

Public consultation – research materials

Supply and waste area exhibition panels

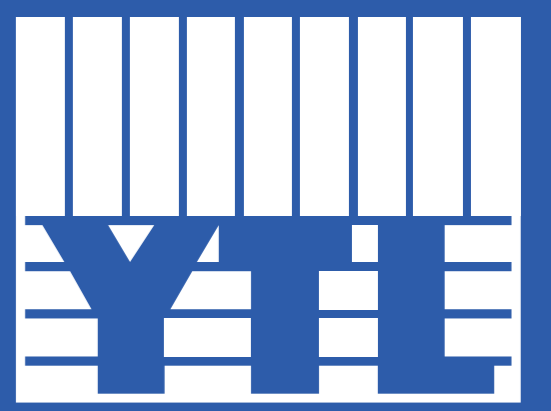
Waste only area exhibition panels

Business plan
2025-2030



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.



We have been talking to thousands of customers, businesses and stakeholders over the last two years to help us develop our future plans.

Thank you for joining us today to share your views. As you walk around, you will see a series of displays setting out the eight outcomes we want to deliver. These displays have information on:

- what we aim to achieve by 2050
- what we plan to achieve between 2025 and 2030, the next step on this journey
- some of the measures (known as performance commitments) we will use to check our progress, and
- more detail on some of the bigger investments we have planned.

We'd love to get your feedback as you go around and there's a short survey for you to complete. We will use this to identify any areas we need to change.

At the heart of our long-term plan are eight outcomes that customers and stakeholders have told us are most important to them. Each has an ambitious associated aim for 2050. Our plan to 2030 will be our next step on that journey.



Outcome: Affordable bills

2050 target

Zero water poverty - no one spending more than 5% of their disposable income on their water bill



Outcome: Safe and reliable water

2050 target

- 100% compliance with drinking water standards, always
- Zero supply interruptions of longer than 3 hours.



Outcome: An effective sewerage system

2050 target

Halve the impact of sewer flooding on our customers



Outcome: Great customer experience

2050 target

Be a top 10 customer service provider in the UK



Outcome: Sustainable abstraction

2050 target

Never harm the health of the water environment through our abstraction - 100% compliance with our abstraction licences



Outcome: Great river and coastal water quality

2050 target

- To restore the quality of our rivers and coastal waters
- Zero pollution incidents



Outcome: Net zero carbon

2050 target

Be a net zero carbon business by 2040



Outcome: Biodiversity

2050 target

Double our contribution to the region's biodiversity

Here's some information to have in mind as you think about our plan.

What does statutory mean?

The services that water companies provide must comply with environmental laws in England as well as UK Government policy. Water companies have a programme of work to meet these laws, which includes:

- Reducing pollution of seas and rivers by storm overflows.
- Not taking too much water from rivers and the ground.
- Making sure there is enough water available to protect the natural environment as well as providing a public water supply.
- Treating water and wastewater to a standard that does not harm the natural environment.

Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.

What is inflation?

Water bills change each in year in line with inflation. Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

- If your household income keeps up with inflation (ie, increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2% but it has recently been much higher than this.

As well as changing by inflation each year, bills change by an amount set by Ofwat, the economic regulator, as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.



Outcome: Affordable bills

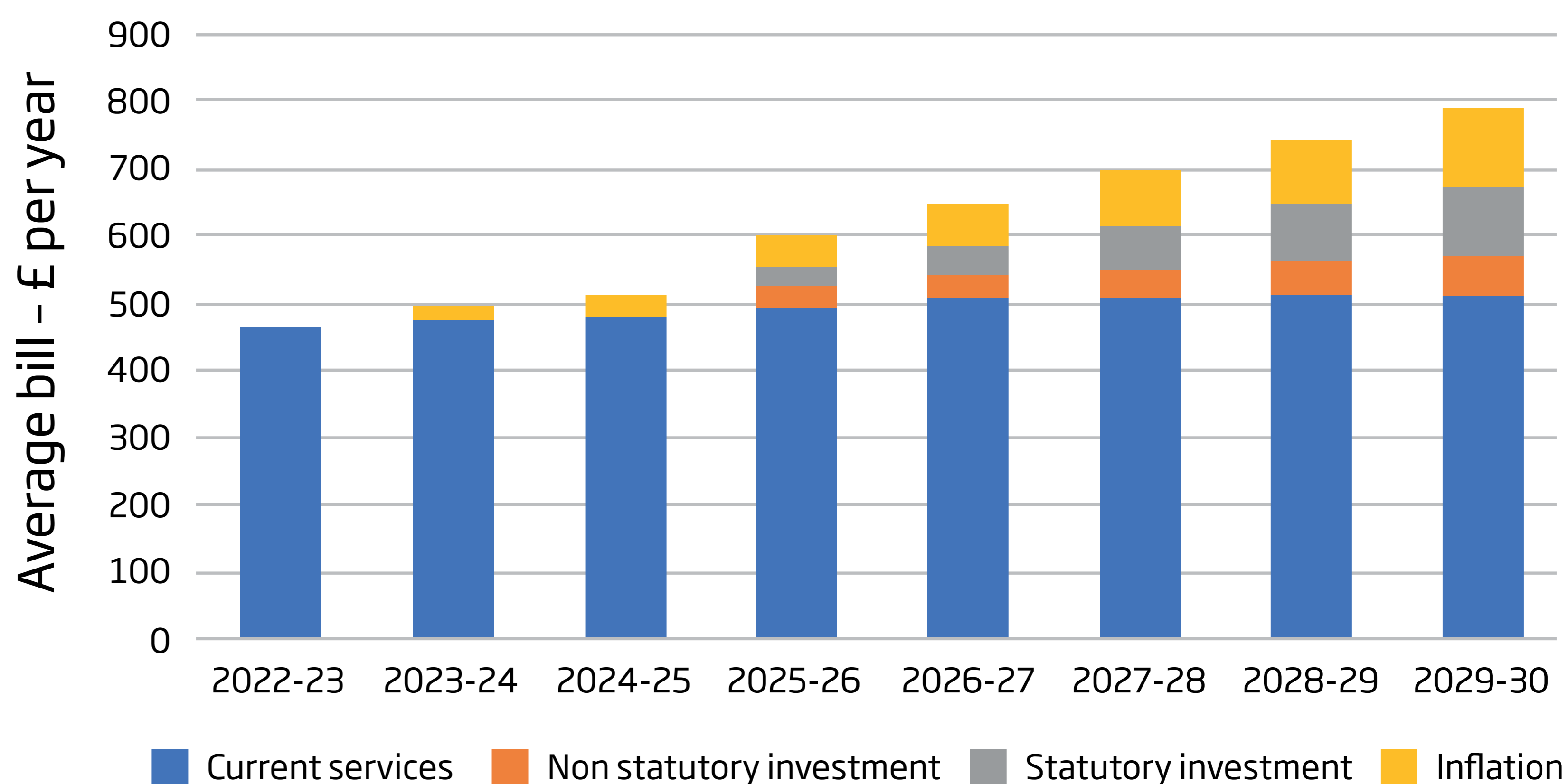
2050 target

Zero water poverty - no one spending more than 5% of their disposable income on their water bill

How will the investment impact my bill?

When you add the investment in each area, your bill will increase by, on average, £23 a month (£280 a year) by 2030. This includes:

- £8 a month of investment that regulators say we must make (statutory investment)
- £5 a month of investment that we want to make to maintain and improve our services to you, and
- £10 a month of inflation.



The numbers on each of the displays that you will see are part of this total increase - not on top of it.

We appreciate that any bill rise is unwelcome and we want to make sure bills are affordable for all of our customers. We are putting in place tailored support schemes for those customers who will struggle to afford their water bills and reduce their water use where appropriate.

We were the first water company to introduce low-rate tariffs to help our customers. To date we have helped more than 55,000 households afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes. We think there are many more households in the Wessex Water region who may need our help in the future to eradicate water poverty.

Between 2025-30 we will:

- Increase the number of households on our range of affordability schemes to at least 100,000 by 2030.
- Continue to work with a wide range of partners across our region, such as Citizens Advice and local charities, to raise awareness of the support we can offer and reach customers who need us most.
- Continue to fund our debt advice partners so they can increase the number of clients they can advise about their bills and debt.
- Make it as easy and quick as possible to apply for the support we offer and use data to automatically apply bill reductions to customers where we can without the need to complete an application.
- Help customers, particularly those on water meters, to save water and energy.
- Continue to fund a number of local community projects across our region through the Wessex Water Foundation aimed at improving access to services and building financial capability.



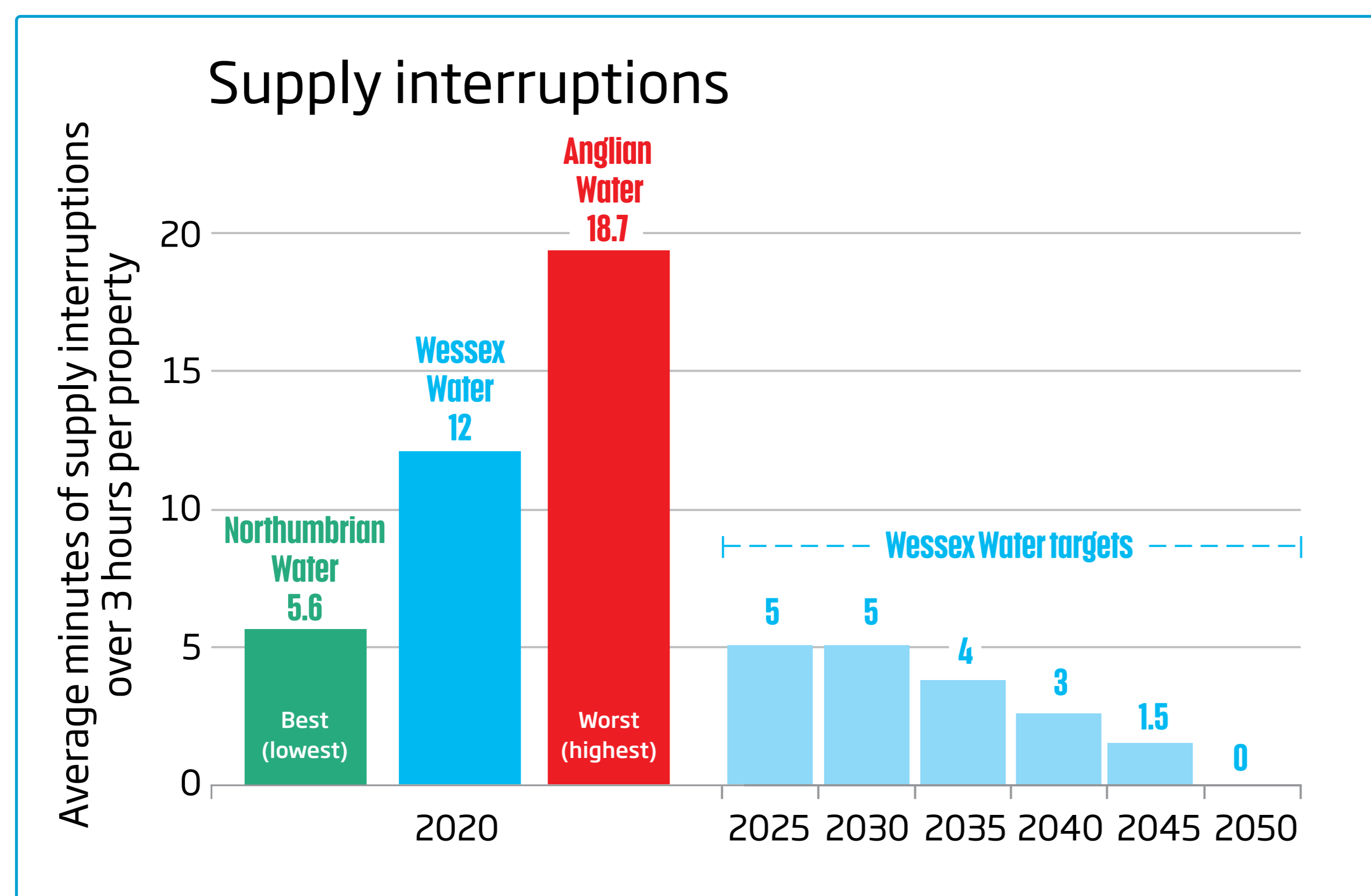
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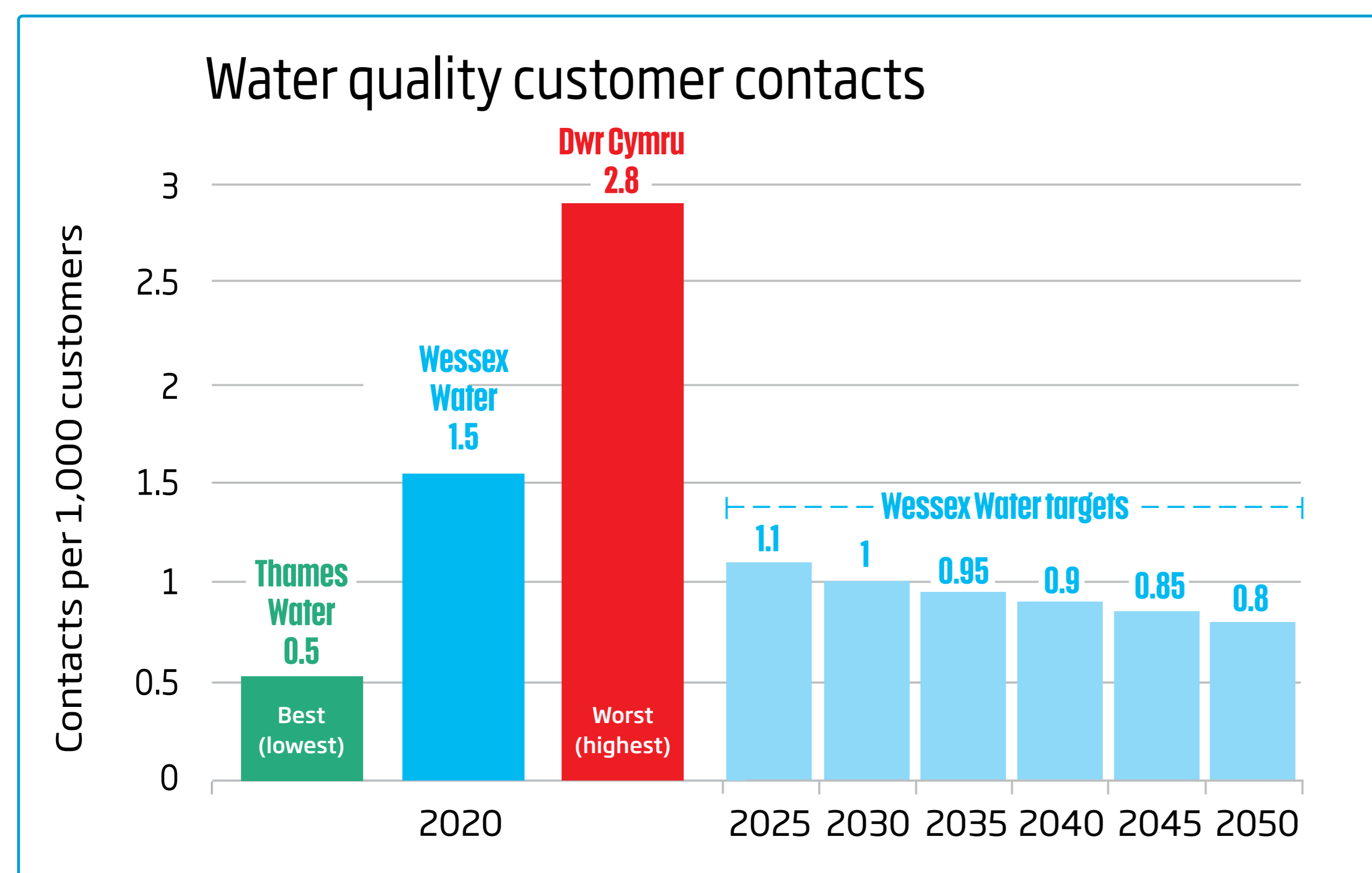
Performance Commitments

These are some of the targets that we are measured against.



Supply interruptions

- We always try to keep breaks in supply to less than three hours. Sometimes that's not possible and they last longer.
- Using new technology, we've cut those longer breaks in supply from 3 hours 12 minutes to 3 hours 5 minutes.
- Customers have told us they don't want to pay more to reduce that any further.
- We will continue to avoid planned work that causes a break in supply lasting longer than 3 hours.
- Further advances in technology and pipe replacement should help us avoid those longer breaks in supply altogether by 2050 without much impact on bills.



Customer contacts about water quality

- We will improve the way we operate our water network and better target the water pipes that we replace.
- We will also give customers more information about our work if it might affect the appearance, taste, or quality of their water.
- By 2030 we want to reduce the number to one contact per 1,000 customers which will add £2 per year to your bill.
- By 2050 we want to reduce this further to 0.8 contacts per 1,000 customers.

Investment areas 2025-30

Lead pipe replacement - £13 million; £1 per year on your bill

We will continue our programme of replacing lead pipes - we aim to replace 6,000 between 2025 and 2030. We are also introducing a grant scheme to help customers replace lead pipework inside their own homes.

Water treatment centre improvements - £95 million; £8 per year on your bill

We treat our water to very high standards. As we keep pushing the standards higher, we'll improve 12 of our water treatment centres to make sure they always provide safe drinking water.

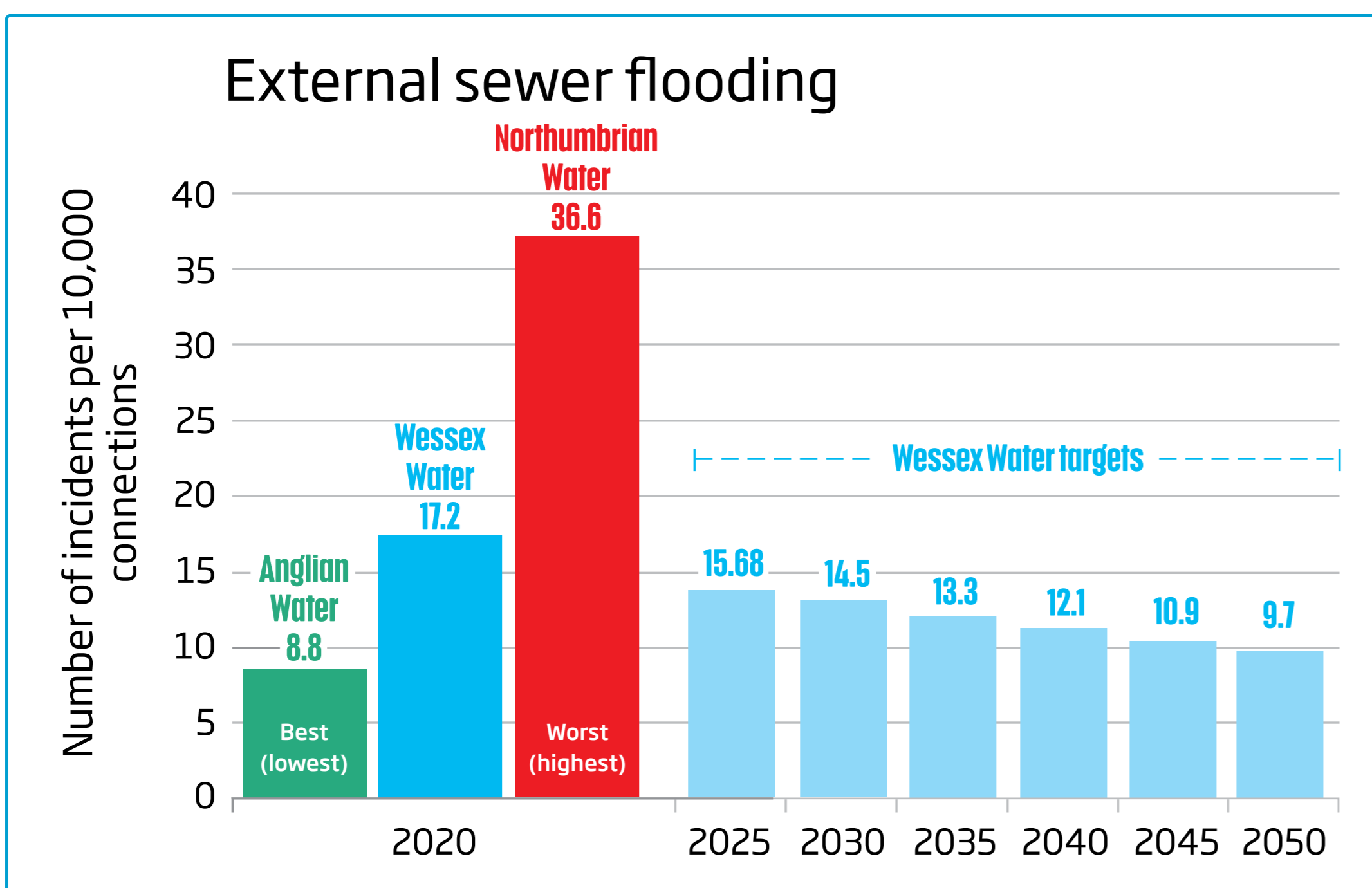
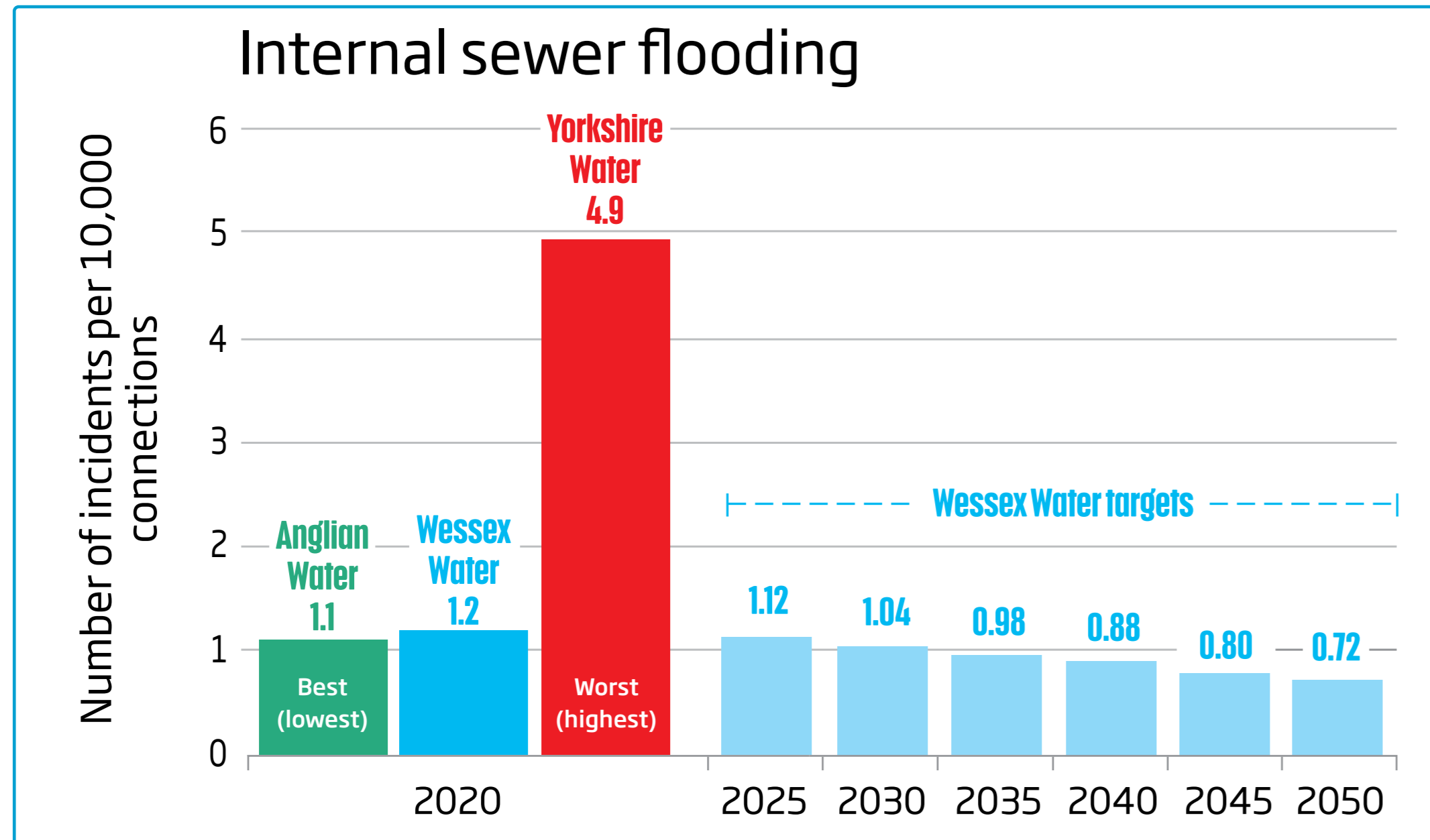


Outcome: An effective sewerage system

2050 target

Halve the impact of sewage flooding on our customers

Performance Commitments



Sewer flooding is one of the worst things that can affect customers. We will continue to reduce internal and external sewer flooding. For sewer flooding within your home or business premises, we already provide one of the best levels of service in the industry, but we want to get better. Our performance is better than average for external sewer flooding ie, flooding from our network not within properties.

Internal and external sewer flooding

We will:

- Work closely with customers to raise awareness of the types of things, like flushing wet wipes and pouring fats and oil down the sink, that can cause blockages (as most sewer flooding is caused by blockages).
- Complete more surveys of our sewer network to find pipes that need to be cleaned or repaired.
- Reduce the amount of rainwater that enters our sewers, as this can be a cause of flooding.
- Invest in new and/or larger sewer capacity where there is new building/housing.

In total, we plan to spend £115 million by 2030 which will add £12 to your bill. By 2050 we want to halve the number of flooding incidents.

Investment areas 2025-30

Storm Overflows - £734 million - £35 to your bill

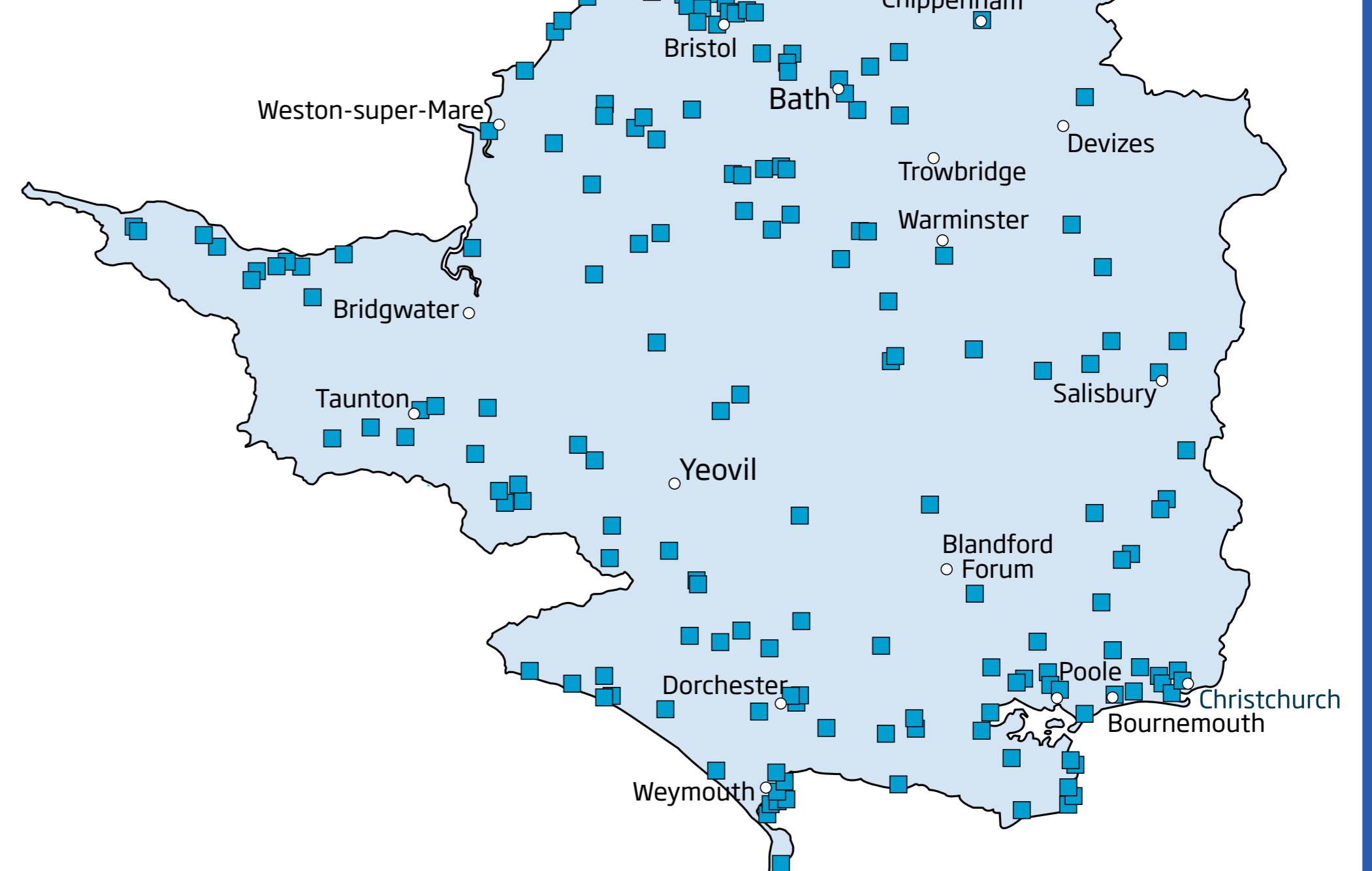
In an ideal world we wouldn't have storm overflows at all - they are a legacy from the past. They have always been part of the sewerage network in the UK because the majority of sewers carry both rainwater and foul sewage, and they prevent properties from flooding after intense rainfall. We will:

- Increase investment in this area from £150 million to £734 million over the five years between 2025 and 2030.
- Start with storm overflows that discharge most frequently and those that have any environmental impact.
- Work with communities to fit sustainable drainage solutions like soakaways.
- Increase environmental and public health monitoring at key locations.
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information.

Number of sites we will improve every 5 years

Year	2025-30	2030-35	2035-40	2040-45	2045-50
No. of sites	195	112	121	133	123

Storm overflows we will improve between 2025 and 2030





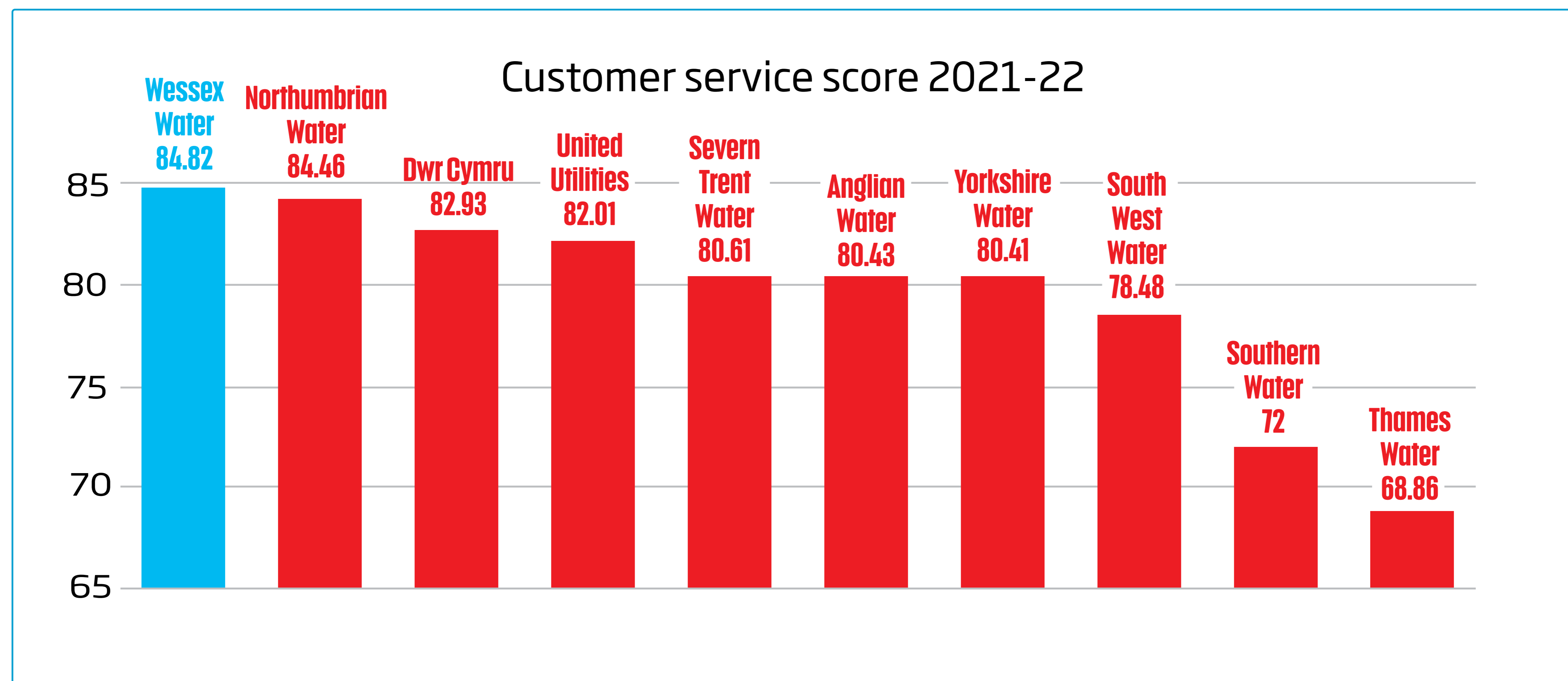
Outcome: Great customer experience

2050 target

Be a top 10 customer service provider in the UK

Performance Commitments

For customer experience, Wessex Water is currently rated top out of the 10 water and sewerage companies in England and Wales. In the future we want to make sure that not only do we provide the best service in the water industry, but that we're one of the best service providers in UK.



Investment areas - 2025-30

We want to improve our customer service by:

- Fixing problems faster by using rapidly developing technology to upskill our teams.
- Giving customers more options to contact us and, if they want to, allowing them to book an appointment online for us to visit them.
- Improving our communications with customers during an event, for example when we are working in a road affecting traffic or there has been a break in the water supply.
- Continuing to improve our online offering, including our e-billing service, so that customers can do more themselves at a time convenient to them.
- Extending our priority services register, providing greater support to more customers with particular needs when problems occur or in their day-to-day interactions with us.

We also want to develop our work in the community:

- We are running two pilot projects, initially in Chippenham and Bridport, to understand how we can work more effectively with local communities to deliver shared environmental and social goals
- Continuing our education programme, reaching over 20,000 students and children a year.
- Continuing to engage with our customers beyond their water and sewerage bills - at community shows, through recreational access to our sites, or through the support we provide local organisations each year, financially or through our volunteering programme.

We're not proposing to increase the amount of money we invest each year so there will be no change to your bill.

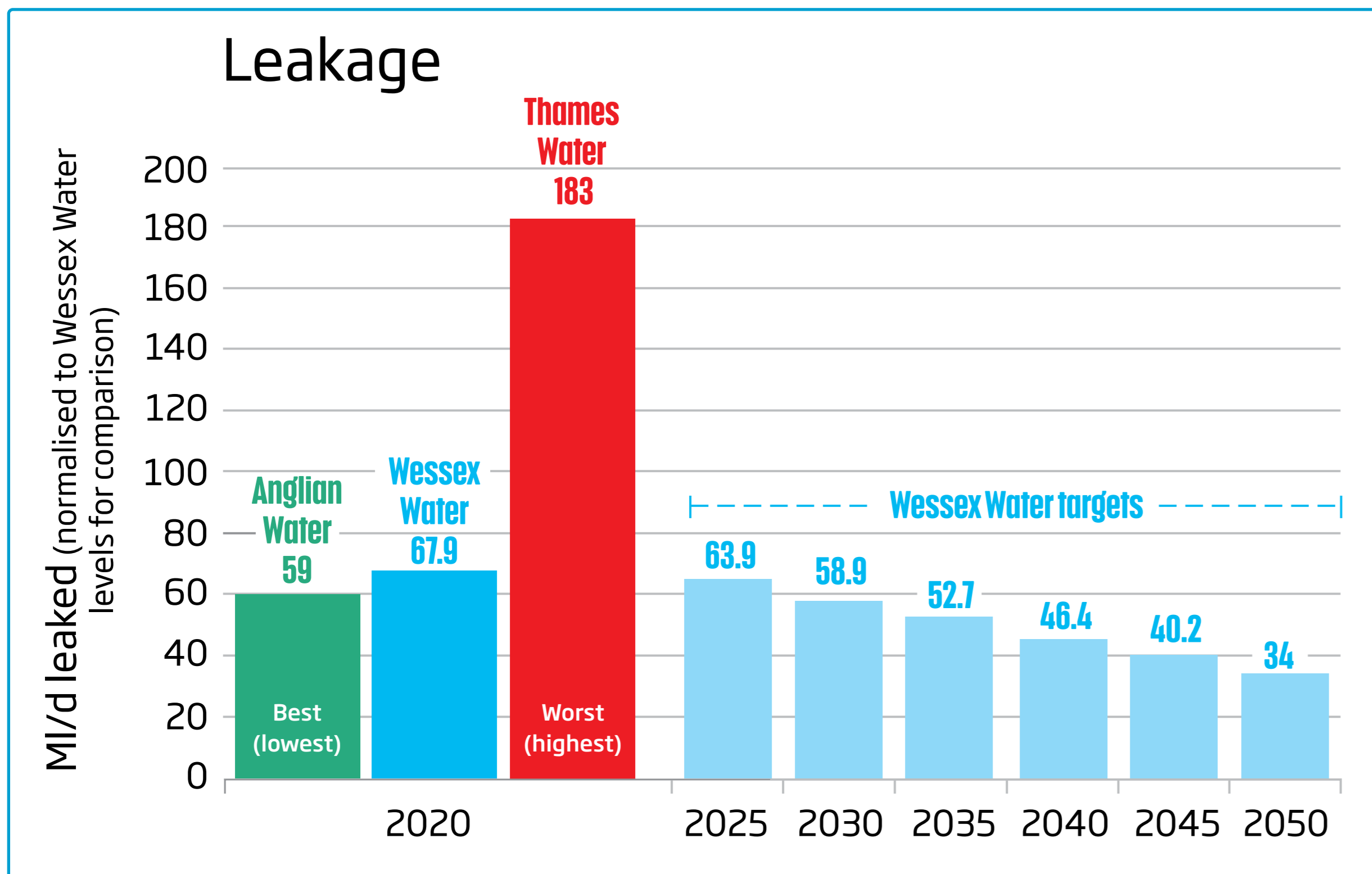


Outcome: Sustainable abstraction

2050 target

Never harm the health of the water environment through our abstraction - 100% compliance with our abstraction licences

Performance Commitments



Leakage

Leakage in the Wessex Water area is less than half what it was 20 years ago. We will reduce this further by:

- Fixing more leaks in our water pipes.
- Reducing the pressure in our supply network.
- Increasing the data we hold to identify leaks quicker and easier.
- Working with customers to reduce leaks on their own supply pipes and plumbing.

This will add £6 to your bill each year at a cost of £57 million by 2030.

Water used per person per day

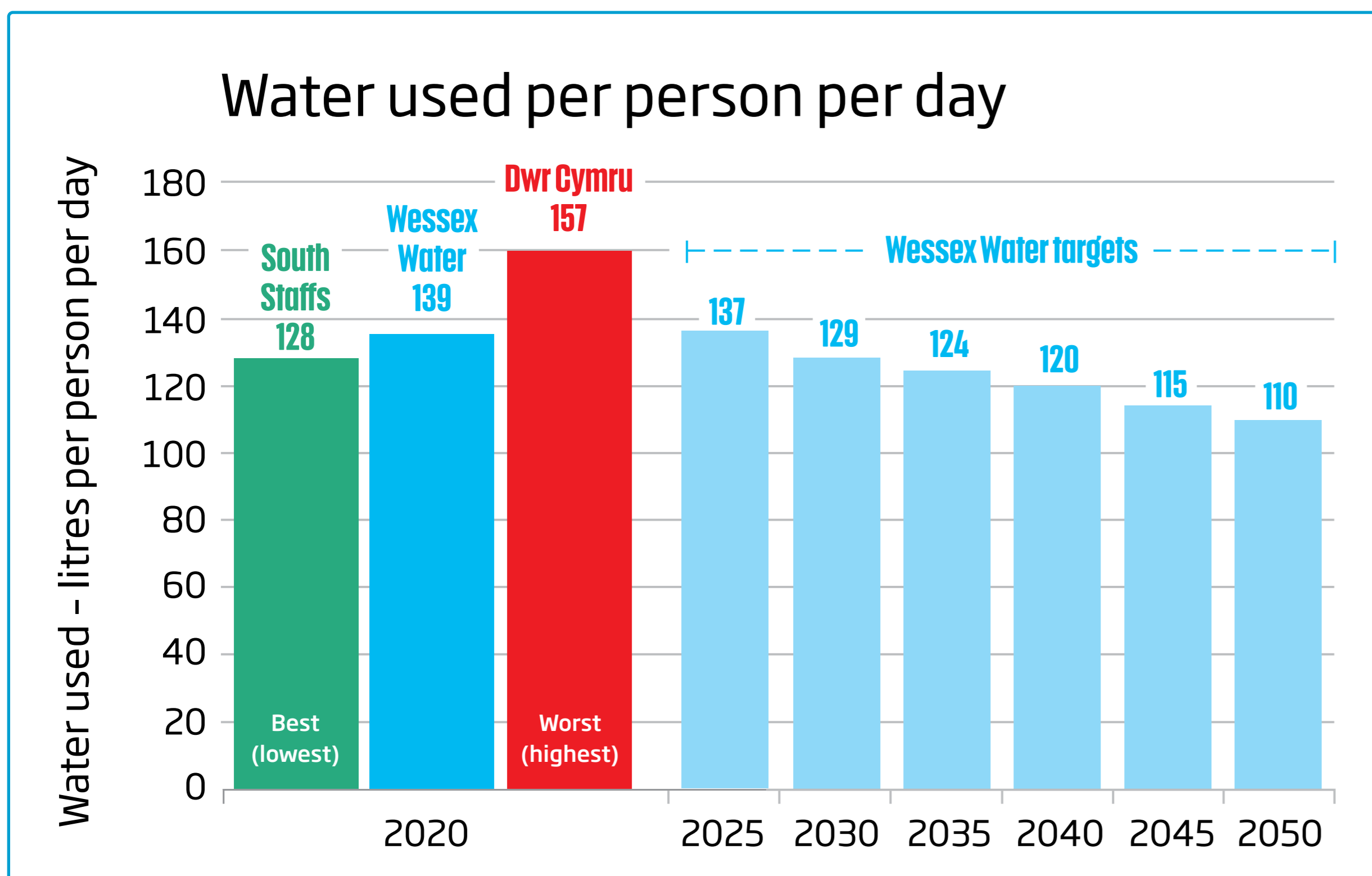
We want to help our customers reduce the amount of water they use in their homes, saving them money and protecting the environment. We'll do this by:

- Free in-home water checks.
- Fixing leaky loos.
- Providing free water efficiency devices.

To do another 10,000 home visits will add £1 to your bill each year by 2030 at a total cost of £4 million.

Business demand

We're already working with schools in our region to reduce their water use and their bills. By 2030, we want to reach more schools, and more businesses. Working with more schools and businesses will add £0.35 to your bill by 2030 at a total cost of £1 million, but save a further 1.5 million litres of water per year.



Investment areas 2025-30

Smart metering - £171 million - £15 per year on your bill

To help reduce our customers' water use we plan to install smart meters across our region. This will help us engage better with customers on their water use through digital apps, reduce their bills, and identify leaks quicker. By 2030 we want to install 430,000 meters.

Improving our water supply - £25 million - £2 a year on your bill

We need to make sure everyone has enough water, when they need it, while protecting the rivers and other water sources in our area. We need to make some changes to our water supply pipes to improve how we can deliver water to our customers. We are working with neighbouring water companies, to look at whether we can create a new reservoir with minimal environmental impact, for example, by using a quarry that will be transformed into a reservoir anyway when their work is finished.

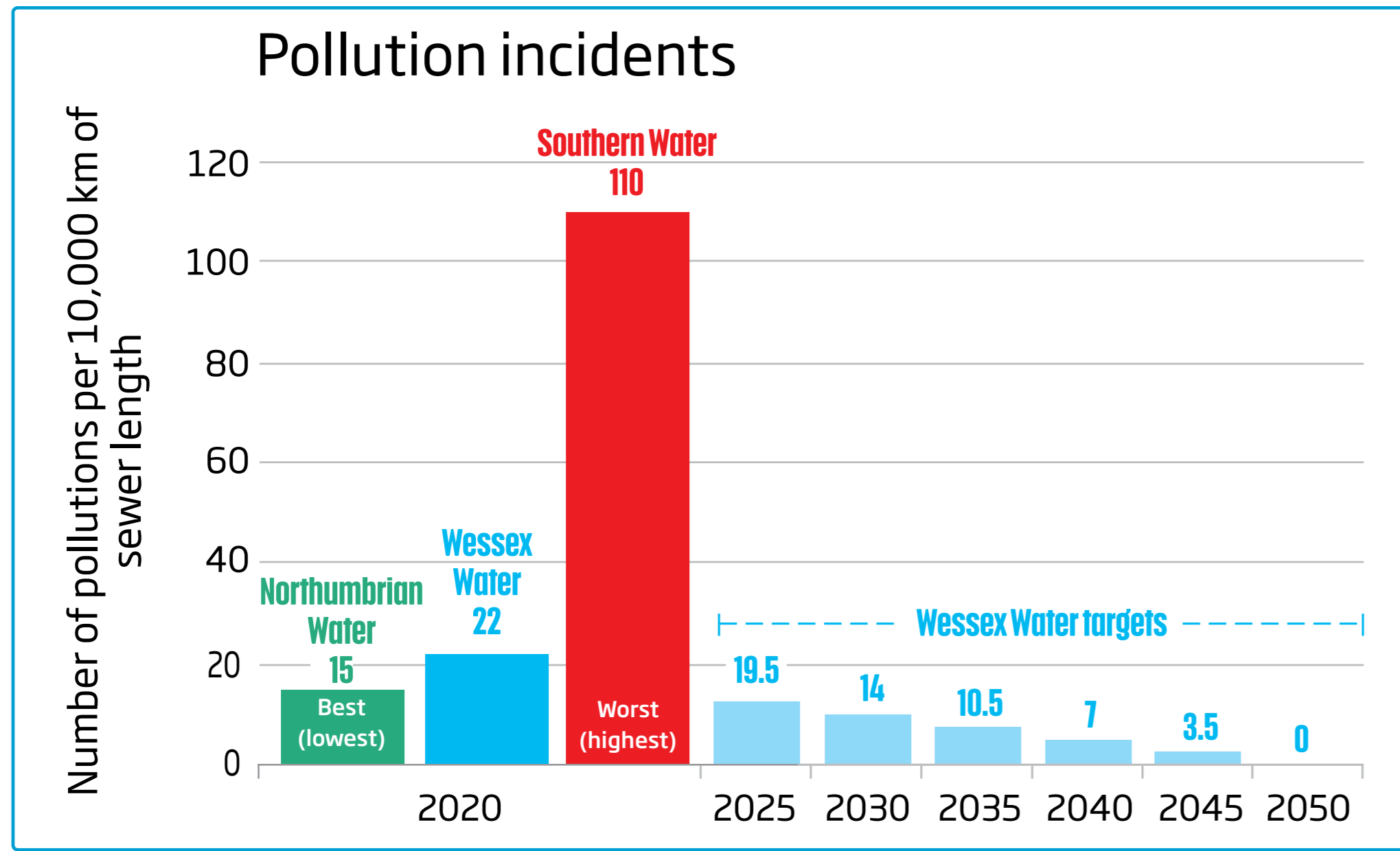


Outcome: Great river and coastal water quality

2050 target

- To restore the quality of our rivers and coastal waters
- Zero pollution incidents

Performance Commitments



Pollution incidents

Much of what Wessex Water does is to make sure that the environment is not damaged by the sewage we need to treat. Sometimes, this sewage does get into the environment above the limits set by the regulator, the Environment Agency - these are called pollution incidents. Lots of the activities we are proposing for reducing internal and external sewer flooding, such as blockage reduction, will also reduce the number of pollutions. However, we also plan to:

- Install more monitors to predict when incidents might occur.
- Use artificial intelligence to improve our response times.
- Clean sewers more often to stop problems before they occur.

This will add £1 to your bill by 2030 at a total cost of £20 million.

Investment areas 2025-30

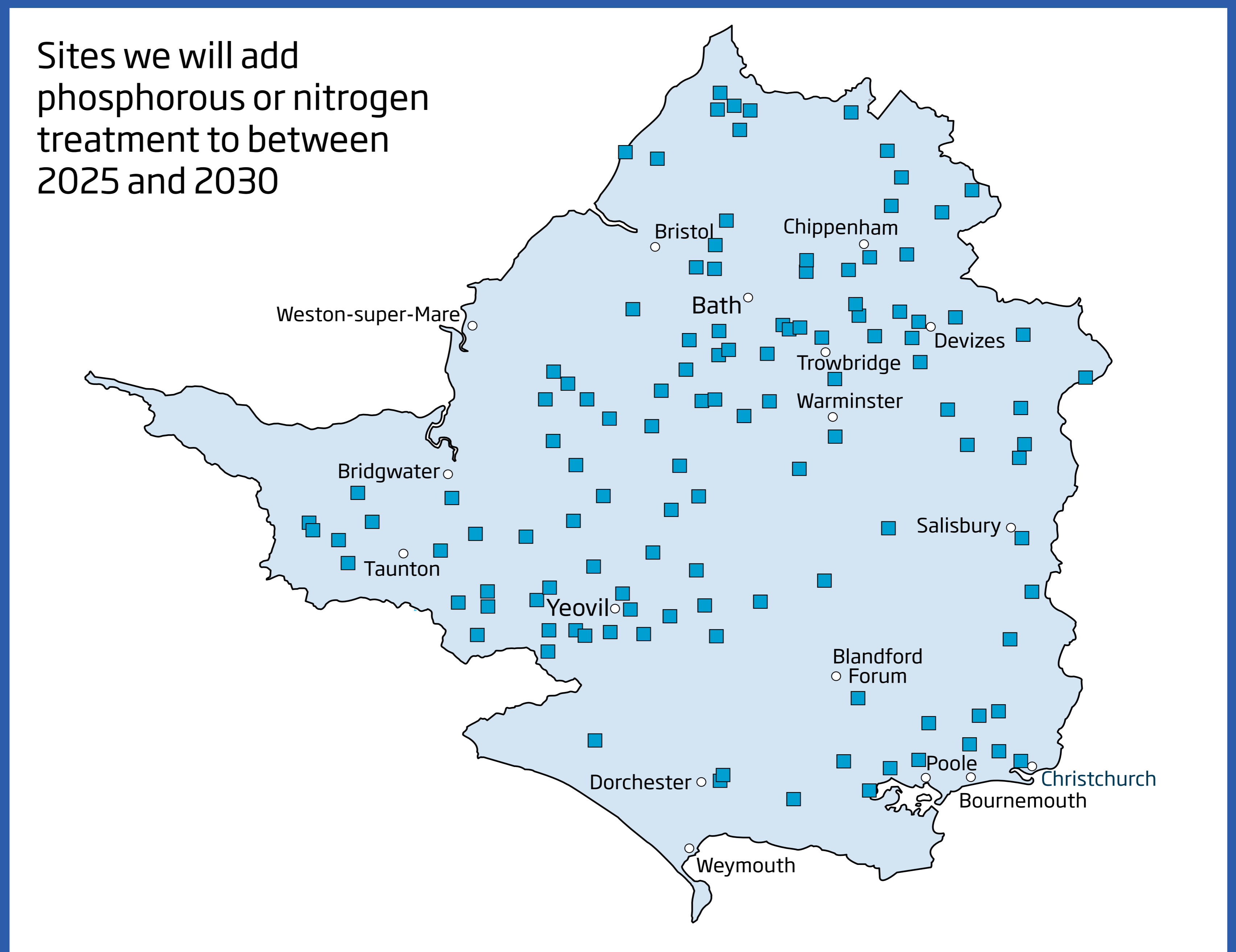
Water recycling centres - nutrient removal - £1.1 billion - £62 to your bill

By 2030 all water companies need to meet new treatment levels for sewage. We need to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country. We're working hard with our regulators to try and deliver this in the best way possible.

We would like to do more partnership working with farmers and landowners to use nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity.

This would cost £1.1 billion to deliver.

Sites we will add phosphorous or nitrogen treatment to between 2025 and 2030



Smart sewer networks - £11 million - £1 per year on your bill

We'll use monitors and data on our sewer pipes to show when they are not operating normally. This could mean a blockage or problem in the network that might cause a pollution. We've already installed 1,300 monitors across our sewers, and will install another 6,000 to give us even more data.

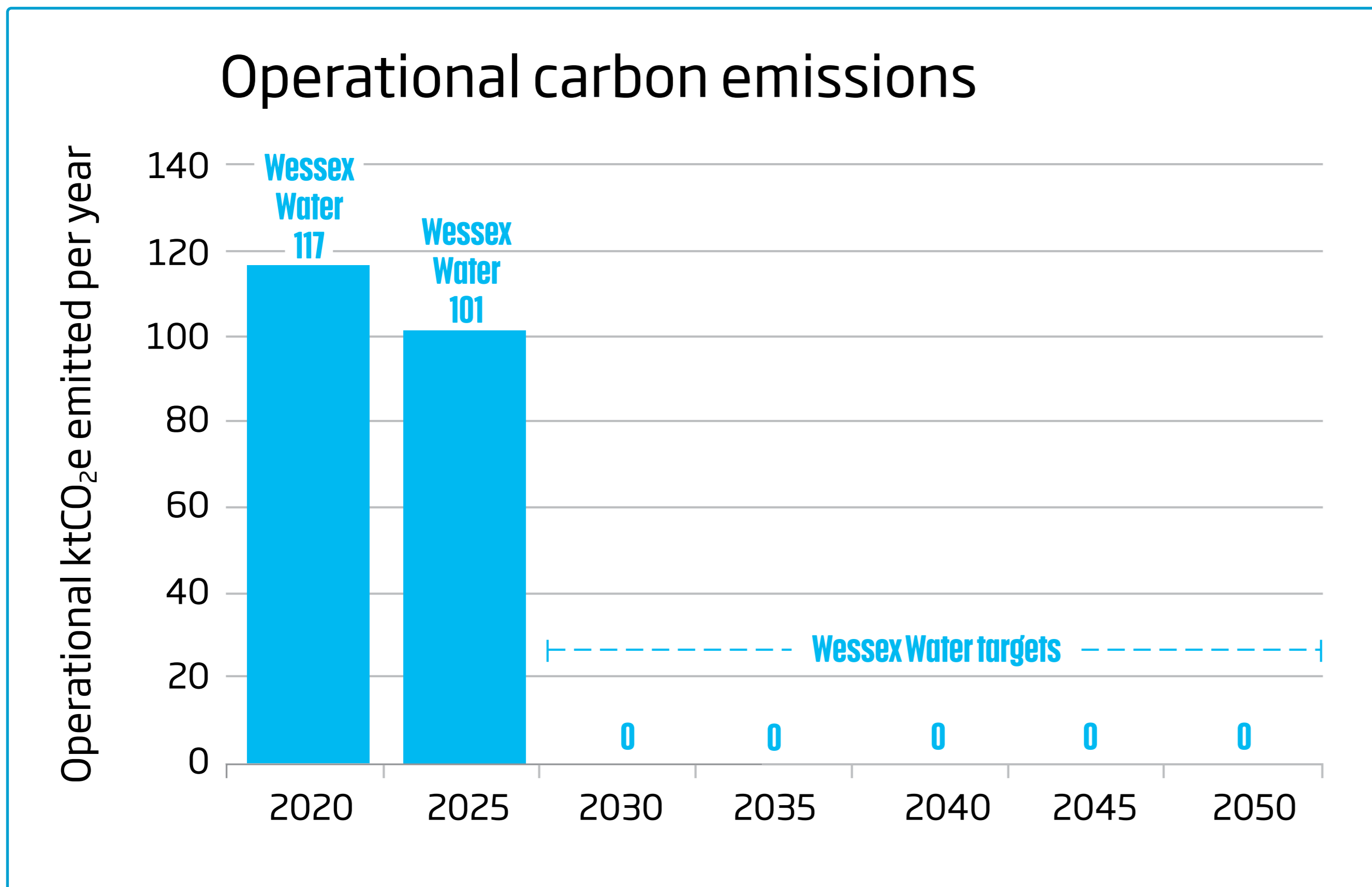


Outcome: Net zero carbon

2050 target

Be a net zero carbon business by 2040

Performance Commitments



Operational greenhouse gas emissions

We need to play our part in the UK's commitment to reach net zero. By 2030, we want to reach net zero operational emissions. We'll be spending £30 million to do this, adding £3.00 to your bills, through a combination of:

- Increasing our use of renewable electricity.
- Measuring emissions from our sewage treatment processes, to help us find the best ways to reduce them.
- Using nature-based solutions like wetlands where we can as an alternative to concrete structures which have a large carbon footprint.
- Where appropriate, purchasing high-quality offsets until we can further reduce our own emissions.

Investment areas 2025-30

Electric vehicle infrastructure - £6.2 million - £0.30 to your bill

As the world moves towards electric vehicles to reduce the carbon emissions from petrol and diesel, we need to make sure we can keep electric cars and vans charged as they go between our sites each day - these are often in rural and remote areas. We're proposing to install around 100 charging points across our sites to keep our vehicles running.





Outcome: Biodiversity

2050 target

Double our contribution to the region's biodiversity

Performance Commitments

What is biodiversity?

Biodiversity is all the different kinds of life you'll find in one area – the variety of animals, plants, fungi, and even microorganisms like bacteria that make up our natural world. We rely on biodiversity to provide us with the air we breathe and the food we eat. People also value nature in itself.

We protect nature and wildlife through our day to day activities, but we want to do more every time a change is needed on our sites.

Our regulator Ofwat is introducing a new measure in this area to track our improvements to biodiversity. The measure is being confirmed, but it will look at the amount of improvements we are making to land, which can include our own sites and through working with partners on others' land.



Investment areas 2025-30

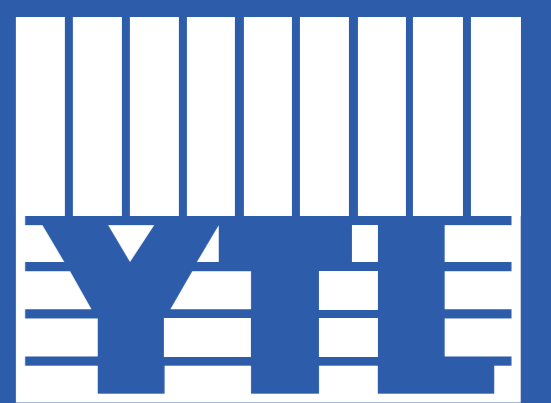
Improving the biodiversity of our sites - £1.2 million - £0.20 to your bill

Between 2020-25 we are improving sites we own that contain 'sites of special scientific interest' – these are areas of land that need special management and care to protect the rare nature or geology present.

- We already manage more than 40% of our land for biodiversity .
- In 2025 and beyond we want to take this even further and improve more of our land for environmental benefit. We'll focus first on our land that contains priority habitat (habitats that are threatened and will benefit from conservation action), improving an area the same as 1,000 football pitches.

Throughout the other outcomes we've shared with you we'll also be improving biodiversity.

For example, when we are looking to reduce nutrient levels in our rivers and protect our drinking water sources we'll be working with farmers not only to reduce these nutrients, but to also improve biodiversity at the same time.



We have been talking to thousands of customers, businesses and stakeholders over the last two years to help us develop our future plans for our waste water service.

Thank you for joining us today to share your views. As you walk around, you will see a series of displays setting out the six outcomes we want to deliver. These displays have information on:

- what we aim to achieve by 2050
- what we plan to achieve between 2025 and 2030, the next step on this journey
- some of the measures (known as performance commitments) we will use to check our progress, and
- more detail on some of the bigger investments we have planned.

We'd love to get your feedback as you go around and there's a short survey for you to complete. We will use this to identify any areas we need to change.

At the heart of our long-term plan are six outcomes that customers and stakeholders have told us are most important to them. Each has an ambitious associated aim for 2050. Our plan to 2030 will be our next step on that journey.



Outcome: Affordable bills

2050 target

Zero water poverty - no one spending more than 5% of their disposable income on their water bill



Outcome: An effective sewerage system

2050 target

Halve the impact of sewer flooding on our customers



Outcome: Great customer experience

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Be a top 10 customer service provider in the UK



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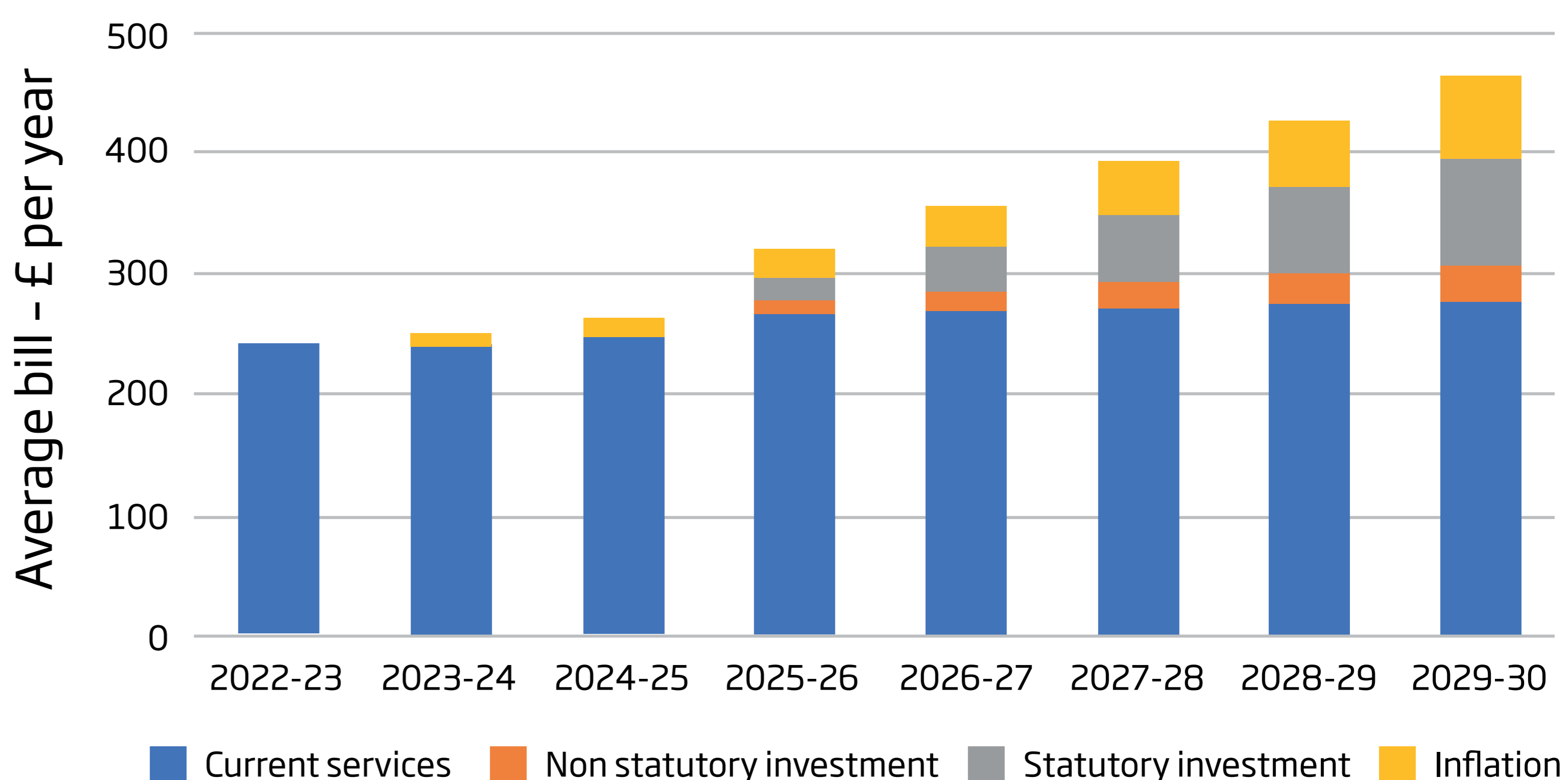
Zero water poverty - no one spending more than 5% of their disposable income on their water bill

How will the investment impact my bill?

Wessex Water provide only the waste water services in your area, so the bill impacts we will talk to you about only cover this part of your bill. Bristol Water will have their own investment plans which may impact the water part of your bill.

When you add the investment in each area, your waste water bill will increase by, on average, £16 a month (£190 a year) by 2030. This includes:

- £8 a month of investment that regulators say we must make (statutory investment)
- £2 a month of investment that we want to make to maintain and improve our services to you, and
- £6 a month of inflation.



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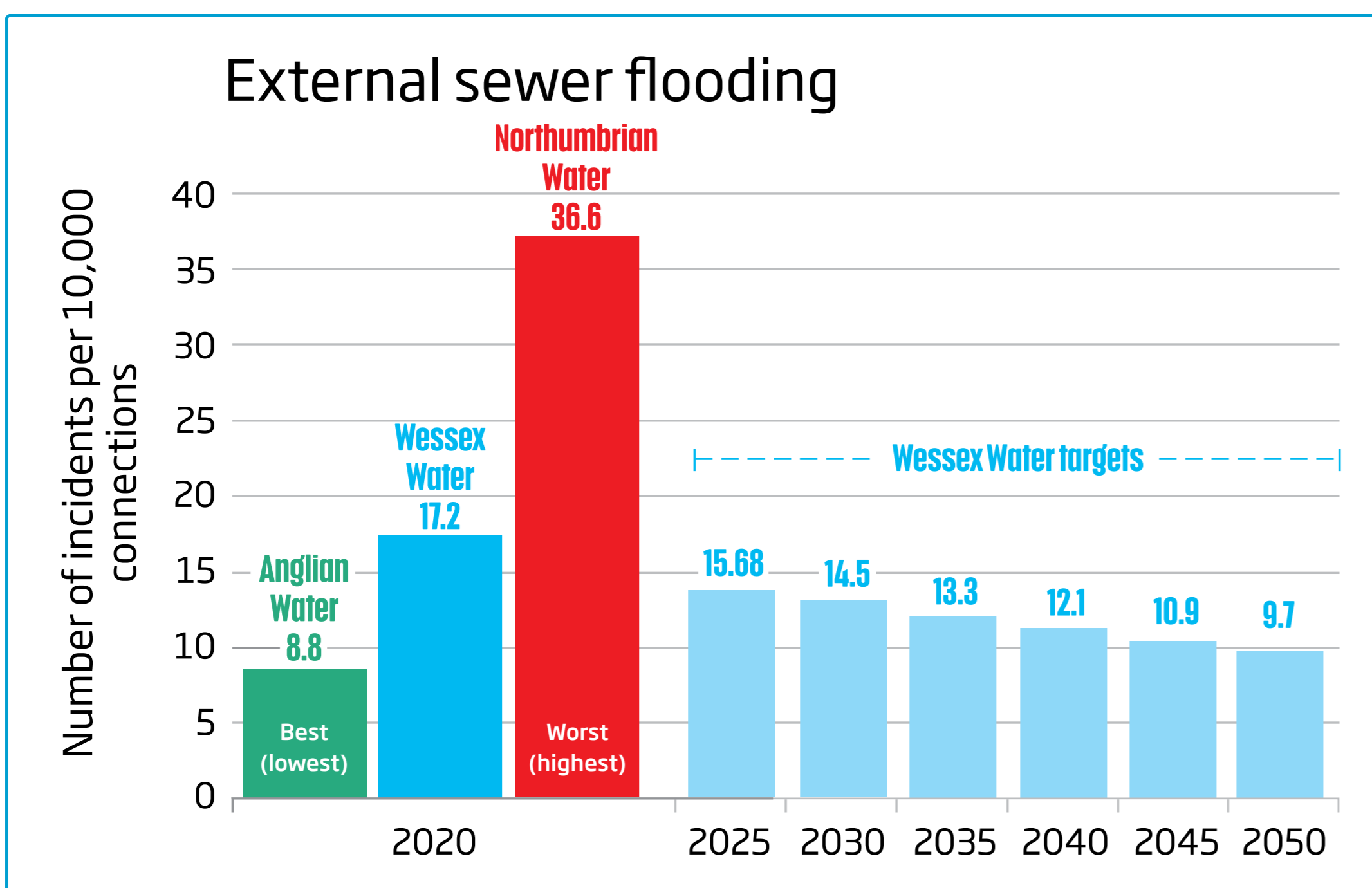
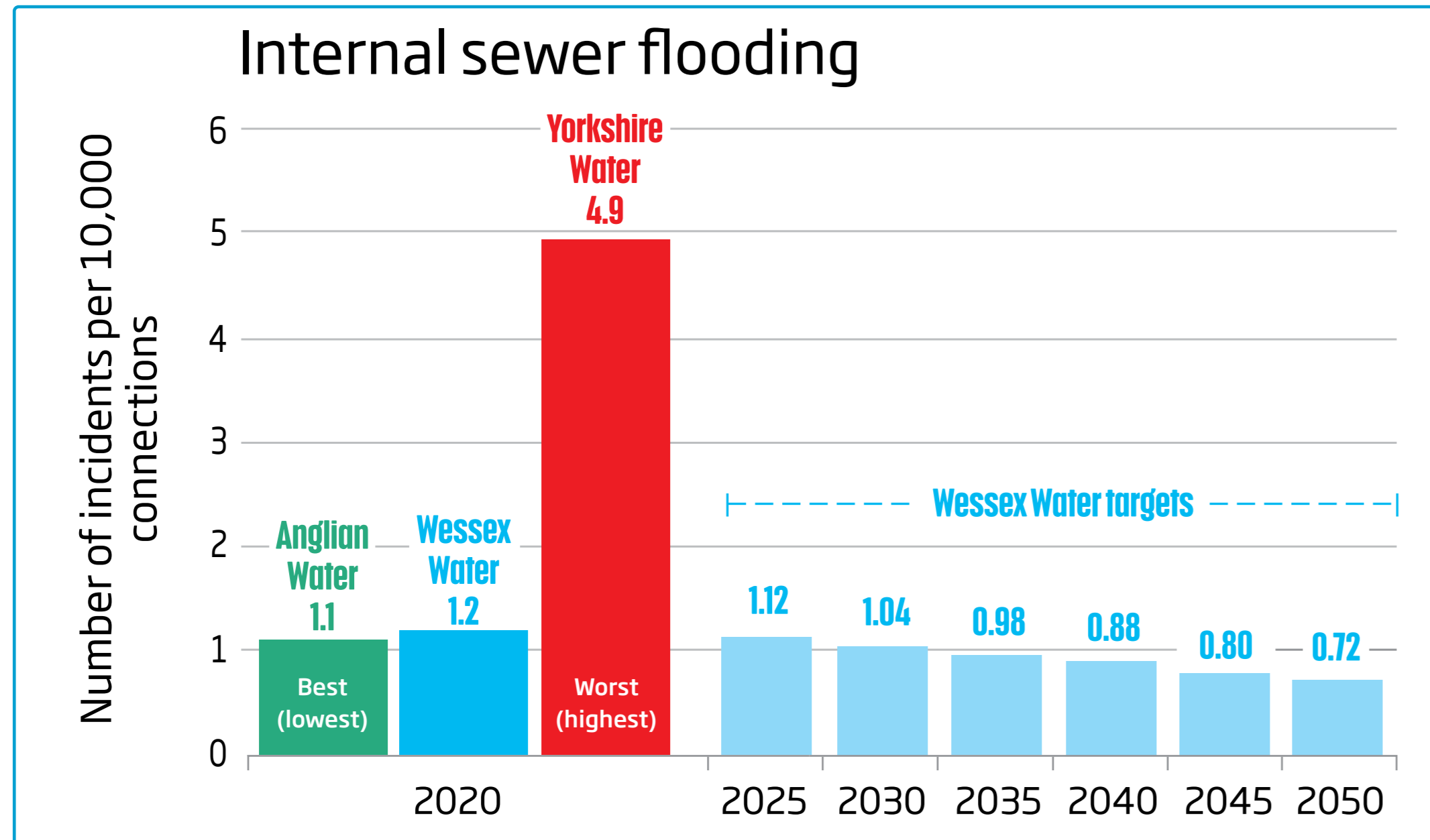


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In total, we plan to spend £115 million by 2030 which will add £12 to your bill. By 2050 we want to halve the number of flooding incidents.

Investment areas 2025-30

Storm Overflows - £734 million - £35 to your bill

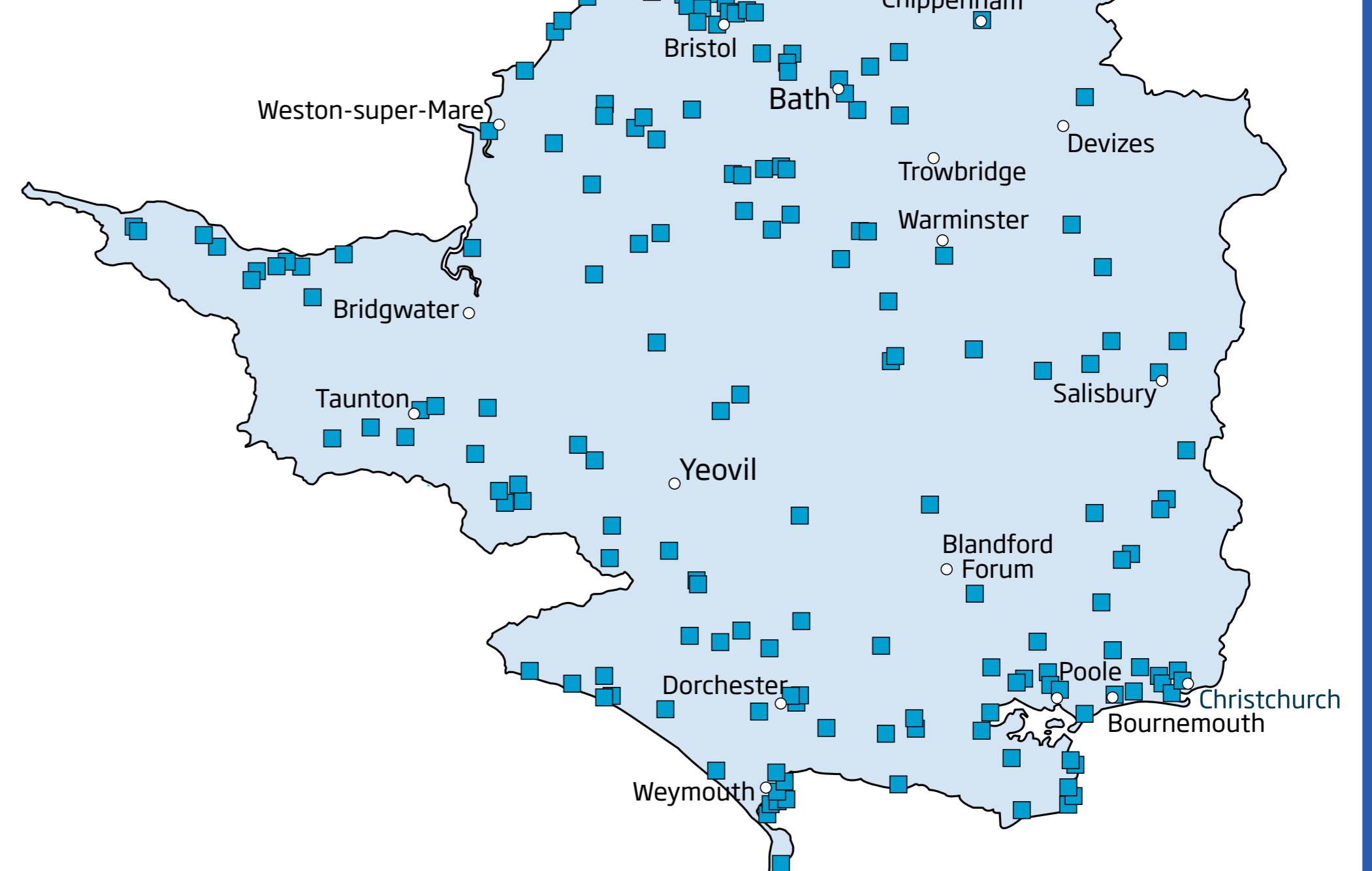
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Number of sites we will improve every 5 years

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No. of sites	195	112	121	133	123

Storm overflows we will improve between 2025 and 2030





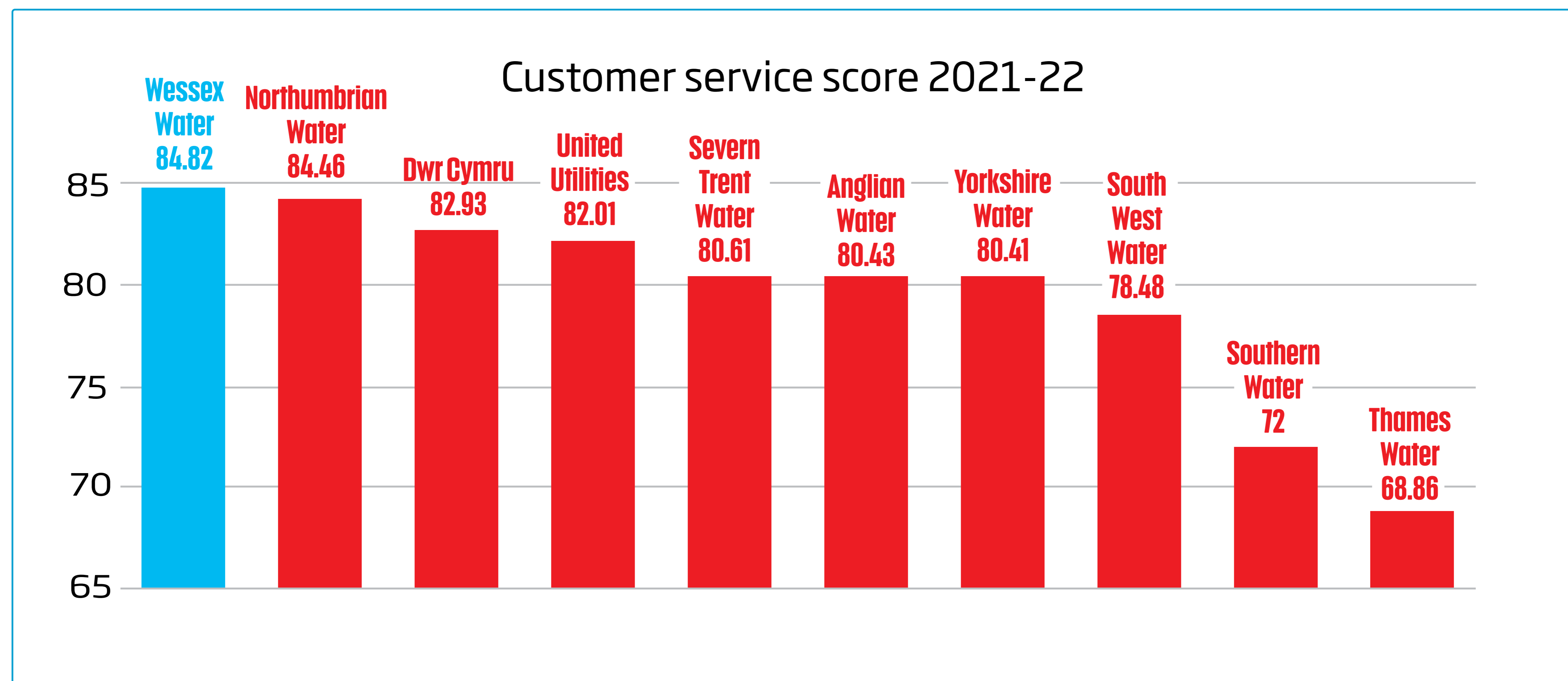
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We also want to develop our work in the community:

- We are running two pilot projects, initially in Chippenham and Bridport, to understand how we can work more effectively with local communities to deliver shared environmental and social goals
- Continuing our education programme, reaching over 20,000 students and children a year.
- Continuing to engage with our customers beyond their water and sewerage bills - at community shows, through recreational access to our sites, or through the support we provide local organisations each year, financially or through our volunteering programme.

We're not proposing to increase the amount of money we invest each year so there will be no change to your bill.

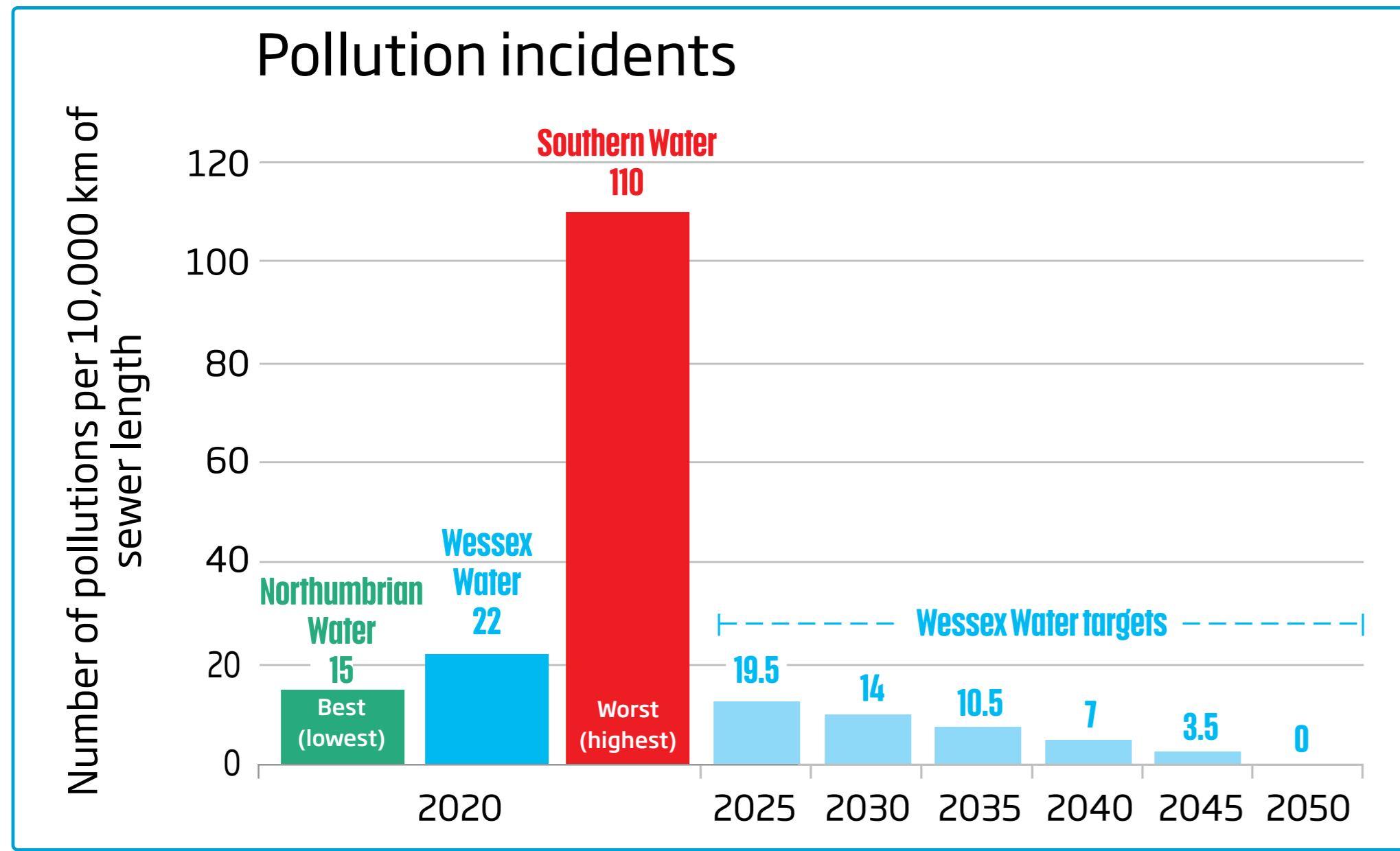


Outcome: Great river and coastal water quality

2050 target

- To restore the quality of our rivers and coastal waters
- Zero pollution incidents

Performance Commitments



Pollution incidents

Much of what Wessex Water does is to make sure that the environment is not damaged by the sewage we need to treat. Sometimes, this sewage does get into the environment above the limits set by the regulator, the Environment Agency - these are called pollution incidents. Lots of the activities we are proposing for reducing internal and external sewer flooding, such as blockage reduction, will also reduce the number of pollutions. However, we also plan to:

- Install more monitors to predict when incidents might occur.
- Use artificial intelligence to improve our response times.
- Clean sewers more often to stop problems before they occur.

This will add £1 to your bill by 2030 at a total cost of £20 million.

Investment areas 2025-30

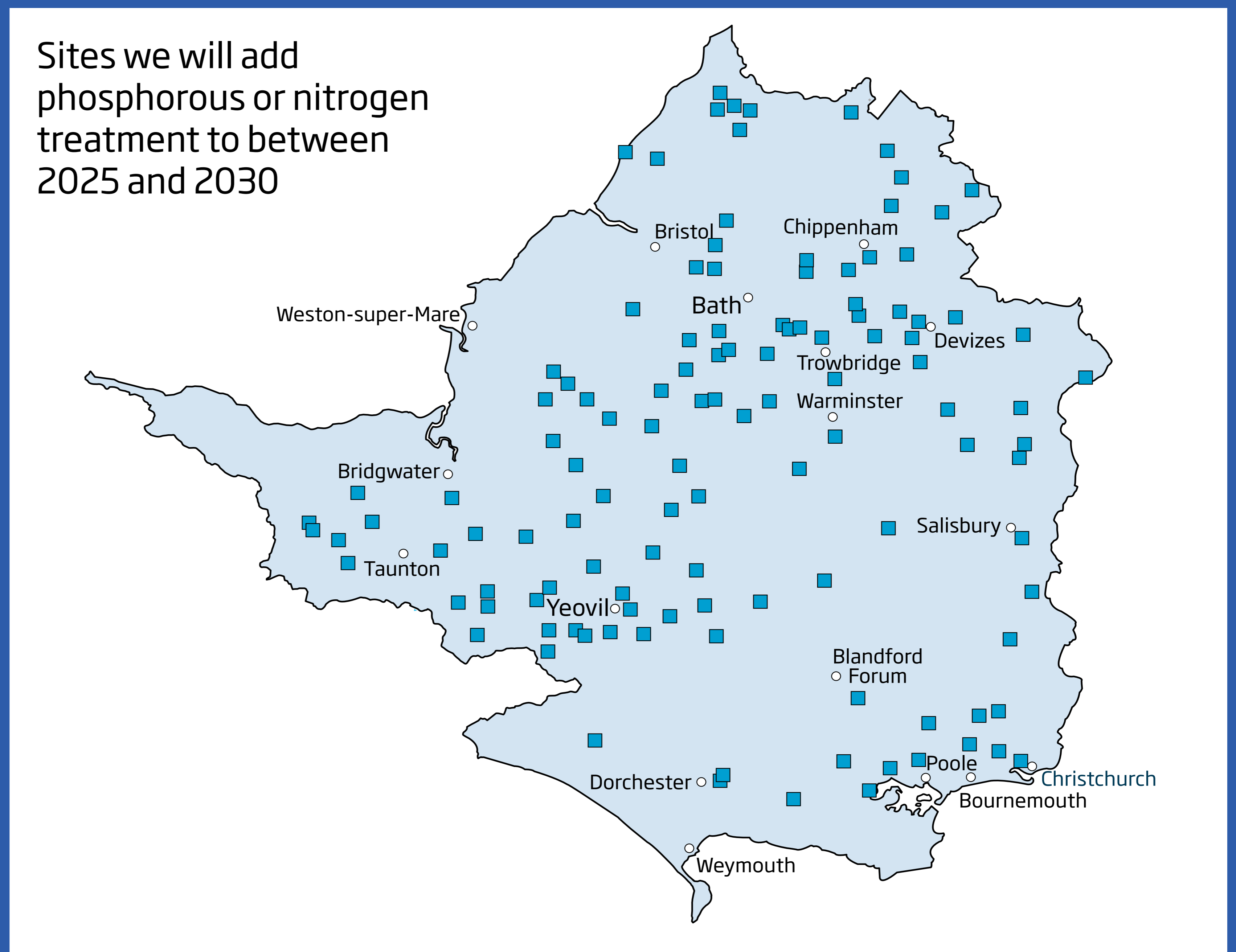
Water recycling centres - nutrient removal - £1.1 billion - £62 to your bill

By 2030 all water companies need to meet new treatment levels for sewage. We need to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country. We're working hard with our regulators to try and deliver this in the best way possible.

We would like to do more partnership working with farmers and landowners to use nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity.

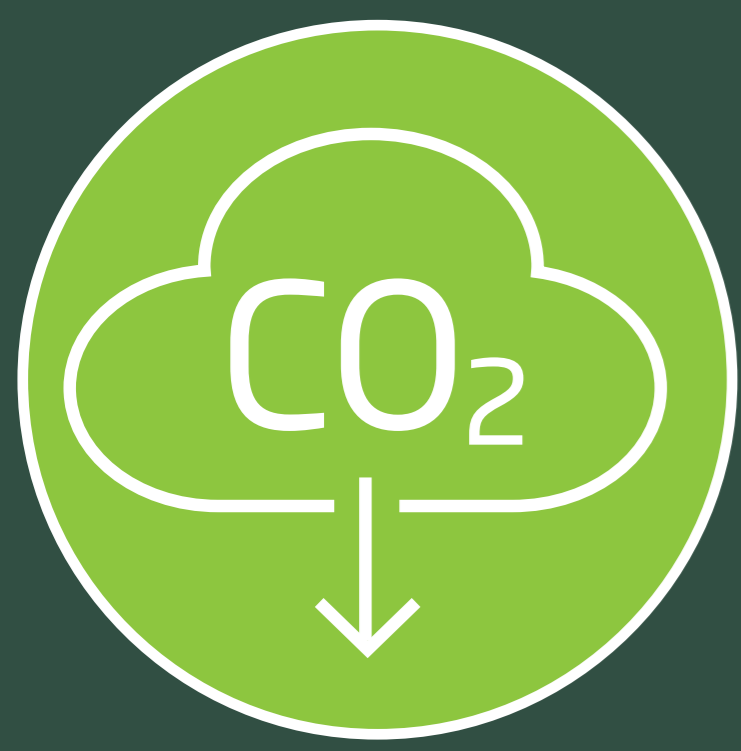
This would cost £1.1 billion to deliver.

Sites we will add phosphorous or nitrogen treatment to between 2025 and 2030



Smart sewer networks - £11 million - £1 per year on your bill

We'll use monitors and data on our sewer pipes to show when they are not operating normally. This could mean a blockage or problem in the network that might cause a pollution. We've already installed 1,300 monitors across our sewers, and will install another 6,000 to give us even more data.

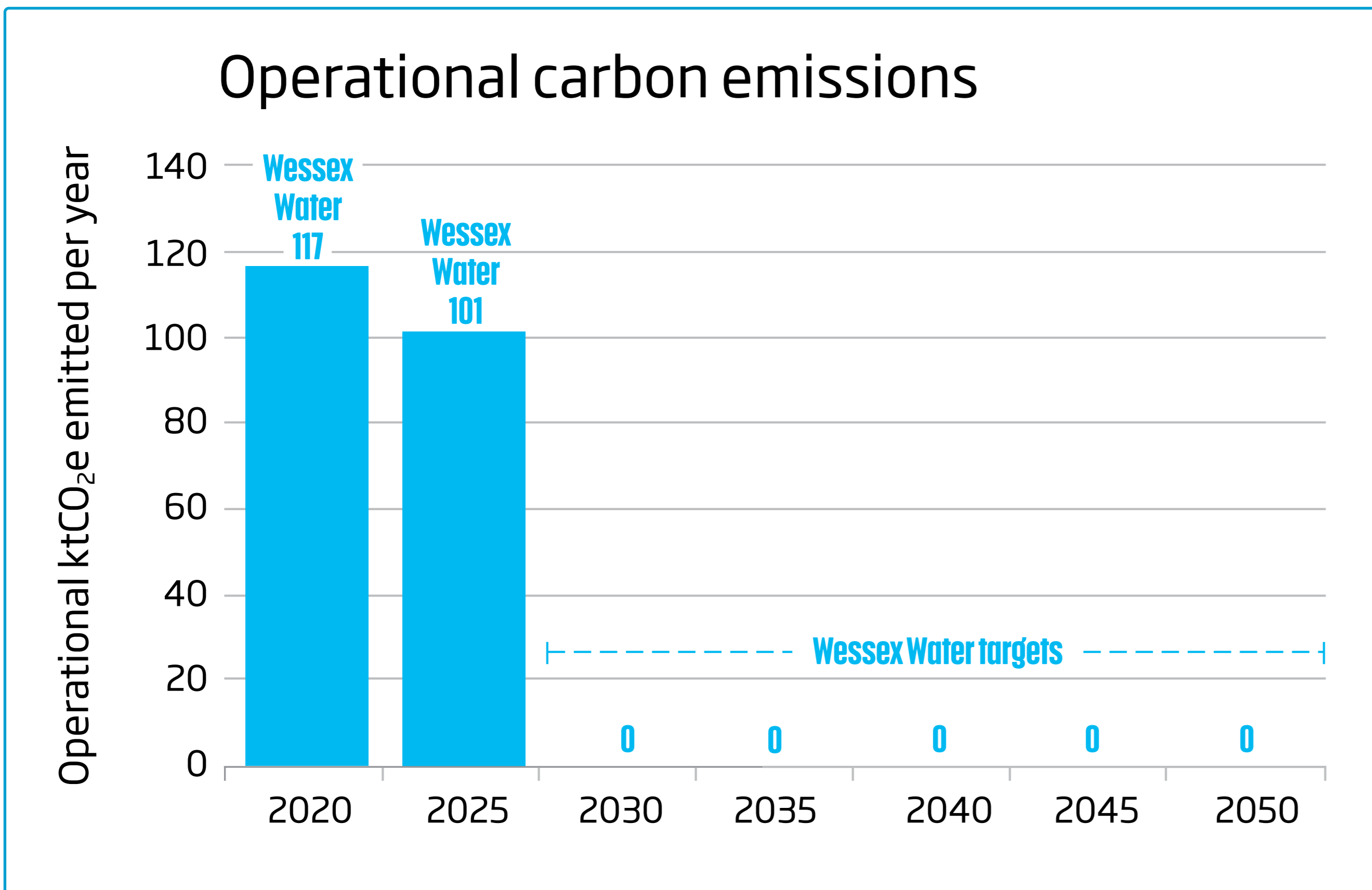


Outcome: Net zero carbon

2050 target

Be a net zero carbon business by 2040

Performance Commitments



Operational greenhouse gas emissions

We need to play our part in the UK's commitment to reach net zero. By 2030, we want to reach net zero operational emissions. We'll be spending £30 million to do this, adding £3.00 to your bills, through a combination of:

- Increasing our use of renewable electricity.
- Measuring emissions from our sewage treatment processes, to help us find the best ways to reduce them.
- Using nature-based solutions like wetlands where we can as an alternative to concrete structures which have a large carbon footprint.
- Where appropriate, purchasing high-quality offsets until we can further reduce our own emissions.

Investment areas 2025-30

Electric vehicle infrastructure - £6.2 million - £0.30 to your bill

As the world moves towards electric vehicles to reduce the carbon emissions from petrol and diesel, we need to make sure we can keep electric cars and vans charged as they go between our sites each day - these are often in rural and remote areas. We're proposing to install around 100 charging points across our sites to keep our vehicles running.





Outcome: Biodiversity

2050 target

Double our contribution to the region's biodiversity

Performance Commitments

What is biodiversity?

Biodiversity is all the different kinds of life you'll find in one area – the variety of animals, plants, fungi, and even microorganisms like bacteria that make up our natural world. We rely on biodiversity to provide us with the air we breathe and the food we eat. People also value nature in itself.

We protect nature and wildlife through our day to day activities, but we want to do more every time a change is needed on our sites.

Our regulator Ofwat is introducing a new measure in this area to track our improvements to biodiversity. The measure is being confirmed, but it will look at the amount of improvements we are making to land, which can include our own sites and through working with partners on others' land.



Investment areas 2025-30

Improving the biodiversity of our sites - £1.2 million - £0.20 to your bill

Between 2020-25 we are improving sites we own that contain 'sites of special scientific interest' – these are areas of land that need special management and care to protect the rare nature or geology present.

- We already manage more than 40% of our land for biodiversity .
- In 2025 and beyond we want to take this even further and improve more of our land for environmental benefit. We'll focus first on our land that contains priority habitat (habitats that are threatened and will benefit from conservation action), improving an area the same as 1,000 football pitches.

Throughout the other outcomes we've shared with you we'll also be improving biodiversity.

For example, when we are looking to reduce nutrient levels in our rivers and protect our drinking water sources we'll be working with farmers not only to reduce these nutrients, but to also improve biodiversity at the same time.