bills if they heat less water.
2.17	**Could we use NFT's to generate passive income for Portsmouth water?** This is not something we have considered in our plans. We have legal duties in relation to providing clean, wholesome drinking water to our customers and protecting our local environment and our focus is on those core responsibilities.
2.18	If Portsmouth Water support for HT-wastewater recycling is not forthcoming - what is Plan-B to provide water for Test & Itchen drought relief by ~~2030 ?~~2030? We are working closely with Southern Water on the development of the water recycling option and are committed to making it work if it is technically feasible, safe for ~~customers~~customer's water supplies and does not compromise our legal obligations to deliver the environmental and biodiversity improvements contained in out planning permission. Should the scheme not go ahead, it would be for Southern Water's Water Resource Management Plan to identify and deliver a Plan-B, as it will be their supply zone and their customers that would face a deficit of water. However, the process of identifying alternative sources will be greatly helped by the consideration of the Regional water resource plan, compiled by Water Resources South East (WRSE), which is able to look beyond individual company boundaries and seeks to identify opportunities for large scale strategic options and to allocate available water across the whole Southeast region as efficiently as possible. Portsmouth Water is an active member of WRSE.
2.19	**Does the recycling plant technology remove so called 'forever chemicals'?** Recycled water is a tried and tested, sustainable source of drinking water. The process cleans water to such an extent that minerals like magnesium and calcium will need to be added back, so that it is closer to the quality of our existing spring water. Water recycling is used all over the world. It involves taking highly treated wastewater, that would normally be returned to the environment, and treating it again to such high standards that it can be used as a source for drinking water. At the moment, a great deal of time and energy goes into treating wastewater at wastewater treatment works across the UK. This involves several stages of screening and filtration before the water is clean enough to return to rivers or the sea. It's important to note that this process is completely separate from stormwater releases, which only occur when a

	treatment plant is running at full capacity and can't process the levels of flow coming through during a storm. Using well-tested water recycling technology, safely treated wastewater is cleaned and purified even further at a Water Recycling Plant. • The water first goes through a micro-filtration process to take out any remaining impurities. • The second stage is called reverse osmosis, where dissolved salts are removed by pushing the water at high pressure through tiny holes more than 50,000 times smaller than the width of a human hair. • This is followed by Ultraviolet light treatment which disinfects water by killing micro-organisms including bacteria, viruses and tiny parasites called protazoa – UV technology is already widely used in the UK and is part of the process we use to treat water to drinking standards at our Water Treatment Works. The water recycling process cleans water to such an extent that minerals like magnesium and calcium will need to be added back, so that it is closer to the quality of our existing spring water.
2.20	**In response to Tracey's question above please explain where are these additional storage locations? Please detail at least one location where this storage is available. Most of Hampshire is underlain by chalk, which is a major aquifer and store for water. Hampshire suffers groundwater flooding from the overfull groundwater reservoirs including in Bramdean near where I live. Please can you stop using this unfounded argument unless you have actual data to show where these additional aquifer storage sites are ~~located.~~ located?** In previous water resource management plans we have explored the option of aquifer storage and recovery. Typically, such a scheme operates by pumping excess available water into an aquifer in winter and pumping it out again when needed in the summer. To be successful that aquifer has to be "confined" – as if water were stored in a big underground tank, where it's one underground body of water and the water would remain in place and not flow away. As you point out, most of the chalk aquifer under the South Downs is **unconfined**, that is water flows out of it all year round either through rivers and streams, through springs on the surface (such as at Bedhampton) or underground straight into the harbours. However, our geology potentially presents two possibilities for the creation of an aquifer recharge scheme: within confined chalk and within confined greensand. Both of these options present significant engineering challenges. Our studies to date have shown there are small pockets of confined chalk in our supply region, but that these are either unproductive (don't store much water), or have karstic features (irregular limestone with sinkholes, underground streams, and caverns) allowing rapid flows, so any water that's injected will be very difficult to store, as the water will be rapidly lost to the sea. The confined Lower Greensand is hundreds of metres deep and, therefore, boreholes would be very expensive, and we might find that it is unproductive and / or has water quality issues. However, as we enter our next round of water resource planning in a few years' time and we have identified the scale of the challenges we potentially face, we do plan to review all our feasibility work to date to make sure we do not miss viable options, as well as considering

	new options, such as moving our current abstraction locations to lower down river catchments. The findings of this work will inform our Water Resource Management Plan 2029.
2.21	**Also please note that according to Portsmouth Water's 2024 WRMP that 11% of PWC's water comes from Gaters Mill on the lower Itchen (licensed up to 35 megalitres/day). As I understand Havant Thicket reservoir will compensate for some of this abstraction from the lower Itchen.** The Havant Thicket reservoir scheme is designed to supply potable water to Southern Water's Southampton supply zone in the event of a drought. In the event of a drought, the flows in both the rivers Test and Itchen will drop considerably. In order to leave enough water in those rivers to support the fish and other wildlife that lives there, Southern Water would have to reduce the amount of water they take from those rivers under normal conditions. The water we could provide from the reservoir would partly replace the water they would no longer be able to take. As you say, under normal conditions we also take water from the Itchen for our customers. With the location of the reservoir being in the middle of our supply zone, and the Itchen being on the edge of our supply zone, what will happen in a drought is we would use the water from the reservoir to supply our customers and the water would still be able to take from the Itchen we would give directly to Southern Water. This is quite a complicated arrangement so we have produced a short video to explain it, which can be found here: Havant Thicket Reservoir - securing supplies for the South East (Part 2) - YouTube
2.22	**If I understand it, Thames Water treats waste water, discharges into the Thames and lower down, some of the water needs of London are drawn from the Thames and treated for drinking. How is that different from what might happen with recycled water into the HTR?** On any significant watercourse almost anywhere in the country you will find a sequence of abstraction of water for drinking, followed by a discharge of treated effluent back into a water course, followed again by subsequent abstraction. Where this happens, the water treatment processes used to ensure water is fit to drink are specifically designed to work with that cycle – and are tightly regulated by the Drinking Water Inspectorate to make sure they do. The situation you describe on the Thames and the Havant Thicket scheme are essentially the same at their heart. However, the treatment requirement for the recycled water which might go into the reservoir is much tighter than those that would be applied to treated water returning to a river, reflecting the static nature of water in a reservoir verses the transient nature of water in a river.
2.23	**I heard that a Chinese company recently took ownership of Portsmouth Water? Is that correct?** The main owner of Portsmouth water is not a Chinese company. It is a British fund manager called Ancala. Ancala's role is to take money from some very well-known large pension funds in the UK and elsewhere and invest them in businesses like Portsmouth Water and others infrastructure related businesses.

2.24	**We hear the concerns of our customers and stakeholders about the water recycling scheme option. We take these concerns very seriously and highly value the trust of our customers and stakeholders. Portsmouth Water has committed initial support for this Southern Water option; however, Portsmouth Water will not continue to give its support to the scheme if it has any doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir. We will also consider the views of our customers and local stakeholders in the 6—26 August 2023 review of our support of the option. Portsmouth Water will also commission a third-party independent review of the option as part of its due diligence." Given that the Havant Thicket Reservoir and the proposed wastewater recycling project have been proposed and planned as part of an environmental programme to protect the Itchen and Test rivers from over-abstraction during drought periods, what measures will Portsmouth Water take to ensure that the beneficial environmental impacts that the recycling project will have on the aquatic life of these two iconic chalk streams will be fully taken into account. It is worth noting that the River Itchen is a Special Area of Conservation (SAC) and thus requires special consideration in the protection of its natural habitat. It is also worth noting that it is Southern Water customers in the Itchen and Test catchments, not Portsmouth Water customers who will be paying for both the Havant Thicket reservoir (and its additional environmental features, such as the wetlands) and the recycling project. Surely, they are also key stakeholders and must be allowed to have a say.** We fully appreciate the significant benefits the Hampshire Water Recycling Scheme could provide to the River Test and River Itchen, enabling Southern Water to reduce abstraction by a further 90 million litres per day. We can reassure you that as part of Southern Water's 2024 statutory consultation into the water recycling proposal, Southern Water's customers in the Hampshire region will be given the opportunity to have their say. As a company, Portsmouth Water will support the water recycling proposals if we are confident there would be no detrimental impact on our customers, or the community and environmental commitments we have made in relation to Havant Thicket Reservoir. As a well-regarded and trusted company, honouring the commitments made in our original planning application to our customers is of paramount importance. We are working closely with Southern Water, as the water recycling plans develop and we are pleased to report that, although further analysis and assessments are required, initial studies suggest that the highly treated recycled water entering the reservoir would be cleaner than the spring water that would be used to fill the reservoir. We can confirm that Southern Water also investigated a back-up option should it not be possible to proceed with using Havant Thicket Reservoir as an environmental buffer as part of the water recycling scheme. This back-up option would involve pumping the recycled, purified water from the new water recycling plant near to Budds Farm Wastewater Treatment Works directly to a new lake and then to Southern Water's Otterbourne Water Supply Works for further treatment to become drinking water. It would also use the company's Peel Common Wastewater Treatment Works as a source for recycled water.
2.25	**I believe Portsmouth Water produces some of the finest quality drinking water in the country. With the Havant Reservoir, why are you putting at risk Portsmouth Water's reputation by joining forces with Southern Water, probably the worst polluter of our seawater in the country and one of the biggest thieves of water from our precious chalk streams?** We're a community-orientated company and pride ourselves on doing the right thing. This includes helping our neighbour to supply its customers with water, so it can reduce what it

takes from the River Test and River Itchen, helping protect these rare and sensitive environments.

The approved Havant Thicket Reservoir scheme (which involves filling the reservoir with spring water only) received formal planning permission in 2021. Its purpose is to protect some of our country's rarest chalk streams.

Southern Water, which supplies our neighbours in West Sussex and Hampshire, is taking steps to protect these rivers by reducing the amount of water it abstracts from them. This will leave the company with a deficit of approximately 192 million litres per day. As a result, it needs to find new sustainable sources of water to maintain water supplies to its customers in the Hampshire region.

Portsmouth Water is in a position to help with this major challenge. This is because of the large number of natural springs in the Havant area which provide 30 per cent of the company's water. These springs deliver a high quality, sustainable supply of water all year round and are thought to be the largest individual source of spring water in Europe.

In the winter, and during periods of high rainfall, there is a surplus of water from the springs over and above what Portsmouth Water needs for its own customers and this surplus flows straight out to sea. We can make better use of this excess water by storing it in the Havant Thicket Reservoir and using it to facilitate a 'bulk supply' of 21 million litres per day to Southern Water for its drinking water customers to the west of the Portsmouth Water supply area. This will help enable a reduction in abstraction from the River Test and River Itchen.

Water recycling

However, there's another potential option, which would allow us to share even more water with Southern Water – up to 90 million litres a day extra from Havant Thicket Reservoir by using highly treated recycled wastewater as an additional source of water to fill the reservoir.

Water recycling is a tried and tested process, where highly treated wastewater is purified further, before being returned to the environment, or stored in a reservoir, and used to supplement our natural water supplies. It is used extensively in other parts of the world to provide a sustainable source of clean, safe drinking water.

Southern Water is exploring adding highly treated recycled water to Havant Thicket Reservoir under its Hampshire Water Transfer and Water Recycling project. However, it's important to note that this project is subject to further consultation and planning approval, and if it were to go ahead, Portsmouth Water would remain in full control of the water entering and leaving the reservoir. We can also confirm that Portsmouth Water customers would only receive water from the reservoir as part of their drinking supply, in drought or emergency conditions. At all other times, the situation would remain as it is today, with people's water supplies coming directly from our usual sources, like the Bedhampton Springs.

We were consistently open and upfront about the potential for the water recycling scheme during our original planning application process, answering questions as best we could with the limited information available at the time.

For more information about water recycling, please visit our website: https://havant-thicket-reservoir.uk.engagementhq.com/havant-thicket-reservoir-and-water-recycling

2.26	**Portsmouth Water aims to achieve Carbon Net Zero by 2040. Why has this been pushed back from 2030? Is this to do with emissions resulting from the construction of Havant Thicket Reservoir? Will calculations include the operational emissions from the Reservoir?** The change of our Carbon Net Zero strategy is not related to the construction of Havant Thicket Reservoir, but instead due to the significant challenges facing the industry and customer preference for us to focus on other priorities in the short term. As part of our customer engagement for our business plan, we asked customers to rank their priorities for expenditure in the short term, and customers stated a preference for leakage, lead pipe replacement, and maintaining affordability, ahead of reducing carbon emissions. However, we still consider reducing emissions very important and our strategy of Carbon Net Zero by 2040 is still 10 years ahead of government targets. We will have targets to reduce emissions in the period of 2025-2030, which will be agreed with our regulator (Ofwat). We have been advised by our regulator (Ofwat) not to include any of the construction emissions for Havant Thicket in our calculations for our PR24 submission. We are, however, working with that team to use a variety of off-setting and in-setting methods to minimise the impact of construction. Additionally, as the project is using clay from the site to build the embankment the project already has a very low level of carbon intensity. The reservoir will not be operational until after 2030, so the operational calculations haven't been made yet, and were not included in our PR24 submission.
2.27	**Referring to the need for resilience to climate change, you focus on drought situations. However it is also indicated that we will receive more very heavy rain storms. Does Portsmouth Water have any plans to take advantage of this? Is there any way in which heavy water users such as farms and golf-courses can be encouraged to develop their own mini-reservoirs? While this does not involve the use of drinking water, it would increase the amount of water left in rivers, and available for abstraction.** As part of our planning for the security of water supplies for the future, we systematically look at all options that can reduce the demand for water – both from domestic and commercial properties. Many commercial operations that need a reliable source of water to survive are already adapting to climate change. For instance, there are a range of Government grants available to agriculture and horticulture to make the most of capturing rainfall and many businesses of this type in our area have such facilities. In our latest Water Resource Management Plan we have made a commitment to work with the commercial users of our water to reduce demand for water from such users by 10%. We expect to do this in a number of ways, depending upon the business. For Schools, colleges, offices and holiday park type users we will look to influence water use by highlighting water lost to leaks, drips and inefficient restroom infrastructure. For manufacturing type users we will help them assess if their water distribution networks ore efficiency and leak free. And for groundworks and agricultural type users as well as the above approaches we will seek to promote opportunities to collect winter water and become more self-sufficient.

2.28	**My wife and I are senior citizens living in a bungalow. We have previously raised the question of low water pressure and a member of staff has attended and carried out tests on site. Whilst the result was within the level acceptable by OFWAT, he agreed that the pressure was very low. We are unable to run a hose and filling the bath for bathing is a lengthy pursuit. Even filling a kettle or handbasin for washing is slow. Whilst appreciating that tests have been carried out, we're no further forward and it is very frustrating as we watch neighbours watering their plants and car washing with ease.** Portsmouth Water has proactively managed pressures across the whole of our area of supply 24 hours a day since the early 1990's. The pressure management allows the pipe system to be managed more efficiently reducing the amount of leakage and the number of bursts causing interruptions to customer supplies. We constantly review the performance of the pressure management regimes and make changes that allow the pipe system to be operated more efficiently while maintaining the level of service to our customers above our Company minimum at all times. However, we understand that you are experiencing issues with pressure inside your home, we will make arrangements to review our records and contact directly to discuss.
2.29	**Does Portsmouth Water plan with local energy suppliers to build water towers or water reservoirs that can store drinking water pumped into water storage during the solar day using solar power, wind turbines, or tidal power, releasing the water through mini-electricity or micro-electricity turbines at night to help provide electrical power to local homes? If not then why not?** We already optimise our pumping activities to utilise the most efficient use of power from both the grid and our own renewable sources (on-site solar which we have at 8 of our largest sites, with 3 more installations planned for 2024). To deliver a stable supply of water to our customers, we ensure we have good levels of stored water for when our customers need it most, and as most of our network operates from gravity, the water flows out of storage as and when it is required. We therefore don't have the resources to release water from one location to another under gravity unless it is required for customer supply. We have investigated micro-turbines as a potential efficiency, however the energy they deliver currently is too small to be viable given the installation and maintenance costs. We are also investigating other sources of energy generation and storage and will look to work with other utilities and renewable energy providers to get the best mix for our business to support our net zero plans.
2.30	**Can you elaborate on the consumer benefits of smart water meters and can we set permission for reading intervals and third party data sharing? I'm concerned about KrakenTech affiliation with energy companies. I do not believe there is a need for smart water meters beyond reporting household leaks. What concerns me is how Octopus "KrakenTech" may use my flow rate data and combine it with my energy ~~suppliers~~supplier's data (EDF). This will allow them to better understand when I'm using gas for running baths, taking showers or central heating (gas flow but no water flow). My energy company does not deserve this data for free. They have already bettered their energy buying power with smart tech but I have not seen a measurable discount.**

	Smart water meter technology is being deployed to provide customers with insight into their water consumption to help them make the right choices for themselves and support detecting leaks in the customers' home. As you have discussed above there is an opportunity for utilities to, in the future, offer its customers the opportunity to combine the view of their total energy consumption to create a holistic view of the total cost of energy in the home and help customers make informed decisions about how they use their utilities. We recognise this will not be something all our customers want, and we will ensure that the customer will be fully in control of how their data is used, processed or shared. Customers will have the option to 'opt in' to any data sharing arrangements with any utility companies in the future and those customers who do not opt in will not have their data shared. This is still a conceptual idea that the industry is looking to develop, and we are working hard to ensure these benefit customers. We take our data processing responsibilities very seriously and will ensure customers are consulted and informed on any future arrangements and will remain fully in control of how their data is used.
2.31	**I live in the SO32 postcode rural area and we experience regular issues with the quality of our supply due to unauthorised people accessing a fire service point at the end of the lane we live on to fill bowsers on a weekly basis. Despite reporting this multiple times, no action has been taken other than to say we'd need to take photos of the thieves and their vehicles to provide as proof - not very safe! What can Portsmouth Water do about this - other than put the onus on local residents to turn amateur detective?** Any person attaching a standpipe to a fire hydrant belonging to Portsmouth Water should be using a GPS tracked, metered one hired from Aquam Water Services. Aquam are a service provider employed by us to track, monitor, and police when and how much water is being taken from our distribution network. I am also sorry that you have previously been asked to take images to prove your concerns and can certainly reassure you we would not expect you to put yourself at risk on our behalf. We have made contact with the customer to investigate their query.
2.32	**What are Portsmouth Water's plan to ensure the future of water supply in the area especially Chichester where there are hundreds of new houses all of which will be making a drain on existing water storage facilities. In the light of the worsening climate change has Portsmouth Water planned any additional reservoirs or water storage facilities for 2024 onwards?** Every water supply company needs to produce a water resource management plan every 5 years. The process is heavily prescribed by the Environment Agency and is required to look forward at least 25 years. The plans are submitted to the Government for assessment, challenge and after the necessary challenge, approval. The latest round of planning is just concluding and currently our future plan, Water Resource Management Plan 2024, which looks forward 50 years, is currently with the SoS for Environment for assessment. In that plan we have followed prescribed guidance and used a combination of Local Authority growth plans and Office for National Statistics population data to produce a number of growth scenarios. You can read the detail of the plan on our website here: Water

	Resources Planning | Portsmouth Water but essentially the drive to install Smart meters at customers properties and the subsequent demand reduction we will deliver through this initiative frees sufficient water to accommodate projected growth for the first 10 years of our plan. Further into the future we are currently planning to adjust the amount of water we currently share with Southern water and maybe even start to import water from schemes being built in other regions to continue to accommodate growth whilst also safeguarding the environment.
2.33	**This Drought Plan was put in to practice straight away as we started 2022 with below average groundwater winter recharge, and then dry and hot weather resulting in high customer demand and declining groundwater levels over the summer." What is the correlation between average daily temperature and water use? Have you calculated this and does this relationship feature in your calculations related to climate change and future water demand?** There is definitely a correlation between daily temperature and water use, which we see play out over every summer, but it is not a linear relationship. Factors such as preceding levels of rainfall, the day of the week and timing of school holidays equally have an impact on demand for water. In the course of pulling together our Water Resource Management Plan (WRMP) we follow a nationally specified way of calculating plausible scenarios for the future demand for water. The full detail of how we do that is laid out in our WRMP here: Water Resources Planning | Portsmouth Water If we did not plan to make any interventions, we would expect the demand for water to rise, driven by both population growth and in part climate change. That is one of the reasons we are choosing to make an intervention and introduce a universal smart metering programme in the first 10 years of our next WRMP. Evidence from other water companies in the UK and from around the world has shown that metered customers use less water than un metered customers. At the same time as the installation of the meter we also proposing to provide customers access to free water efficient devices such as low flow shower heads and tap aerators to help them save water. In addition the data that smart meters provide will also allow us to identify accidental leakage both on our system and on ~~customers~~customer's ~~properties, that~~properties that we are blind to at the moment.
2.34	**I own a new build, with an above ground insulated water supply that freezes supplied by Portsmouth Water. How is the Portsmouth water above ground water supply detail in line with best practice and British standards?** We have made contact with this customer and arranged an onsite inspection to investigate their query.
2.35	**PWC use three types of resource for their water supplies, bore hole or well, aquafers and the river Itchen. To comply with The Water Supply (Water Quality) Reg 2016 specify the parameters that must be monitored to ensure water is safe for consumption, these parameters include microbiological, chemical and indicator parameters but it is not clear that a supplier should specifically look for medical antibiotic contamination.** The majority of the water supplied by Portsmouth Water is derived from the chalk of the South Downs and is therefore of a high quality. The legal standards for drinking water are set down in national regulations (for England and for Wales), which originally came from European law. The health-based standards are based on expert global opinion documented in World Health Organisation guidelines. These standards are very strict. There are also

	some additional national standards set to maintain the high quality of drinking water in England and Wales. To ensure compliance with these standards Portsmouth Water take samples across all areas of our supply area.
2.36	**Independent bodies including the BBC Panorama programme have tested a surface water course in the UK and other countries like India and found traces of medical antibiotics, some were miles downstream from an outlet at waste water treatment facility. Are PWC aware of this, is their existing technology able to detect this and are they eliminating this contamination?** PWC are aware of these compounds however It is not a regulatory requirement for water companies to monitor for such compounds. The industry's regulator, Drinking Water Inspectorate, conduct research projects to ensure that standards and regulations are adequate to protect public health. You can view the research project reports by following the link https://www.dwi.gov.uk/research/
2.37	**Also what if any are the PWC parameters for detecting Organophosphates? As the chronic health effects to humans are unclear, therefore the same question applies.** The requirement for monitoring Organophosphates compounds will be assessed by undertaking risk assessments of activities within our catchment. If activities are considered a risk then appropriate sampling will be undertaken. An example of such a compound is Glyphosate which is monitored in both our raw and treated waters.
2.38	**Please explain your future plans and the reasons for making them.** Our future plans can be split into three time periods, the next 5 years, the next 25 years, and the next 50 years. Our Business Plan explains in detail what we propose to do for the next 5 years. A summary of our plans can be found here - Portsmouth Water Business Plan – Customer Summary 2023.pdf, whilst our detailed plan can be found here - Business Plan 2025-2030 | Portsmouth Water. This plan is at a draft stage, with regulators to review, and will be finalised in December 2024. Once finalised, this plan sets out our commitments for the next 5 years period that we must achieve, and what we are allowed to collect from customers to fund this. We also set out our 25-year Vision and set out high level plans to achieve this Vision against a range of potential future scenarios (our Long-Term Delivery Strategy). Our 25-year Vision can be found here - vision-document-our-25-year-vision-nov23.pdf (portsmouthwater.co.uk), whilst our Long-Term Delivery Strategy can be found here - PRT18_Long_Term Delivery Strategy 2025-2050.pdf (portsmouthwater.co.uk). Our 25-Year Vision and Long-Term Delivery Strategy allows us to consider our decisions against longer-term objectives and prioritise our short-term commitments on what is most important to customers. Our 25-Year Vision is now finalised, having gone through a consultation stage in 2023. Our Long-Term Delivery Strategy is an evolving document that we will be reviewing on a regular basis, considering feedback from regulators, customers, and stakeholders, and adapting to changes in climate scenarios. We also extensively plan to ensure we have enough water for the next 50 years, both for our area and the South-East as a whole. This is known as water resource planning and, again, we also consider a wider range of future scenarios. We have just published our latest revised draft Water Resources Management Plan (WRMP24), which is with the Secretary of

	State for approval. Our WRMP24 can be found here - Water Resources Planning | Portsmouth Water.
2.39	**Do you have a scheme that may award grants to local 'worthy causes?** We have spoken to this customer to collect the information around this community project and we are reviewing this internally.