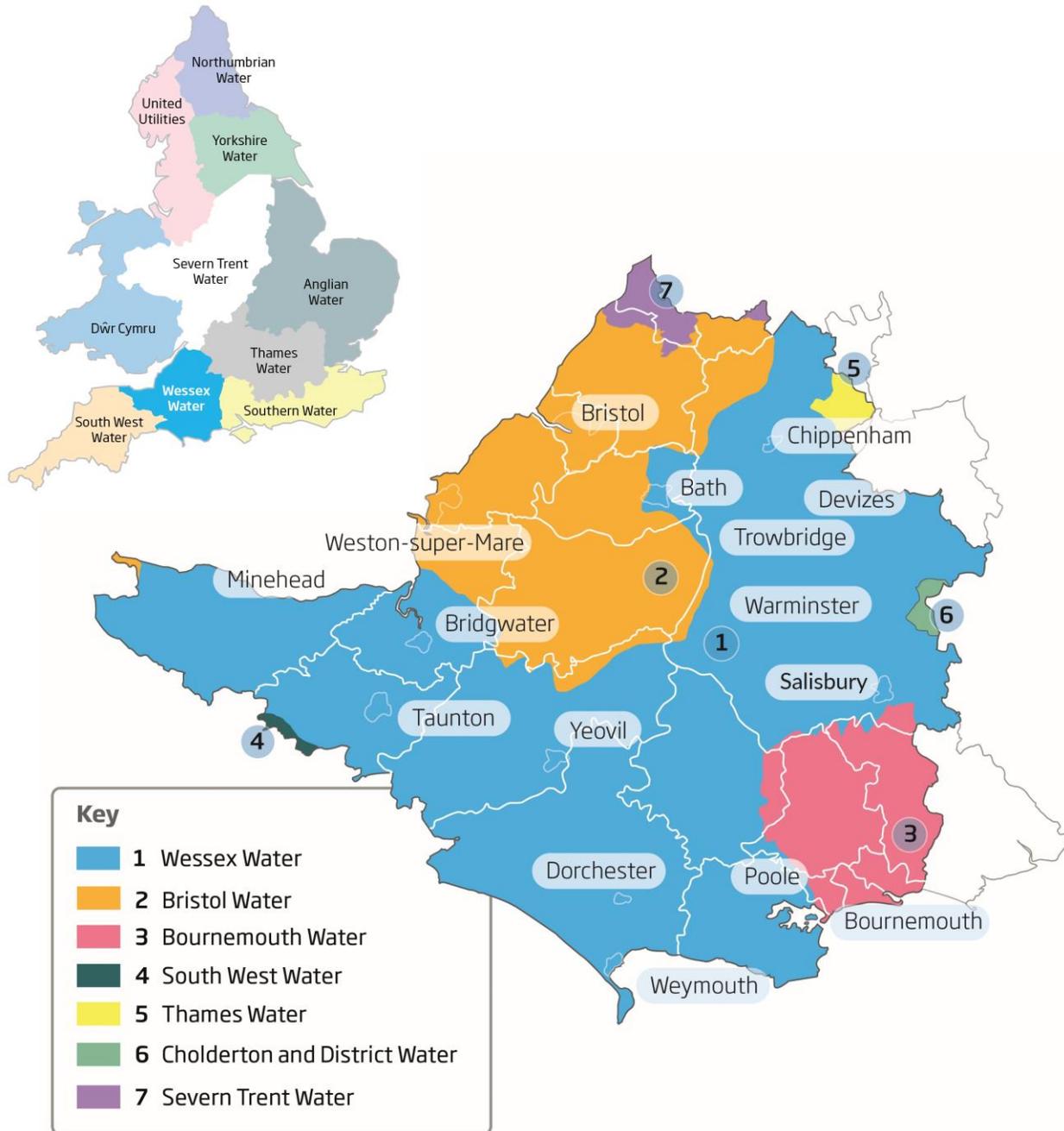




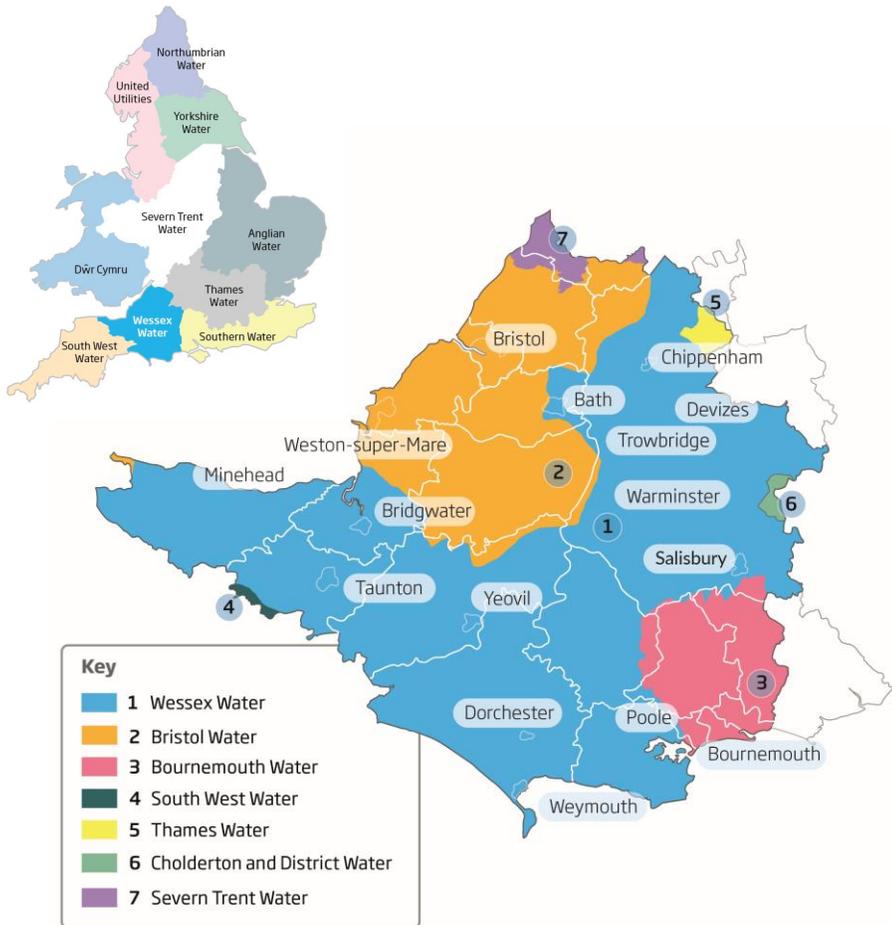
**Wessex Water**  
YTL GROUP



# Our Region



# Wessex Water – key facts

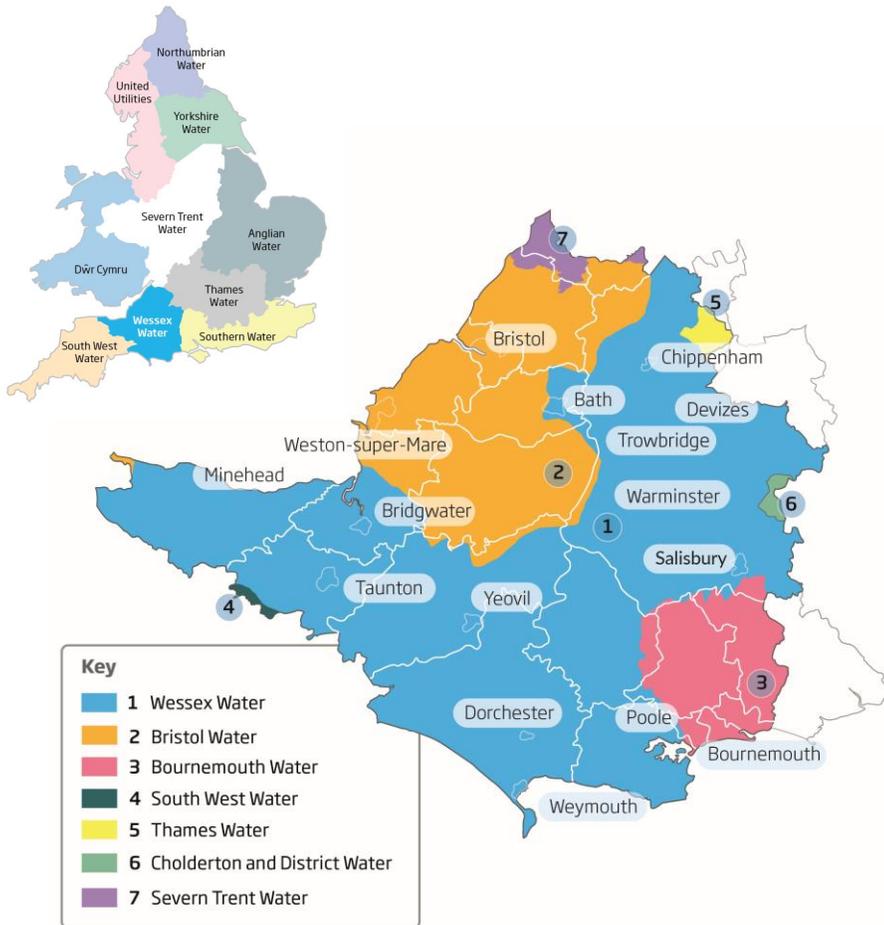


**c2.8 million  
customers**

**c3,000  
direct employees**

**c10,000  
local contractors**

# Wessex Water – key facts

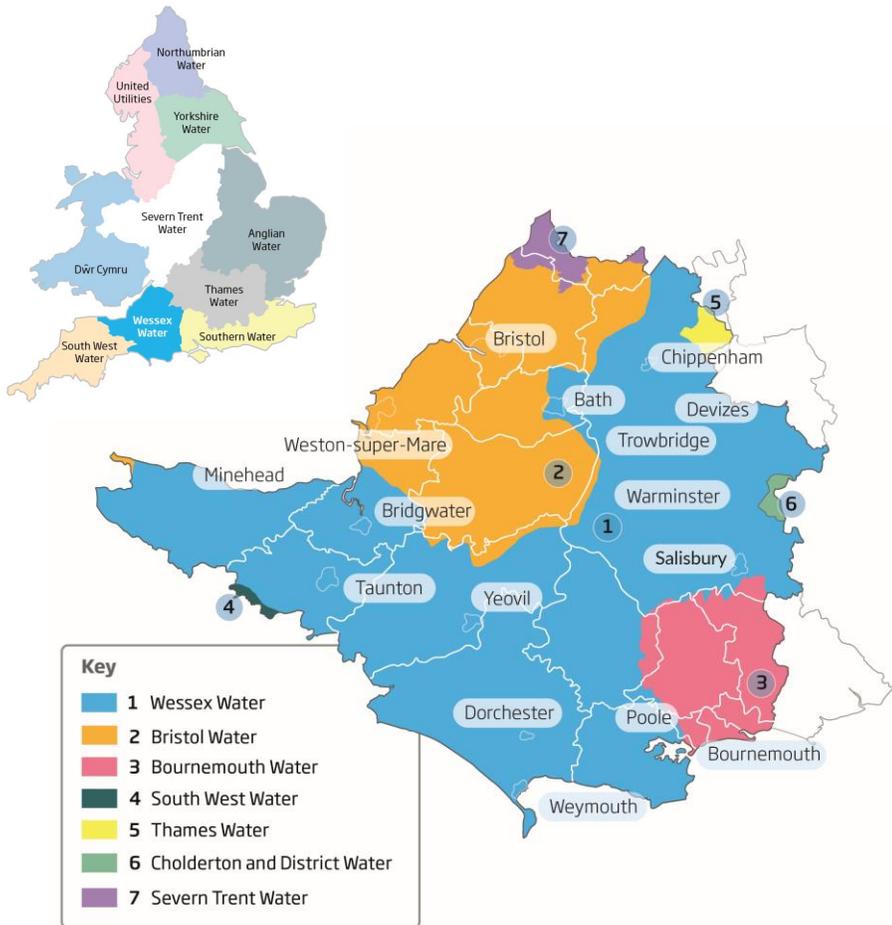


47,000 kms of water mains  
and sewers

Over 3,000 treatment, storage  
and pumping sites

Current asset value  
£27 billion

# Wessex Water – key facts



**1<sup>st</sup>**  
for customer service

**1<sup>st</sup>**  
for water quality performance

**4<sup>th</sup>**  
for environmental performance

# CLIMATE CHANGE AND NET ZERO

NUTRIENTS IN RIVERS



STORM OVERFLOWS



Key  
Issues...

INFRASTRUCTURE INVESTMENT

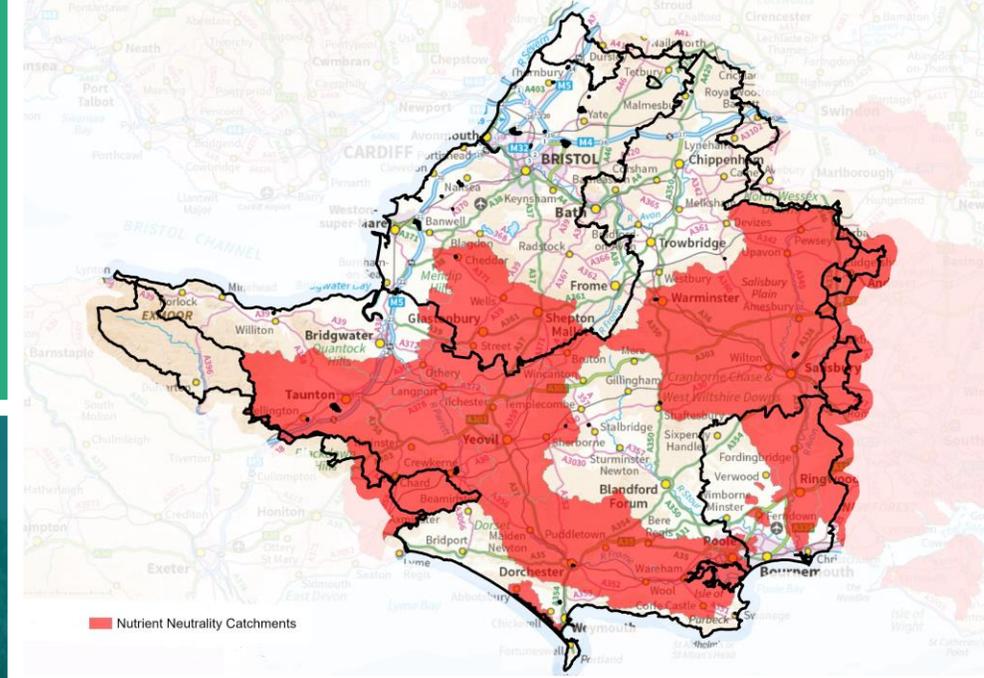


COST OF LIVING



# NUTRIENTS IN RIVERS

- Nutrients disrupt river ecology
- New laws to reduce nutrients across our region
- No house building in shaded areas
- Plan will remove an additional 120 tonnes of nitrogen and 270 tonnes phosphorus each year by 2030
- Cost of reducing nutrients is **£835 million**



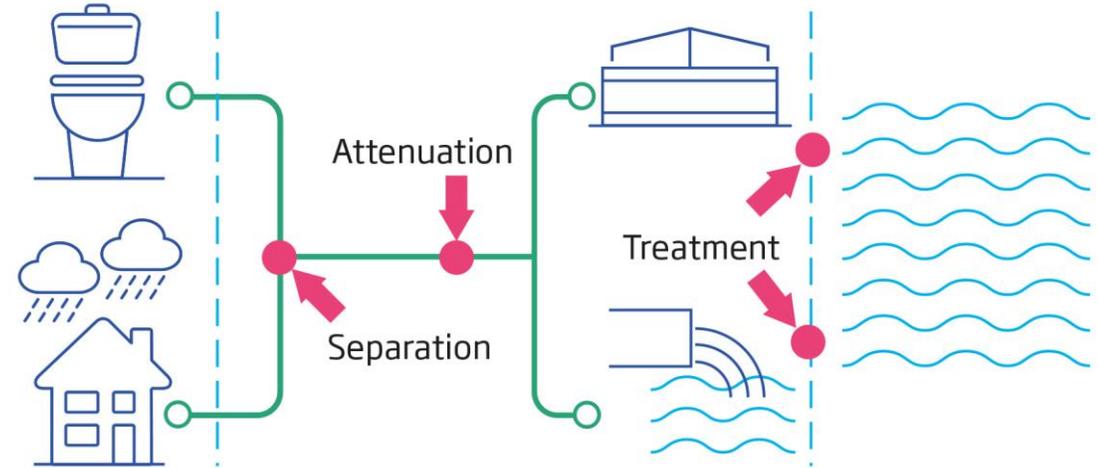
Multi Media filters for phosphorus removal



# STORM OVERFLOWS

- 1,300 overflows
- Currently spending £3 million per month to improve
- 80 improved by 2025
- A further 195 improved by 2030
- Cost for storm overflow improvements - **£750 million**

Options to reduce overflows



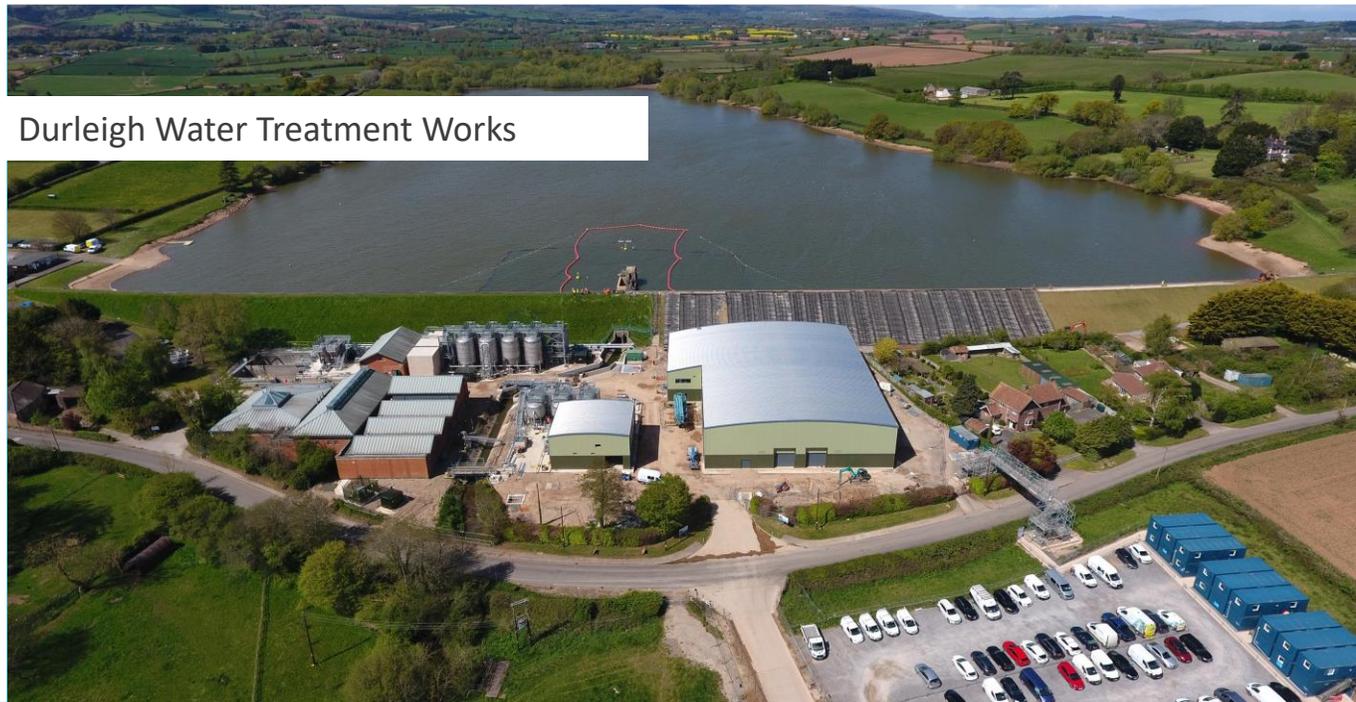
Bridgwater attenuation tank

# INFRASTRUCTURE

- Refurbishing or replacing assets such as pipes, treatment works and pumping stations
- Using innovative, green solutions where possible
- Cost of maintaining and improving assets **£1,100 million**



North Bristol Relief Sewer

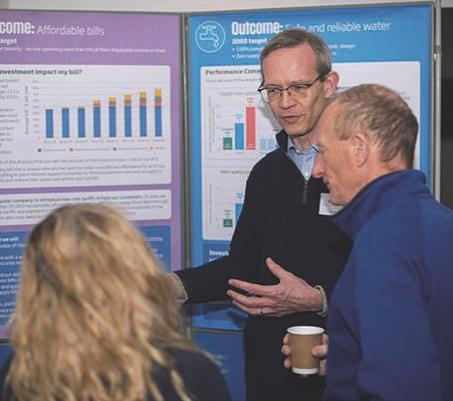


Durleigh Water Treatment Works

# WATER RESILIENCE

- Leakage already reduced by 60% and plan for further 8% reduction
- Installation of 600,000 smart meters, support 10,000 households and businesses to improve water efficiency
- Per capita consumption reduced from 145 litres per person per day to 129 by 2030
- Expanding regional water supply grid
- Cost of improving water resilience **£150 million**

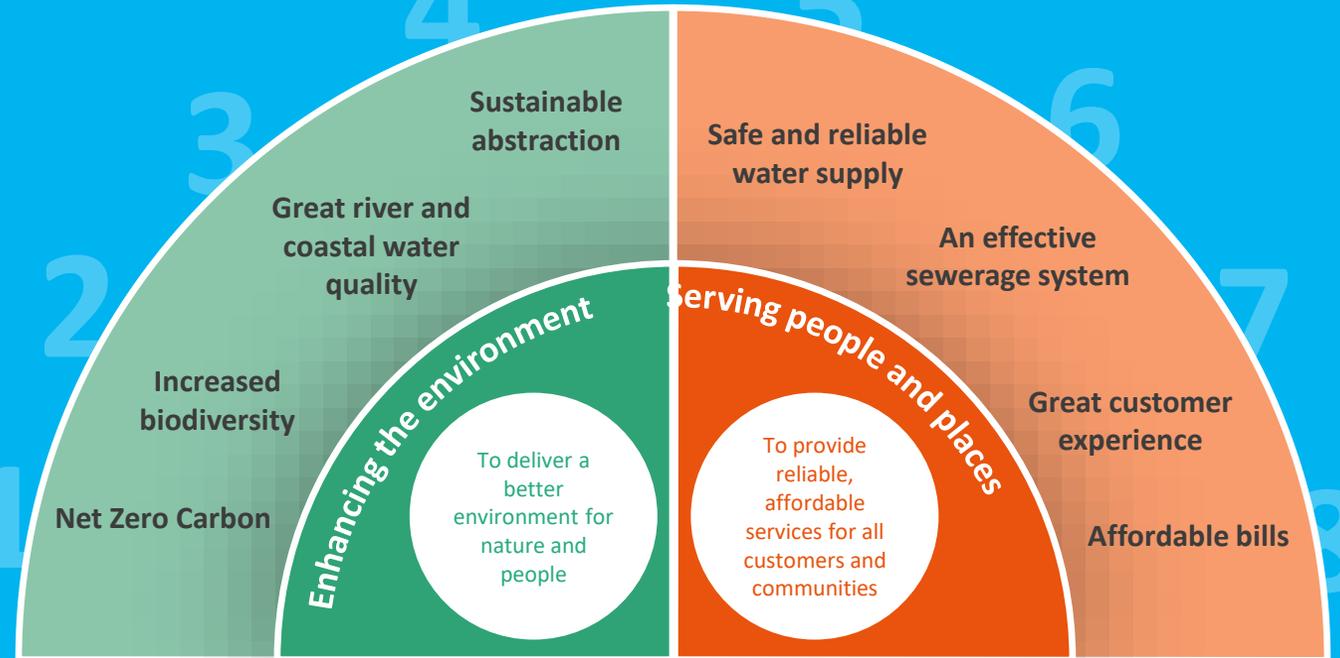




# OUR EIGHT OUTCOMES

Talked to thousands of customers, businesses and stakeholders over last 2 years

Plus insight from day to day contacts and complaints



# Our proposed investment

## Environmental outcomes

| Outcome                | Current position                               | 2030 deliverable  | 2050 ambition  | 2030 bill impact |
|------------------------|--|---|--|------------------|
| <b>Net zero carbon</b> | 109,000 tonnes CO <sub>2</sub> equivalent      | Reach operational net zero carbon                         | Be a net zero carbon business by 2040                | 50p/month        |
| <b>Biodiversity</b>    | Improved 280 hectares of land for biodiversity | Improve a further 1,000 hectares of land for biodiversity | Double our contribution to the region's biodiversity | 10p/month        |

# Our proposed investment

## Environmental outcomes

| Outcome  | Current position  | 2030 deliverable  | 2050 ambition  | 2030 bill impact |
|--|---|---|--|------------------|
| <b>Great river &amp; coastal water quality</b> | <p>72 pollution incidents in 2022</p> <p>5,000 tonnes of phosphorus and nitrogen removed</p>                                  | <p>61 pollution incidents</p> <p>5,390 tonnes of phosphorus and nitrogen removed</p>  | <p>Zero pollution incidents</p> <p>Restore the quality of our rivers and coastal waters</p>                              | £4/month         |
| <b>Sustainable abstraction</b>                 | <p>60% leakage reduction</p> <p>1% household and business reduction since 2020</p> <p>Continuing to install 'dumb' meters</p> | <p>Further 8% leakage reduction</p> <p>A further 3% reduction in household and business water use</p> <p>Install 600,000 smart meters</p> | <p>Leakage halved from 2020 level</p> <p>100% compliance with our abstraction licences</p> <p>Everyone smart metered</p> | £2/month         |

# Our proposed investment

## Customer outcomes

| Outcome                          | Current position   | 2030 deliverable  | 2050 ambition  | 2030 bill impact |
|----------------------------------|--|---|--|------------------|
| <b>Safe &amp; reliable water</b> | <p>Industry leaders – lowest water supply interruptions</p> <p>99.94% compliance with drinking water quality standards</p> | <p>Maintaining industry leading performance in interruptions to water supply</p> <p>100% compliance</p> | <p>Zero supply interruptions</p> <p>100% compliance</p>  | 30p/month        |
| <b>Effective sewerage system</b> | <p>Fewer than 1.5 in 10,000 properties flooded internally</p> <p>Improving 80 storm overflows</p>                          | <p>Fewer than 1 in 10,000 properties flooded internally</p> <p>Improve 195 storm overflows</p>          | <p>Fewer than 1 in 20,000 properties flooded internally</p> <p>Eliminate all storm overflows</p> | £4/month         |

# Our proposed investment

## Customer outcomes

| Outcome                       | Current position                            | 2030 deliverable  | 2050 ambition   |
|-------------------------------|---|---|---|
| <b>Great customer service</b> | Top water industry provider                 | Maintain top water industry position<br>Top 50 – UK Customer Satisfaction Index | Maintain top water industry position<br>Top 10 - UK Customer Satisfaction Index |
| <b>Affordability</b>          | Providing support to over 55,000 households | Zero water poverty<br>Providing support to over 100,000 houses                  | Continue to maintain zero water poverty   |

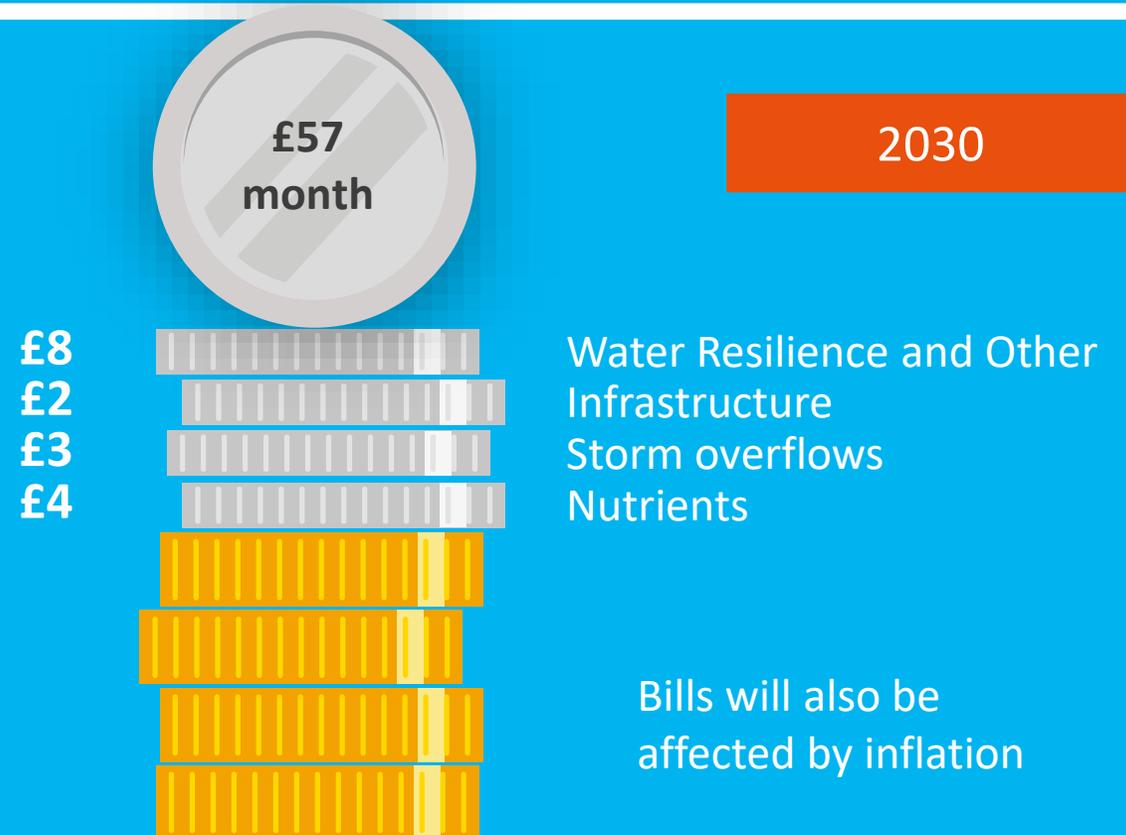
# What does this mean for bills?

Today



1.4% of average households' disposable income

2030



1.9% of average households' disposable income



**Wessex Water**

YTL GROUP



28 April 2023