Meet Wessex Water
2019
Delivering for our customers and the environment

Andy Pymer – Managing Director
Delivering for customers

Consistently high customer satisfaction
- 92% 5 years ago
- 90% 2017
- 91% 2018

Consistently high drinking water quality
- 99.97% 5 years ago
- 99.96% 2017
- 99.96% 2018

Flooding reduced
- 2,669 5 years ago
- 1,870 2017
- 1,854 2018

Supply interruptions reduced
- 27 5 years ago
- 12 2017
- 6 2018

No hosepipe bans since 1976
- 0 5 years ago
- 0 2017
- 0 2018
Customer service

• Achieve the highest levels of customer satisfaction

• Make it as easy as possible for customers to interact with us using the communication channel of their choice

• Build customer trust and loyalty

• Going the extra mile sums up our approach to customer service
Customer feedback

Joey Wessex @bengerbelle - 20h
@wessexwater your customer service, feedback and regular comms is excellent. Well done Georgia and co. Thank you from SN15!

Melissa Barber @melissaCBarber - 13h
Big shout out to @wessexwater for fab #CustomerService. Emergency 🚨 dealt with swiftly, professionally and all with a smile. Thanks guys 😊

Charlie Graham-May @charlie_g_m . 1h
Phone quickly answered by a pleasant human who didn’t ask me for a password or the name of my first cat…details taken and a problem sorted out inside the promised 2 hour window. Perfect customer service as usual @wessexwater

100%

Wish all utilities provided the same first class service

@edfenergy you could learn from @wessexwater. Edf 32 mins holding and miserable Ian answers. Wessex Water straight through to happy Laura!
Working together

- Partnering with our customers to save water and reduce sewer misuse
- Building a sense of place around the wider water environment

Switching to a water meter is easy and it could save you money too. For more information visit www.wessexwater.co.uk/meter
Delivering for the environment

- **Carbon footprint reducing**
  - 147 (5 years ago)
  - 122 (2017)
  - 118 (2018)

- **100% compliance with our environmental permits**
  - Good (5 years ago)
  - Leading (2017)
  - Good (2018)

- **Less water taken from the environment**
  - 413 (30 years ago)
  - 330 (5 years ago)
  - 341 (2017)
  - 349 (2018)

- **Working with farmers to remove pollutants**
  - 22,887 (5 years ago)
  - 24,287 (2018)
Renewable energy generation

- Electricity
- Biomethane
- Food waste

Transport
Reducing leakage

Leaks fixed within a day

Total leakage

Leakage

Leakage target
(introduced 1997)


140 120 100 80 60 40

95% 65%

Got a leak on your doorstep?

Reduce your water bill and get £30 back

Step 1: Report the leak to your local water company
Step 2: Schedule a visit from a leak detection engineer
Step 3: Fix the leak at no cost to you

The YTL Group
Wessex Water
Catchment management

- Working with farmers, landowners, community groups and councils
- Planting cover crops to absorb nitrogen
- Dealing with pollution at source by changing the way land is managed

Sources of nitrogen in Poole Harbour

- Agriculture 80%
- Sewage 15%
- Other 5%
First company in the industry to introduce **reduced tariffs** for those struggling to pay

**Discounts of up to 90%** for those in severe financial difficulty

Over 40,000 households currently receiving assistance

We are **doubling our help** over the next five years
An inclusive service for all

- Delivering great customer service and customer care **tailored to the individual**
- Having a service that is **inclusive and accessible** to all
- Giving staff the right **tools and training** to deal with situations they come across
- Maximising signposting and **partnership working** with other organisations
£1.1bn invested during 2015-20

- **Water supply grid**: increasing resilience, supporting development, protecting the environment
- **Water treatment**: upgrading treatment facilities and rebuilding a major treatment works
- **Leakage**: reduced by more than 3 million litres per day
£1.1bn invested during 2015-20

- **Sewerage**: a major new sewer in North Bristol to accommodate housing development

- **River ecology**: removing more phosphorus and ammonia

- **Bathing water quality**: sewerage and treatment improvements in Bridgwater and Highbridge
Investing for the future

- Bills reducing by 7% in 2020 and staying low until at least 2025
- Biggest ever investment programme of £1.4 billion from 2020-25
- Efficiency and lower profits means bills are coming down despite record investment
£400 million is being spent on underground pipes across the region:

- Upgrading and renewing our water mains
- Repairing and replacing customers’ external pipes
- Reducing leakage
- Upgrading and renewing our sewers
- Reducing flooding from our sewers
Our plans for Wiltshire
Specific local investment

- Removing phosphorus from the River Avon
- Improving drinking water quality at Fonthill Bishop Water Treatment Centre
- Increasing treatment capacity at Salisbury and Hurdcott Wastewater Recycling Centres
Phosphorus removal in the Avon

- We have 34 wastewater recycling centres in the Hampshire Avon catchment
- Range in size from septic tanks serving a few households …
- … to larger works like Warminster and Salisbury serving tens of thousands
- Targeted investment and partnership working
Improving drinking water quality

- Nitrate levels have been rising in the Fonthill Bishop catchment since the 1990s.
- Currently levels are perfectly safe but this will be a problem in future years if left unchecked.
- Blending flows with low nitrate water from the Grid.
- Catchment management to minimise the amount of blending.
Improving wastewater treatment

- Additional treatment is being installed at these sites to accommodate housing growth

Salisbury Wastewater Recycling Centre

Hurdcott Wastewater Recycling Centre
Our plans for Bristol, Bath and north east Somerset and South Gloucestershire
Specific local investment

• Building a major tunnel in North Bristol to handle sewage from over 300,000 people

• Removing phosphorus from the River Avon and Congresbury Yeo

• Increasing treatment capacity at our Bath, Keynsham and Bristol Wastewater Recycling Centres

• Renewing plant and equipment at sites such as Rodbourne Water Treatment Centre
Sewerage improvements

2nd phase of sewerage strategy for North Bristol:

- Supports development and regeneration
- Improves performance of overflows
- Reduces flooding

- More than 5km of sewer tunnel, 2.8m diameter
- Five intermediate shafts, each up to 50m deep
Phosphorus removal in the Avon

- Catchment permitting:
  - 66 wastewater recycling centres in the catchment
  - Joining together the permits from all these to remove more phosphorus overall

- Performance in 2018:
  - Target removal: 32 tonnes
  - Actual removal: 41 tonnes

- Continuing this upward trend in the next five years:
  - Including work at Trowbridge, Radstock and Rode
Phosphorus removal in the Congresbury Yeo

- New phosphorus treatment plants at Ubley, Blagdon and Wrington Wastewater Recycling Centres

- Enlarging the treated effluent pipeline to the River Yeo to prevent storm spills into Blagdon Lake

- Separating storm and foul sewers in Ubley catchment – investigations and implementation as required
Improving wastewater treatment

Bristol Wastewater Recycling Centre
Increasing throughput by ~35%
(4,700 litres per second)

Bath Wastewater Recycling Centre
Increasing throughput by ~25%
(700 litres per second)

Keynsham Wastewater Recycling Centre
Additional treatment to accommodate growth in the catchment

Lacock Wastewater Recycling Centre
Increasing throughput by ~75%
(8 litres per second)
Water treatment centre plant renewal

- Rodbourne Water Treatment Centre
- Groundwater source supplying over 100,000 customers
- Renewing the site as part of our rolling programme of refurbishment
Our plans for Somerset
Specific local investment

- Phosphorus removal in the River Parrett and River Tone

- Improving wastewater treatment at our Shepton Mallet, Yeovil and West Huntspill Wastewater Recycling Centres

- Renewing plant and equipment at sites such as Bridgwater Wastewater Recycling Centre

- Rebuilding Durleigh and Lake Water Treatment Centres
Phosphorus removal in the Parrett

• Optimising treatment at existing sites
• Building cost-effective additional treatment
• Improving river water quality modelling
• Reducing nutrients across the catchment

Phosphorus removed (tonnes)

Parrett catchment
Improving wastewater treatment

West Huntspill Wastewater Recycling Centre
Additional treatment to accommodate growth in the catchment and to improve disinfection of effluent discharging to the bathing water

Shepton Mallet Wastewater Recycling Centre
Additional treatment (zinc, ammonia and phosphorus removal)

Yeovil Wastewater Recycling Centre
Additional treatment (ammonia and phosphorus removal) and additional storm storage
Renewing Bridgwater Wastewater Recycling Centre

• Serves a population of around 80,000

• Many different treatment technologies on the site, including liquid oxygen and ultra-violet disinfection

• Refurbishing and replacing assets as part of the long-term strategy for our wastewater recycling centres
Rebuilding Durleigh Water Treatment Centre

- Provides water to over 100,000 people in central Somerset
- Treats water from Durleigh impounding reservoir
- A 27 month programme to completely rebuild this water treatment centre
Rebuilding Lake Water Treatment Centre

- Groundwater source
- Provides water to over 30,000 people
- Renewing the site as part of our rolling programme of refurbishment
Our plans for Dorset
Specific local investment

- Undertaking extensive water quality investigations in and around Poole Harbour
- Removing phosphorus from the Dorset Stour and Poole Harbour
- Removing nitrogen at Wareham Wastewater Recycling Centre
- Further improving Bournemouth Beach by increasing storm storage at Holdenhurst Wastewater Recycling Centre
- Increasing treatment capacity at Poole Wastewater Recycling Centre
Poole Harbour investigations

- Extensive monitoring and sampling programme:
  - Wastewater recycling centres
  - Storm overflows
  - Rivers
  - Harbour
- All focusing on nutrient and bacteria levels
Phosphorus removal in the Stour

- Optimising treatment at existing sites
- Building cost-effective additional treatment
- Improving river water quality modelling
- Reducing nutrients across the catchment

Stour catchment

Phosphorus removed (tonnes)

![Phosphorus removed graph](image)
Our wastewater recycling centres already remove around 70% of the nitrogen that arrives in the incoming sewage.

We will remove a further 40 tonnes through catchment balancing.

A new nitrogen-removal plant at Wareham Wastewater Recycling Centre will remove a further 9 tonnes.

Sources of nitrogen in Poole Harbour:
- Agriculture: 80%
- Sewage: 15%
- Other: 5%
Increasing storm storage at Holdenhurst Wastewater Recycling Centre

• Additional 11,000m³ of storm storage, alongside existing 19,000m³

• Reduces spills that can affect Bournemouth Beach

• Working in liaison with Bournemouth, Christchurch and Poole Council to co-ordinate with proposed road improvements
Improving wastewater treatment

Poole Wastewater Recycling Centre

- Implementing long-term strategy to accommodate housing growth
- Variety of new treatment units being built over the next 10 years
- Existing process units also being refurbished
Investing for the future

AFFORDABLE FOR ALL

ACCESSIBLE SERVICES FOR EVERY CUSTOMER

7 DAY-A-WEEK DELIVERY

FOR YOU. FOR LIFE.

400 MILES OF RIVER IMPROVED

NEXT DAY LEAKAGE FIX

£100m SAVED BY DOING THINGS DIFFERENTLY

NEARLY HALF A CENTURY SINCE THE LAST HOSEPIPE BAN

INNOVATIVE SOLUTIONS
Opportunities through partnerships and the Marketplace

David Elliott – Group Chief Innovation Officer
Challenges are changing

- We have set ourselves very challenging performance commitments over next 5 years and beyond
- We have committed to reduce bills
- To simply build more assets is not sustainable:
  - Cash terms
  - Carbon impact
- We need to create markets to:
  - Innovate to deliver better outcomes and reduce cost
  - Develop services instead of assets
  - Incentivise wise use of natural resources
Wessex Water Community Commitment

Sustainable Development Goals
UK 25yr Environment Plan
UK Industrial Strategy
UK Clean Growth Strategy

Community Partnerships
Includes functional partnerships e.g. CABs etc.
Creating local markets
Wessex Water Market Place

Wessex Water Community Commitment

Local Area Partnerships
Includes LEPs, LAs, Catchment Partnerships
Sharing outperformance with the community
Wessex Water Community Foundation

National Objectives
Local Interpretation
Collaborative Platform
CUSTOMERS & COMMUNITIES
• Customer & community satisfaction & engagement
• Developer Services
• Water Efficiency/Leakage
• Pollution reduction

NETWORKS & PROCESS
• Reducing Costs to serve
• Network performance
• Leakage
• Pollution

ENVIRONMENT & PLACE
• Land & Natural Capital Outcomes (25yr plan)
• Water Quality Improvement
• Water Abstraction Reduction
• Bathing Water Quality
• Pollution Reduction

CIRCULAR ECONOMY
• Bioresources/renewables
• Decarbonisation
• Pharmaceuticals (Trials)
• Plastics
• Water reuse (grey water)
Welcome to the Wessex Water Marketplace, the hub for our ‘open system’ approach in our business plan. Here you can find out about the challenges we are looking for assistance from the market in meeting, the data that supports some of these challenges and more about our Marketplace approach.

We want to know what you think about this and hope you’ll get involved – please do get in touch!
Wider Benefits

- Nutrient Removal
- Pollinators
- Soil Improvement
- Water Retention
- Carbon lock up

Engaged with 100 farmers in 16 schemes to process £400k in bids to remove 225 tonnes of nitrates across 5,300 hectares in 640 fields.
Customers & communities

• Auto switching service for energy
• Increasing opportunities to tailor services such as:
  • Renewables
  • Water recycling
  • Social tariffs
• Switch their tariffs as their circumstances or interests change as easily as flipping a switch
Wessex Water Community Foundation

• Aim to increase resilience of communities by supporting:
  • Independent debt advice
  • Community environmental schemes
  • STEM skills across the region
  • Greater diversity in future workforce
  • Stronger communities

• Funded by sharing our outperformance
Making a Difference in Wiltshire

Kirsty Scarlett – Head of Community Engagement
Our Community Commitment

• We are a private company with public service values

• We work to protect the health and wellbeing of individuals, families and communities across our region

• We are a long-term partner to the charities and existing organisations in our area

• We protect the most vulnerable customers in our communities to provide extra support where needed
Wiltshire Community Foundation recently undertook research to understand the needs of the local area

- Wiltshire is a diverse county with great wealth alongside areas of deprivation. It can be easy to ignore the hidden deprivation in rural areas where there are high levels of poverty and very limited access to services.

- In some areas nearly half the children are living in poverty. There are high proportions of older people living alone, isolated and in poverty. Those who can afford it will travel to take up the services they want but those without transport remain isolated.

- A thriving network of local community groups not only supports those in immediate need but gives other people opportunities to volunteer and participate locally.

“*It is only by enabling a community itself to be strong and supportive, that we can create long term solutions*”

*From Wiltshire Uncovered 2014, Wiltshire Community Foundation*
Funding for stronger communities

• Devizes Open Doors – supporting homeless people with the provision of laundry facilities

• Young Melksham – supporting the upgrade of toilet facilities for young people’s community centre

• Alzheimers Support – supporting the provision of a memory cafe
Funding for a better environment

- We provide local Watermark Awards to support community environmental projects:
  - Fairfield Farm College ‘Seed to Plant’ project – teaching students to grow their own food and plants
  - Oasis Longmeadow Garden, Trowbridge – building an outdoor learning area for children with special educational needs
Supporting your area - volunteers

Matching our enthusiastic staff volunteers to give time and energy to local community projects that make a real difference

- Building a garden for Alderbury & West Grimstead Primary School
- Helping Wiltshire Wildlife Trust at Langford Lakes
- WW1 memorial tree planting with Chippenham communities
Providing refill points, refill bottles and promoting hydration

- Durrington Town FC youth team
- Wiltshire Wildlife Trust Sarsen Trail
- Working with local councils like Salisbury Town Council to install permanent refill points as well as supporting smaller towns to install their own refill points, like Bradford on Avon
Making a difference in Bath, Bristol and North East Somerset

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• We protect the most vulnerable customers in our communities to provide extra support where needed
Quartet Community Foundation recently undertook reporting to understand the needs of the local area:

- They recommend support for projects, organisations and communities for the longer term and valuing the local trust, reach and knowledge of community organisations.
- The West of England contains very high levels of inequality and all four unitary authorities contain areas in the most deprived 20% nationally.
- Statistics at district level mask high levels of deprivation in smaller areas, requiring in-depth knowledge to see and respond to pressing local need.
- In the context of the UK as one of the most unequal developed countries in the world, more must be done to improve fairness across our area.

“It takes a long time to build strong communities. Longer-term funding can give organisations the time and security they need to build trust and get the results we are hoping for”*

*From Vital Signs 2018, Quartet Community Foundation
Funding for stronger communities

- The Strawberry Line Café – community cooking project for people with learning disabilities

- Oasis Community Hub North Bristol – a new community garden designed by young people

- Bath YMCA – supporting monthly social meetings to support young people in temporary accommodation
Funding for a better environment

• We provide local Watermark Awards to support community environmental projects:
  
  • Bristol Avon Rivers Trust ‘Waders for Wildlife’ – 14 new pairs of waders to help staff and volunteers stay dry!
  
  • Pond Dipping Project at Moorend Spout Nature Reserve – helping children access and learn about their natural environment
Providing refill points, refill bottles and promoting hydration

- West of England School Games
- Bath City FC Youth team
- Working with BANES to install permanent refill points
- Supporting smaller communities to install their own refill points
Making a Difference in Somerset

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Our Community Commitment

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- We protect the most vulnerable customers in our communities to provide extra support where needed
Somerset Community Foundation recently undertook reporting to understand the needs of the local area

- Providing practical support for families and advice to households on low incomes on how to reduce their energy bills can make a real difference to standards of living
- Strengthening rural communities and bringing different generations together as pressing in rural areas as it is in more urban ones
- Village halls, playing fields and local community groups are at the heart of rural life. As pubs and post offices close, these local assets need support to sustain vibrant rural communities
- People in disadvantaged parts of Somerset’s towns need support to allow people a chance to access the resources of the countryside
- Taking part in volunteering and conservation activities is good for mental and physical health as well as benefitting the environment

“Strong communities are this county’s greatest asset and supporting community groups to enable community action changes outcomes for people experiencing the biggest challenges”*

*From Vital Signs 2016, Somerset Community Foundation
Funding for stronger communities

- Ups and Downs South West – family support workers for families of children with Downs syndrome across Somerset, the only local service offering this support

- South West Fishing for Life - fishing coaches to support women living with or recovering from breast cancer to take part in therapeutic activities

- YMCA Taunton - reducing water wastage and bills by upgrading toilets and taps, encouraging more community use of the building in a lower income area by refurbishment
Funding for a better environment

• We provide local Watermark Awards to support community environmental projects:
  
  • Preston and Dodham Brook Restoration Project – helping Yeovil Rivers Trust volunteers restore, create and enhance the local watercourse
  
  • The Nature of the Somerset Levels and Moors - supporting the print and production of a guide to wildlife
Supporting your area - volunteers

Matching our enthusiastic staff volunteers to give time and energy to local community projects that make a real difference

- Building planters with The Hub in Yeovil
- Restoring a play area in Beckington
- Helping Somerset Wildlife Trust clear Langford Heathfield nature reserve
Supporting your area – healthy living

Providing refill points, refill bottles and promoting hydration

- Wells City FC Youth Team
- Spark Somerset
- Working with local councils to install permanent refill points and supporting smaller communities to install their own refill points
Making a Difference in Dorset

Kirsty Scarlett – Head of Community Engagement
Our Community Commitment

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• We work to protect the health and wellbeing of individuals, families and communities across our region

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• We protect the most vulnerable customers in our communities to provide extra support where needed
Listening to what matters

Dorset Community Foundation recently undertook reporting to understand the needs of the local area

- For Dorset residents there can be very different experiences for people living in the same towns and villages
- The overall picture in the next decade is a population growing both in size and age in a county where the number of children living in low income families will also increase
- Smaller charities are struggling to survive while very large national charities are fundraising on a large scale

“We know that there are a great number of organisations, large and small, public and private, working tirelessly at a grassroots level to help people experiencing disadvantage in its many forms”*

*From Hidden Dorset 2018, Dorset Community Foundation
Funding for stronger communities

- Home Start Dorset North and West – supporting families in isolation and need across the area
- Stur Youth Club – for a multicultural community day hosted by the local youth club
- The Bus Shelter Dorset – a homeless shelter based in Weymouth
Supporting your area – funding

Funding for a better environment

• We provide local Watermark Awards to support community environmental projects:
  
  • Piddlehinton Millennium Green Play Equipment – replacing play equipment for local children in an area of outstanding natural beauty
  
  • Sutton Poyntz Beacon Bench – a bench for residents and visitors to appreciate the view over Weymouth Bay and Portland
Supporting your area - volunteers

WATER FORCE

Matching our enthusiastic staff volunteers to give time and energy to local community projects that make a real difference

Beach clean at Kimmeridge with Dorset Wildlife Trust

Helping Dorset Wildlife Trust at Higher Heath

Helping in the garden for Autism Wessex
Supporting your area – healthy living

Providing refill points, refill bottles and promoting hydration

• Poole Town FC youth team

• SMILE Connect Dorset

• Working with local councils like Weymouth to install permanent refill points and supporting smaller communities to install their own refill points
Our wider community work
Supporting your area – access to green space

- Developing our recreational sites to **improve access for all** and get people out and about in the great outdoors

- Working with **community volunteers** who also want to support their local area

- Recruiting local volunteer **water rangers**
Meet Wessex Water
2019