



We're Doing This.

Our Plan for Change 2025-30



Our Plan for Change 2025 – 30, We’re Doing This

We are delighted to share a summary of Our Plan for Change 2025-30.

Our plan reflects your priorities, using the information more than 250,000 of you have told us over three years of engagement, research and feedback. We have heard from those of you living in towns and cities, those in rural communities, those living near beaches and those living inland. It has also reflected the views of businesses and households, residents and visitors, water retailers and housing developers.

You’ve told us, for example, that continuing to provide clean, resilient drinking water remains your number one priority.

You’ve also told us that reducing pollutions and protecting our bathing waters is absolutely vital.

You agree with us, that as a socially responsible business, it is the right thing to ensure we are protecting the environment, enhancing nature and working to deliver net zero.

And you’ve told us that we must balance the speed of change with keeping bills affordable for everyone, and supporting those customers who need additional help.

We have listened to your feedback and your top 10 priorities, as well as to your challenges and concerns. We hear, and share, your passion for our region.

Informed and founded on your priorities, we have developed four strategic priorities, which together allow us to set and deliver Our Plan for Change.

Across South West Water, Isles of Scilly, Bournemouth and Bristol	
YOU SAID	WE’VE PRIORITISED
Clean, safe water supplies Resilience to extreme weather Reduce leakage	1 Water quality & resilience
Prevent sewer flooding Reduce reliance on storm overflows Prevent pollution Protect bathing water quality	2 Storm overflows & pollutions
Boost nature and wildlife Protect rivers	3 Net zero & environmental gains
Excellent customer service and responsiveness	4 Addressing affordability & delivering for our customers

DELIVERABILITY

AFFORDABILITY

1. Water quality & resilience

Climate change, population growth and increasing demand is putting pressure on our water supplies.

We are experiencing more extreme weather events, hotter, drier summers and rising sea levels, making it more difficult to predict rainfall. Our water comes from rivers and reservoirs, and these changes put pressure on our precious environment.

Demand is growing too, with some estimates suggesting more than 500,000 residents will live in our region by 2050. Of course, it's not just about quantity; we also need to ensure that every single drop is safe to use, looks and smells good, and tastes great. You have told us that we do this well and to keep it up. But there's a lot of work that goes on in doing that.

Our plan shares what we need to do to keep high-quality water flowing to your tap. We will:

- Reduce water taken from environmentally sensitive rivers by 50 million litres per day - enough to fill 20 Olympic size swimming pools every day.
- Accelerate the replacement of lead pipes across our network, expanded to include customer pipes in an ambition for the region to be lead free by 2050.
- Develop new resources to increase supply by 50 million litres per day.



1. Water quality & resilience

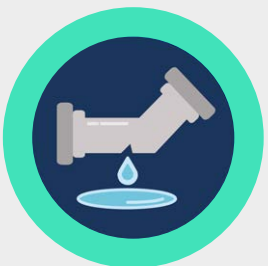
You said



1. Clean, safe drinking water



2. Resilience to extreme weather



3. Reduce leakage

We've prioritised

Devon & Cornwall

- Upgrades to 5 of our water treatment works
- 7 treatment work improvement plans
- 150km replacement of cast iron mains
- 1 new desalination plant
- 17% reduction in leakage
- 340,000 smart meters to be introduced

Bristol

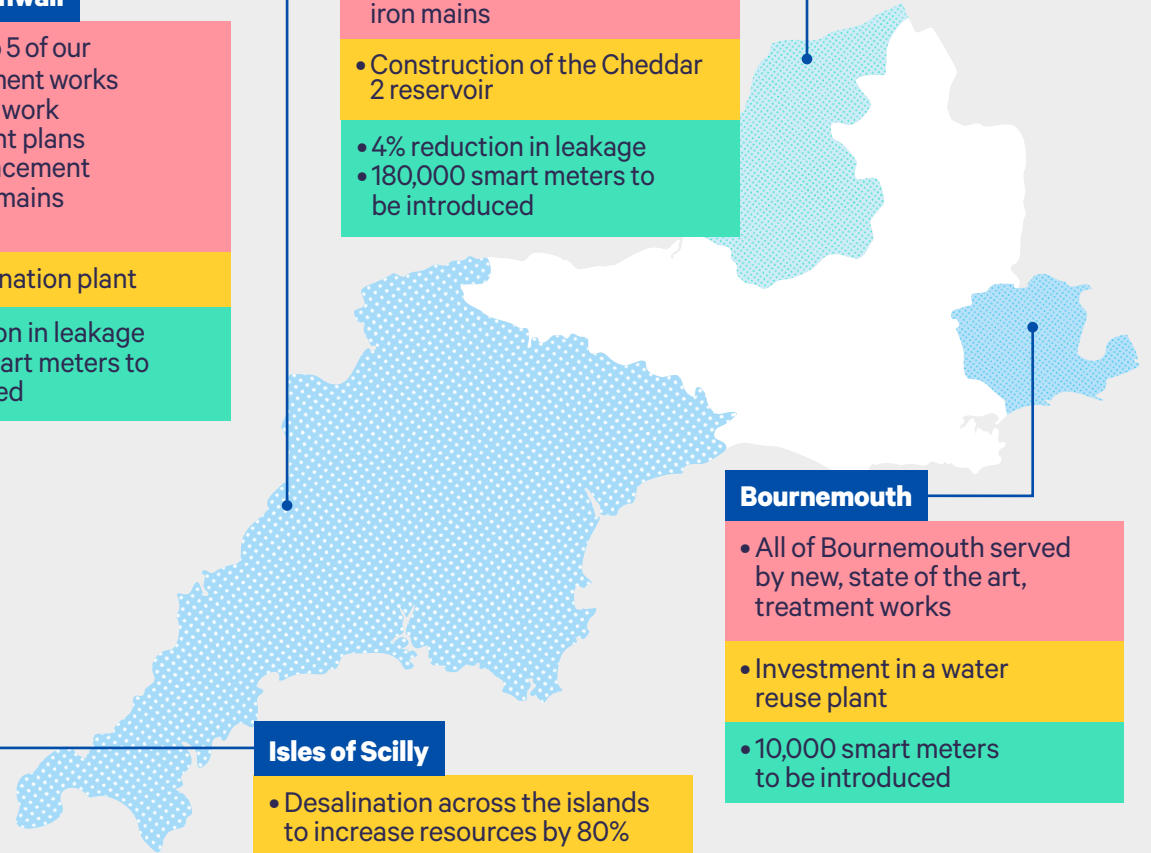
- 2 major upgrades to treatment works
- 50km replacement of cast iron mains
- Construction of the Cheddar 2 reservoir
- 4% reduction in leakage
- 180,000 smart meters to be introduced

Bournemouth

- All of Bournemouth served by new, state of the art, treatment works
- Investment in a water reuse plant
- 10,000 smart meters to be introduced

Isles of Scilly

- Desalination across the islands to increase resources by 80%



2. Storm overflows & pollutions

We know you are passionate about our region. In Devon and Cornwall, we are lucky to have one third of the UK's bathing beaches, and some of the most beautiful beaches in the world.

We need you to feel confident about using your local beach and we need tourists to know that when they visit, our beaches have excellent bathing water quality all year round.

We've made great progress already. We now treat 97% of wastewater flows through our network and 100% of our bathing waters meet the Environment Agency's bathing water quality standards.

But we know there is more to be done. While storm overflows act as a safety valve to protect homes and businesses, you have told us we need to reduce reliance on storm overflows during rainfall. You've also highlighted concerns about our record on pollutions and we agree that any pollution is one pollution too many.

We launched WaterFit in April 2022, a programme dedicated to improving water quality at rivers and seas across our region, and to protecting the environment. As part of this programme, we now have monitors at 100% of our storm overflows. Our plans continue this work, and commit to completing our investment programme by 2040 – a decade ahead of government requirements.

Our plan to 2030 goes further, building on the work already done, and focusing on the beaches and locations that matter most to you.

Our plan will:

- Ensure that the South West will have the lowest absolute level of water pollutions in the industry, matching our sector leading internal flooding performance.
- Reduce spills from storm overflows at bathing and shellfish waters to minimal levels by 2030.
- Adopt a twin track approach of nature-based and hard engineering solutions.
- For the first time ever, put in place sewerage networks and treatment facilities on the Isles of Scilly.

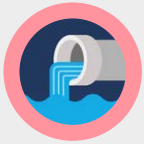


2. Storm overflows & pollutions

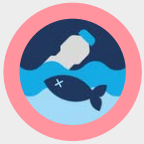
You said



1. Prevent sewer flooding



2. Reduce reliance on storm overflows



3. Prevent pollution



4. Protect bathing water quality

We've prioritised

Devon & Cornwall

- Tackle every beach by 2030 - ensuring 100% bathing water quality is maintained
- Increasing storm water storage by 150,000m³
- Maintaining sector leading position for minimising sewer flooding
- Reduction to 17.5 spills on average, from overflows, across our region
- Lowest absolute level of water pollutions in the industry

Bristol

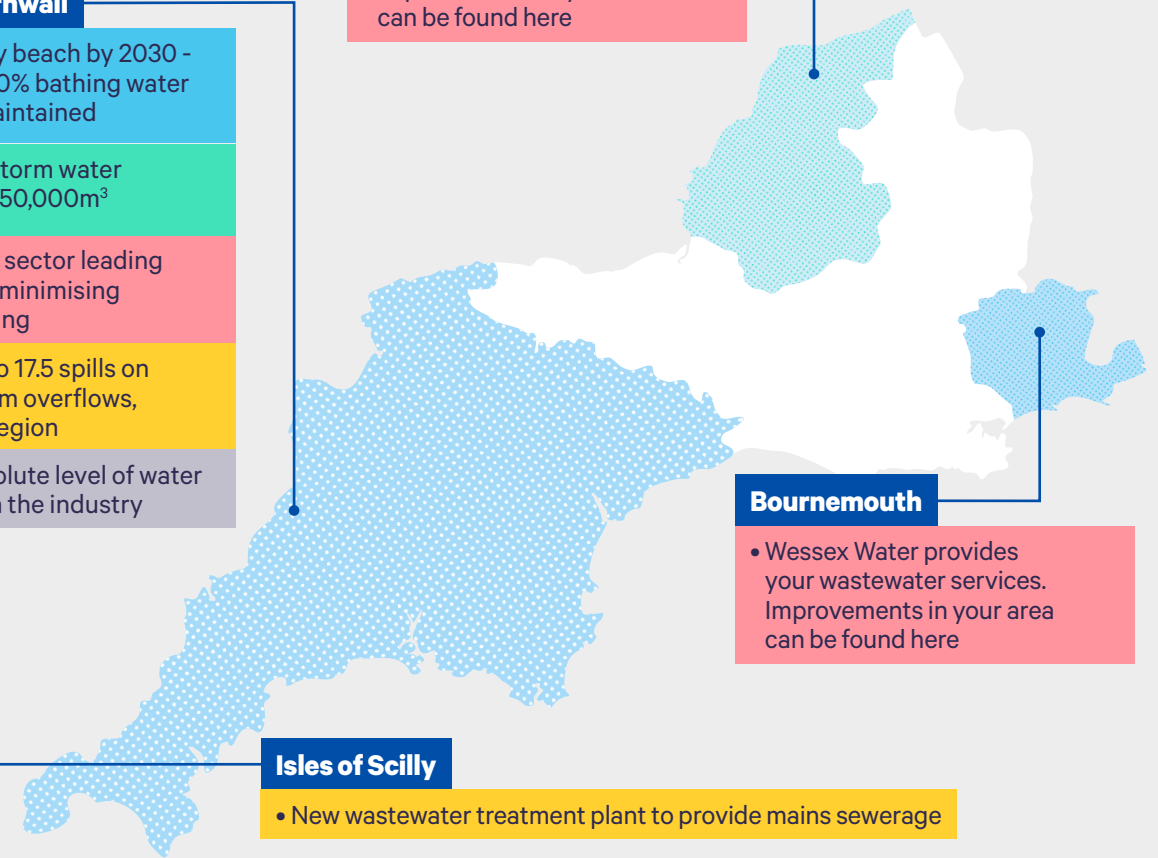
- Wessex Water provides your wastewater services. Improvements in your area can be found here

Bournemouth

- Wessex Water provides your wastewater services. Improvements in your area can be found here

Isles of Scilly

- New wastewater treatment plant to provide mains sewerage



3. Net zero & environmental gains

Our work is closely connected to the health of the environment around us. Every day, we use the water cycle to provide our service.

Climate change is undeniable, and we're taking bold steps in the Greater South West to respond to the changes we are all experiencing. By 2030, we're committed to achieving net zero, proving our dedication to minimising our impact on the planet. We'll invest in climate-independent water sources, water reuse, and enhanced transfer networks. We'll repurpose brown field sites, build new reservoirs, and amplify our water resources significantly.

Drought, rising temperatures, flooding, rising sea levels, storm surges, invasive non-native species and coastal erosion are now too frequently becoming part of the everyday lives of our customers and communities. The need to reach net zero is unavoidable – and we are committed to that goal.

Land and marine ecosystems are threatened by biodiversity changes, particularly in the South West. Our region is home to 4 National Parks, 10 Areas of Outstanding Natural Beauty, 151 bathing beaches, 33 shellfish waters and 860 miles of coastline. This is why boosting and supporting nature remains a top priority for you and for us.

Our plan will:

- Lower emissions and boost renewable energy usage.
- Promote nature, and protect and enhance species.
- Improve waste management and embrace innovation and creativity.
- Deliver nutrient neutrality.

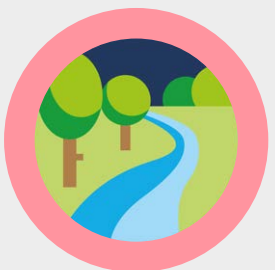


3. Net zero & environmental gains

You said



1. Boost nature and wildlife



2. Protect rivers

We've prioritised



- Delivering a programme of nature recovery: planting 300,000 trees, creating ponds and restoring natural habitats



- Expanding our Upstream Thinking catchment management programme to improve water quality and boost nature



- Enhancing our wildlife-rich sites and delivering a measurable biodiversity gain from our operations, our land and beyond



- Re-naturalising our waterways to enable fish, eels and beavers to move without obstruction



- Delivering nutrient neutrality at 7 sites, unlocking the building of 6,500 houses.



- Collaborating with partners across the region, aligning resources and launching a new Nature Recovery Fund



- Lowering the carbon impact of our operations and increasing our use of renewable energy



- Raising awareness and controlling the presence and spread of invasive non-native species



- Enhancing access and educational opportunities for our 40 lakes and reservoirs and opening access to special sites



- Stopping pollutants from c.140,000 hectares of farmland

4. Addressing affordability & delivering for our customers

With the cost-of-living crisis continuing, we know it remains as important as ever to keep our bills as low as possible and to deliver services that provide value for money.

For the past 10 years we have delivered major programmes of investment in our regions, while bills have fallen in real terms. However, a step change in investment is required to meet future needs, including new legal requirements and higher expectations of those living and working in our region.

Many of you agree that investment is the right thing to do. 74% of customers say our plan is acceptable - balancing the right investment with the right impact on bills. Most customers are willing to pay more each month to support the change.

But we know that with the cost of living crisis, keeping bills low is vital. And for some, any increase in bills is unaffordable. We have also designed our largest ever package of support for those who are struggling to pay, continuing our commitment to eradicating water poverty.

We recognise that with rising bills, customers expect improved service. We are investing in ensuring we provide tailored, responsive customer service accessible to all customers, and providing additional support for those who may need it.

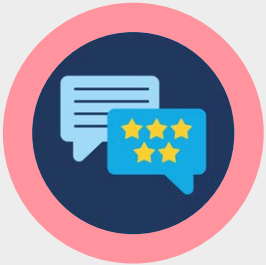
Our plan will:

- Deliver a £200m package of support for customers struggling to pay – our largest ever.
- Continue our commitment to eradicate water poverty across all our areas.
- Deliver the change you want, whilst keeping bills as low as possible.
- Ensure bills are fair - testing new ways of charging which reflect the unique challenges of our region.
- Deliver responsive, tailored customer service with additional support for those who need it.
- Continue to engage and listen to feedback, rebuilding trust with the communities and customers we serve.



4. Addressing affordability & delivering for our customers

You said



1. Excellent customer service & responsiveness



2. Keeping bills affordable

We've prioritised

Eradication of water poverty by 2030



A greater say and a stake in our business through WaterShare+



Auto-enrolment in water poverty reduction schemes through smarter use of data



Over £200m package of affordability support and savings



Fairer distribution of charging through new pricing policies



Over 100,000 customers supported via social tariffs by 2030



Water usage data available for all customers to help support water efficiency



Free debt advice for customers with nominated partners



4. Addressing affordability and delivering for our customers

What this means for your monthly bill

Water & wastewater services



2019/20 £51

2024/25 £42



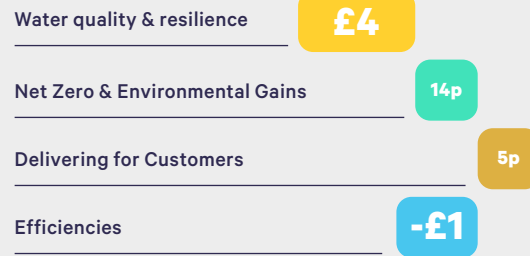
2030 £51

We provide the water service in these areas



2019/20 £14

2024/25 £11



2030 £14



2019/20 £18

2024/25 £17



2030 £20

*Amount shown in today's prices before inflation. **South West Water figures exclude the current £50 contribution from the government towards water services.

We want to hear from you

We think we've got the right plan - let us know if you agree.

You can read more detail about our plan on our website, and also provide feedback and comment through our Watershare+ public meetings. Sign up at: www.southwestwater.co.uk/watershareplus

We're also holding our Your Water, Your Say feedback session on 6 November at 6-8pm. You can sign up from 9 October through the above link.

Our Plan will be subject to detailed scrutiny by our regulators – Ofwat, the Drinking Water Inspectorate, the Environment Agency and CCW. We will be providing regular updates on this as we progress.

We are as passionate about our region as you are, and we're listening to what you have to say. **We think we've got the right plan – let us know if you agree.**

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