

Your Water, Your Say

14 June 2023

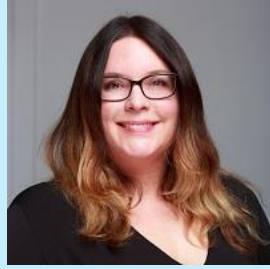
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Who you will hear from today



Andy Willicott
Managing Director



Caroline Cooper
Strategy &
Regulations Director



Andrew Lobley
Operations Director



Mumin Islam
Head of Price
Review



Heidi Knapton
Director of
Customer Delivery



Natalie Ackroyd
Director of Quality
and Environment

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About us

We are part of the South Staffordshire Plc group of companies

We operate
Cambridge Water and
South Staffs Water



We have been a successful, privately-run business for 170 years. We have never been in public ownership

We are regulated by Ofwat, the Environment Agency and the Drinking Water Inspectorate



We provide clean water to more than 1.7 million people and 42,500 businesses every day. We do not take away and treat waste water

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Our supply areas

1 South Staffs Water

Serve 1.4 million people across 1,500 km²

Supply approx. 565,000 homes and 34,000 business properties

6,200 km of pipes

Supply c.310 million litres water per day

2 surface water sources (River Severn & Blithfield reservoir) and 20 operational borehole sites



2 Cambridge Water

Serve 350,000 people across 1,175 km²

Supply approx. 140,000 homes and 9,000 business properties

2,500 km of pipes

Supply c.80 million litres water per day

Draw water from 24 operational borehole sites

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Building on strong foundations



Moved to **industry leading category** in latest sector performance report

On track to deliver our **largest ever investment programme 2020-2025**



Going beyond – our community hub goes from strength to strength

42% less customer contacts about water quality in the last three years

Only water company to **improve its customer service scores** in 2021/22

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Ofwat Company Performance Report

Company	Customer satisfaction ¹	Priority services	Leakage ¹	Per capita consumption ¹	Supply interruptions ¹	Water quality ²	Mains repairs	Unplanned outage	Internal sewer flooding ¹	Pollution incidents (category 1-3) ¹	Sewer collapses	Treatment works compliance ²
Leading												
Severn Trent Water												
Bristol Water			●		●				-	-	-	-
South Staffs Water					●				-	-	-	-
Average												
Anglian Water			●									
Hafren Dyfrdwy												
United Utilities										●		
Wessex Water												
Affinity Water									-	-	-	-
Portsmouth Water					●				-	-	-	-
South East Water												
SES Water					●				-	-	-	-
Lagging behind												
Dŵr Cymru									●			
Northumbrian Water												
South West Water									●			
Southern Water												
Thames Water												
Yorkshire Water												

Categorisation of performance	
●	Top performer
■	At or better than performance commitment level
■	Poorer than performance commitment level
-	N/A for water only companies

¹ For these metrics we consider that comparative assessment can drive improvements among the very best performers. We therefore identify 'top performers' where applicable. See individual metric pages for top performer criteria.

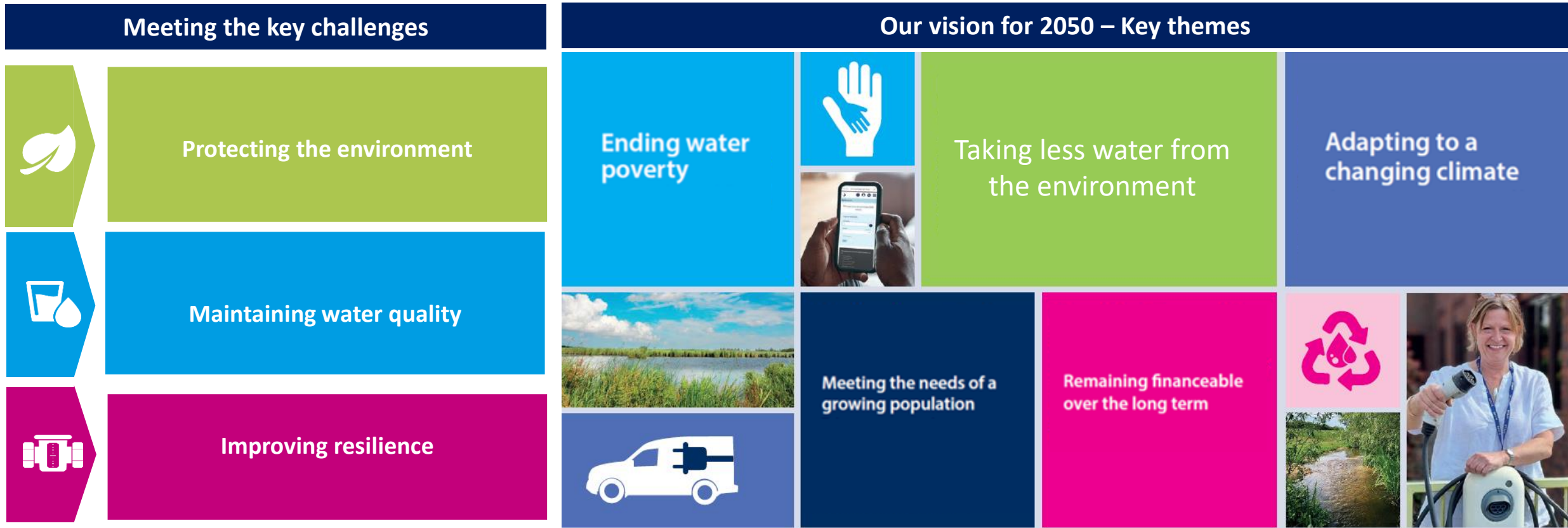
² For these metrics we assess performance relative to the performance commitment deadband within which companies do not incur underperformance payments.

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Long term planning – Our vision to 2050

Our business plan is set in the context of the long term and aligns with our customer and stakeholder's top priorities



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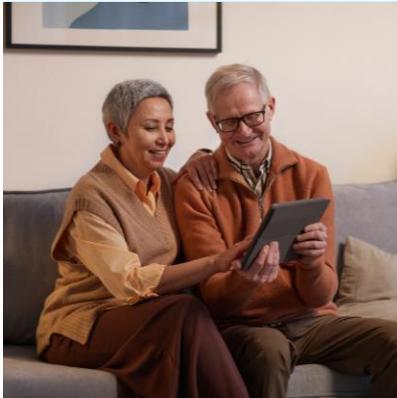


Our developing plan 2025-30



Rolling out smart water meters and sensors

Preparing for new water sources whilst protecting and enhancing the environment



Investing in our people and our assets

More water efficiency information and financial support options

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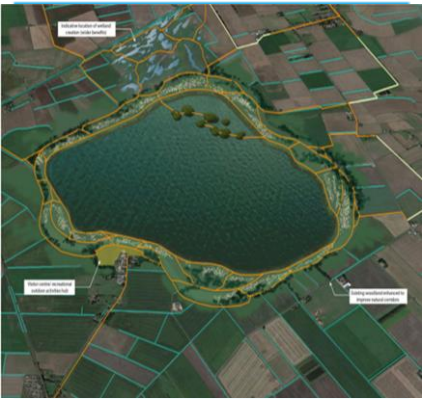
Plans for our environment



Reducing water leakage across our network and helping our customers use water more wisely



New reservoir for Cambridge in partnership with Anglian Water



Chalk stream river restoration programme

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Plans for our communities



Partner with local charities and organisations to support and understand our customers

Make our community support more accessible by building on our 'mobile pop-up hub'



Give our teams the tools to support customers across a range of contact channels

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Plans for our customers



Enhancing our customer support when it is needed most

New ways to pay – how and when you want



Supporting our customers to use water wisely

Improve awareness of our support schemes and making them easier to access

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What this means for our customers

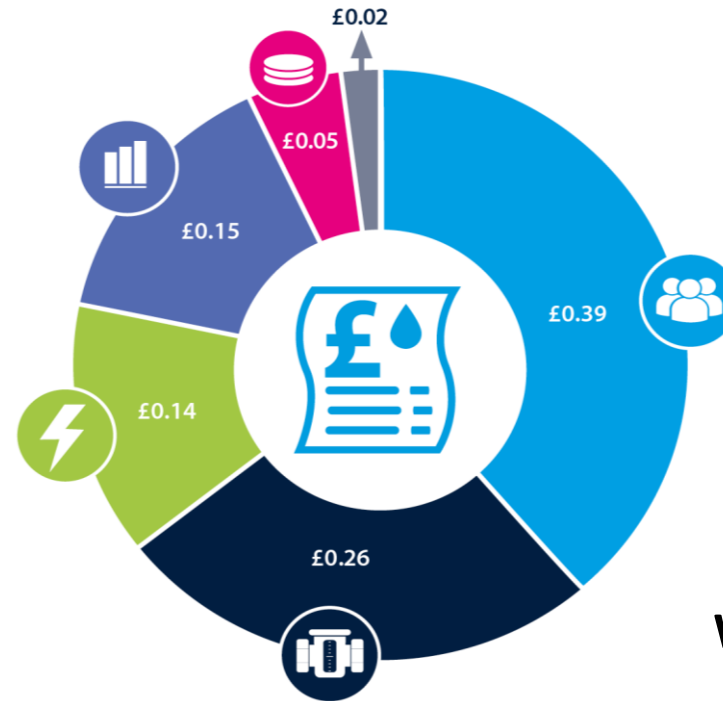
Our typical annual bill today
(2023) **£170**

+ £25 of inflation

+ £8 of higher than inflation
energy prices increases

+ £16 to supply the water we
need in the long term

Potential typical annual bill by
2030 **£219**



Potential bill impact by 2030 Breakdown of where every £1 goes

- Opex (people costs, materials and contractors)
- Investing in our assets
- Energy costs
- Financing costs, rates and other taxes
- Return to shareholders
- Performance incentives

We cover the clean water services only

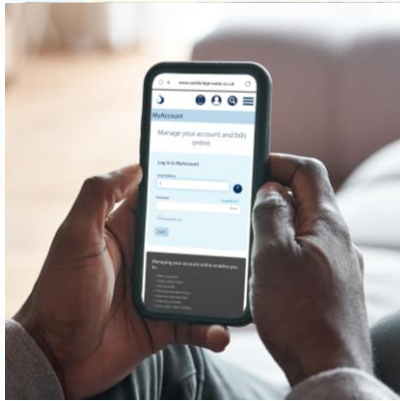
Total typical bill still less than **£20 a month** per household by 2030

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A local and community driven focus



A plan that protects and enhances the environment

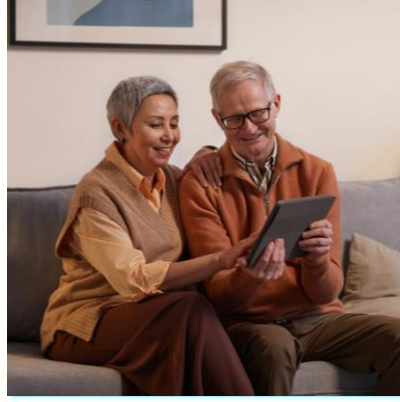


Right people providing the right service and innovating for the future



A resilient and reliable water supply for generations to come

Affordable bills, backed by excellent support and service



Our big picture