

PORTSMOUTH WATER DELIVERY PLAN

August 2025 Report



At Portsmouth Water, we supply reliable, high-quality water to 743,000 customers in West Sussex and Hampshire every day.

We have excellent water quality, the most reliable supplies in England and Wales, we deliver great customer service and receive low numbers of complaints. Our water bills are the lowest in the country and each year we support more customers who struggle financially and may need extra help.

To maintain our strong company performance, continuous improvement is a priority for us. It's why we're investing £200 million in 2025-30 to make long-term improvements to our pipes, treatment works and water sources. This is in addition to the money we spend every day sourcing, treating and supplying quality drinking water.

This investment will mean fewer leaks, an increase in water saved, enhanced water supplies and a healthier environment – all supporting sustainable supplies for a growing population in a changing climate.

We will report on our progress on delivering our plans

In this report, we're sharing a first update on our progress in delivering these improvements. We're showing if we're on track to deliver on time, on budget and to the right standard.

We'll share further updates each year and if we don't deliver, the funding will be returned to customers through their water bills.

This update covers April to June 2025 and we've spent these first three months planning and focusing on the improvements we must make first.

As we start work, we'll liaise closely with our communities so we can work together and they know what to expect.

As part of our price review with Ofwat (the water industry regulator), we've been challenged to deliver everything for £6 million less than we'd asked for by making efficiencies. We also recognise some improvements could cost more than we'd anticipated, so we must innovate to keep within our set budgets.

We're confident we can deliver everything by 2030, and we've set up a team to monitor our progress and keep us on track.



HOW WE CHOSE THE IMPROVEMENTS WE'RE MAKING












These improvements are set out in our [business plan for 2025-30](#), which is based on the priorities our customers told us were most important to them.

Our business plan also sets out our performance targets until 2030, e.g. how much we'll reduce leaks, improve water quality, prevent interruptions to supplies and how well we'll respond to customers' contact and questions. We'll report our progress against these targets each year in our [Annual Report](#).

Our performance so far

This table sets out the 11 key improvements we’re delivering in the next five years, what they mean for customers and our progress to date.

Key	Our improvement is not on track and we don’t have a plan to catch up
	There’s a risk we’re not on track but we have plans in place OR we’re in the planning phase
	We’re on track to deliver in time, on budget and to the right standard

The improvement	What we’re doing	What this means for customers	Are we on track?	Our progress so far
WATER QUALITY				
 Protecting water quality	Adding extra water treatment at sites where it’s needed to cope with future challenges by 2030 and 2031.	High-quality water which customers can continue to rely on and trust.		We’re on track to deliver this extra treatment on time.
 Removing lead pipes	Working with schools and nurseries to remove 185 lead water pipes by 2030.	Lead was used for pipes until the 1960s and then banned as it can impact the health of young children. We use phosphate, a harmless additive, to reduce traces of lead in our water so it’s safe. Replacing lead pipes means in time we’ll no longer need to do this.		This is amber for now as we investigate the pipes we plan to remove and plan the work around school holidays. We may not reach our 2026 target of 35 but we’re on track to move to green and remove all 185 pipes by 2030.
WATER FOR THE FUTURE				
 Installing smart water meters	Installing 172,000 smart water meters for our customers by 2030, with yearly targets.	Smart meters support customers to connect to their water use, so together we can make savings and find more leaks. Our resources are coming under pressure so this helps secure future supplies.		Our target for March 2026 is 3,200 meters but we’re planning to go faster and install 10,000.
 Saving water	Reducing water use by 7.6 million litres each day by 2030 (equivalent to more than three Olympic swimming pools) by engaging customers.	Our customers use more water than most in the country so reducing daily use will secure more water for the future to meet growing demand.		We’re delivering our water-saving activities alongside our smart water meter programme and we’ll report on early savings next year.
RELIABLE WATER SUPPLIES				
 Renewing water pipes	Renewing 52km of water pipes by 2030, with targets each year.	More reliable water supplies with less interruptions, burst pipes and leaks.		Our target for March 2026 is 7km, but we’re planning to get ahead and renew 10km. The location of some pipes could be more challenging than expected and require more digging, roadworks and higher costs.
 Upgrades to reservoirs	Upgrading 13 service reservoirs by 2030. These store clean water before it’s pumped to homes.	The upgrades will make it easier to maintain reliable, high-quality water. We’ll be able to ‘by-pass’ a reservoir if one needs cleaning or maintaining.		We plan to upgrade half the reservoirs early so customers can benefit sooner.
 Protecting our sites from physical threats	Increasing security, such as CCTV, on our sites by 2030 to protect our network from harm.	Safe, secure, high-quality reliable water supplies round the clock.		We’re on track to increase security by 2030.
 Protection from cyber threats	Upgrading our technology systems and cyber security by 2028.	Safe, secure, high-quality reliable water supplies round the clock as we stay one step ahead of cyber criminals.		We’re on track to upgrade our cyber protection by 2028.
 Protection from climate change	Installing equipment or adapting our sites to future-proof them to risks such as flooding or power cuts by 2030.	High-quality, reliable water supplies when faced with increasing threats from climate change – such as floods, droughts and extreme heat.		This is amber as we’re currently planning the work for the sites most at risk. When we have our final plans, we’ll move to green and complete all the work by 2030.
ENVIRONMENTAL PROTECTION				
 Environmental surveys <i>The Water Industry National Environment Programme</i>	Carrying out our largest study into our water sources with a target to complete seven surveys and investigations by 2026 and 10 by 2030.	Understanding if we need to reduce the amount of water we take from our sources and identifying where we need to improve the environment will help them flourish in the future.		We’re on track to complete our first surveys next year and all by 2030.
GROWTH FOR THE REGION				
 Expansion for growth	Investing at least £4.1 million to expand our network by 9.7km by 2030.	New pipes and treatment will support the development of new homes for our area and help businesses, industry and the economy grow.		This work depends on when developers need it. The Government’s plan for growth may mean it’s needed before 2030 and on a larger scale. We’ll step up to meet what’s needed.

What’s next?

It’s early days but we’ve made good progress so far. We’ll publish our next update in July 2026, alongside our Annual Report.

This summary has been reviewed by our Independent Challenge Group. It’s based on a technical report, which can be read [here](#). The technical report has been assured by independent auditors and approved by the Portsmouth Water Board.

Want the hear about the first major new reservoir in a generation? We’re well underway with building Havant Thicket Reservoir to secure vital new water resources. Follow our progress on the reservoir [here](#).