

# Focusing on the future - looking ahead 25 years and beyond

The Hampshire Partnership

18 July, 2017



# Our 25 Year Vision

- We are taking a fresh look at our future direction and priorities to ensure they reflect the needs of our customers, communities, the environment and creating a shared vision for our region.
- We are looking ahead, 25 years and beyond, so the decisions we make now are the right ones for the future.
- Our challenge as a business is to break this down into 5-year deliverable – funded through the price review process.



# Let's Talk Water - starting the conversation

- We've launched a major campaign – Let's Talk Water - to support the development of a shared long-term vision for the region and our 2020-25 Business Plan.
- We are widening the debate to help us define our future priorities and plan how we deliver our services now and over the longer term.
- Closing date for this consultation phase was 30 June – although we are keen to hear your views throughout the business planning process



# What customers and stakeholders have told us so far

- A reliable, safe drinking water supply and an effective wastewater service should be a given.
- Customers want us to protect the environment, while stakeholders feel we should have more of a leadership role.
- Would like more support, advice and guidance to save water and reduce blockages.
- Would like us to plan for the long-term and consider the needs of future generations.
- Think we should work in partnership with customers and stakeholders.
- Feel we should support customers in vulnerable circumstances.
- Expect us to resolve problems quickly.

Let us know  
what you think



[southernwater.co.uk/haveyoursay](https://southernwater.co.uk/haveyoursay)



# Challenges and opportunities



Partnerships



Asset age



Weather



Economy



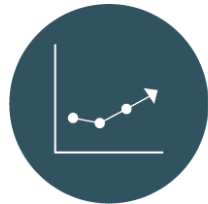
Technology



Resilience



Political landscape



New markets



Retail competition



Population growth



Vulnerability



Protecting the environment



# What do the next 25 years hold?

- Adoption of technology is accelerating in all aspects of our life.
- Future availability of water increasingly relevant as populations grow.
- Climate change – rising temperatures, more intense weather events.
- We expect over 180,000 new homes to be built in the south east over the next 25 years.
- More communities wanting to take control of their energy needs and move away from a centralised system.
- Skills shortages – STEM.
- Already seeing changes to the businesses that make up the south east region.



# What happens next..





# Working in partnership with customers, communities and stakeholders – panel feedback

- Better use of metering to inform customers of their consumption to help drive behaviour change.
- Work with communities to increase their understanding of water use and the water cycle.
- Join up with other agencies to find ways to bring about behaviour change.
- More pilot projects, eg Cheriton Water Efficiency, at community level.
- Partnership relationship with customers, rather than company/client.
- Needs to work at different scales – small projects that can be scaled up.



# Growth and strategic long-term planning – panel feedback

- New reservoirs, integrated catchment management and new SUDs as part of new development to integrate wildlife and recreation opportunities.
- New developments should consider rainwater harvesting for grey water.
- Creation of localised grey water supplies in new developments to reduce freshwater consumption.
- Consider how to sustainably cope with growth – longer-term discussions at government level.



# Opportunities to Innovate

# Long-term challenges



- The South East of England will see some of the greatest challenges in the UK over the next 25 to 50 years
- External challenges will arise from:
  - Climate change
  - Economic Growth
  - Resilience
    - Environmental
    - Energy
- Further challenges to keep bills down

# Providing a constant supply of high-quality water



- Manage and co-ordinate everyone who uses water – agriculture, water companies, energy companies and other businesses.
- Trial new technology and harness green energy to build sustainable desalination plants to treat seawater for drinking water.
- Exploit advances in hydropower to capture the energy created by the millions of litres of water and wastewater which flow through our network every day.



# Reliably removing wastewater

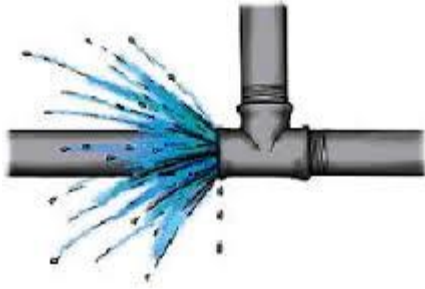


- Take the lead on flood protection and co-ordinate new sources of funding to support this.
- Harness smart sensors, across our entire wastewater network so we can find and fix blockages as they happen and prevent flooding and pollution.



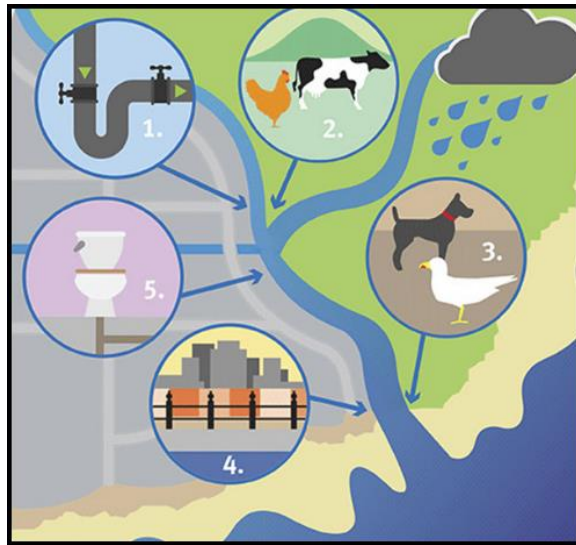


# Reducing water wastage



- Reduce leakage by pioneering the development and use of new pipe materials.
- Build smaller, community-based water supply works so drinking water travels shorter distances and is less likely to be lost through leaks.
- Achieve one of the lowest levels of personal water use in the UK through reward schemes and tariffs, water-saving devices.

# Protecting the natural environment



- Produce renewable energy across our entire network to power our own operations
  - Feed into the National Grid
  - Support community energy initiatives
- Bring all 83 bathing waters along our coastline up to the 'excellent' standard.
- Trials of new filter technology to transform the way we clean and transport wastewater.

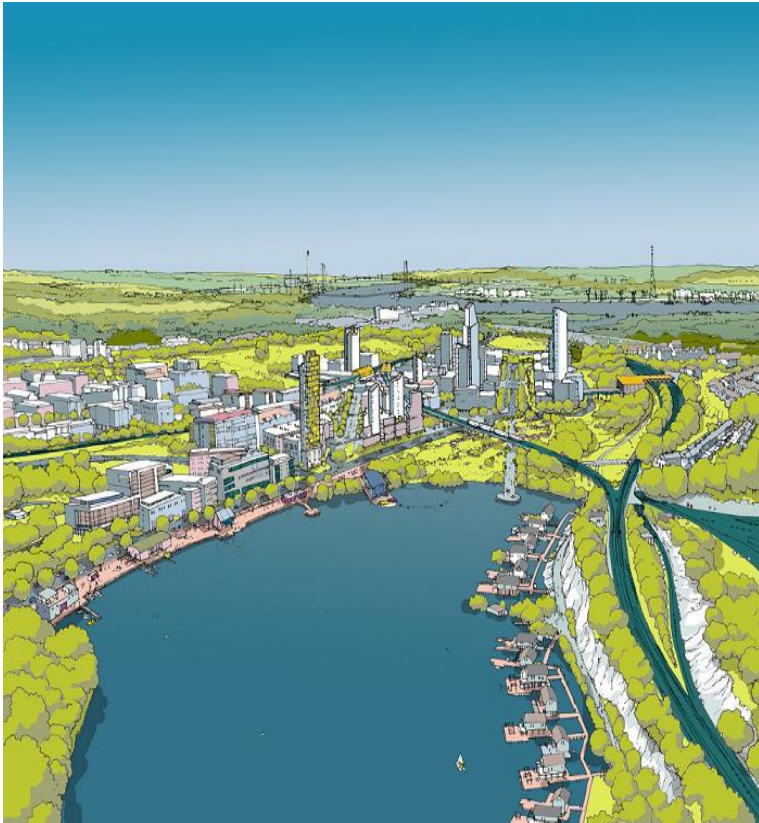
# Investing for future generations



- Creation of new integrated water, wastewater and energy networks for new housing and towns in the South East.
- Development of water re-use schemes to guarantee resilience in water supplies.
- Develop local community-based water and energy facilities

# Ebbfleet Garden City

*Developing an integrated and multi-benefit water system for the future*



## ■ Current position

- Proposed new town of 15,000 houses, 750,000 m<sup>2</sup> of commercial floor space
- Theme Park / Leisure Resort – up to 15m visitors a year

## ■ Future opportunities

- Multi-beneficial sustainable surface water solutions (e.g. power generation/transport routes)
- Dual water supply to homes (drinking water / grey water)
- Co-digestion with food waste from Theme Park
- Green energy production
- Grey water/water reuse
- 'Poo' buses

**For more information, visit:**  
[southernwater.co.uk/planning-for-the-future](https://southernwater.co.uk/planning-for-the-future)

**Sam Underwood**  
**Stakeholder Engagement Manager, Hampshire and IoW**  
**[sam.underwood@southernwater.co.uk](mailto:sam.underwood@southernwater.co.uk)**  
**Tel: 01903 272343**  
**Mobile: 07775 954206**