

Your water, your say  
Your pre-read materials

# Why we are asking for your input



**In our first two ‘Your water, your say’ sessions in 2023, customers and stakeholders said they wanted to know more about our current performance and hear more about how we’re tackling their areas of concern now.**

Our latest ‘Your water, your say’ meeting gives you the opportunity to challenge our Senior Leadership team on our recent performance and our plans for the next 12 months and beyond to improve the service.

It also gives you the chance to tell us about the local priorities and service issues that are important to you.

And it enables you to learn more about us, our business and the role our people play in making sure the service we provide – from source to tap – always meets your expectations.

Your input is important. It will help us to ensure we can secure the water future for you, your families, your communities and the environment.

# Thank you for registering for 'Your water, your say'

We look forward to seeing you at the session – **Tuesday 15 October 17:30 - 19:30**

Please make sure the Zoom invite link sent with the covering email is in your calendar. If you can join the session from 17:25 that would be appreciated.

If you want to submit any questions in advance of the session, just email us at:  
**yoursay@south-staffs-water.co.uk**

## Useful links

- Our latest **Annual Performance Report** to find out how we have been performing
- **Discover Water** is an easy way to compare water company performance
- How the water Regulator, **Ofwat**, assesses water company performance
- Find out more about Ofwat's **recent 'Your water, your say' session**

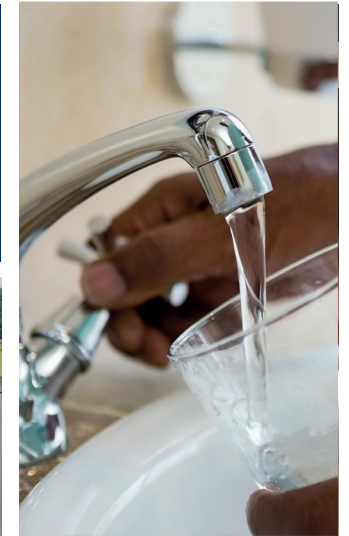
# A bit about us

We operate  
Cambridge Water  
and South Staffs  
Water



We are part of the South  
Staffordshire Plc group of  
companies

We are a water only  
company, and do not  
take away and treat  
waste water



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

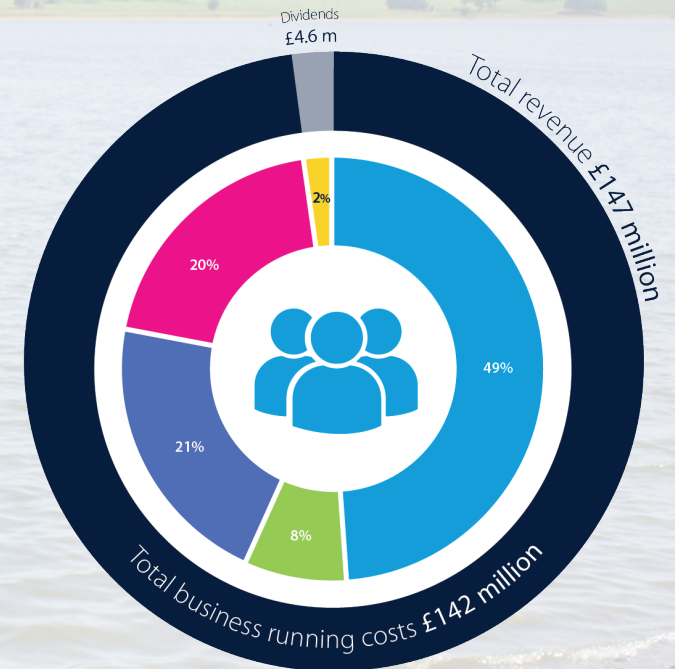
We have been a successful, privately-  
run business for 170 years. We have  
never been in public ownership








We provide clean water to more than 1.7 million  
people and 42,000 businesses every day



## How we use the money we get from customers' bills



-  Water production, treatment, pumping, network repairs and operations
-  Customer services, meter reading, billing and payment collection
-  Annual costs of capital investment
-  Financing costs and tax
-  Dividends

# What we do

## Collect water

We collect water from 2 surface water reservoirs and 43 borehole sites across our Cambridge and South Staffs regions

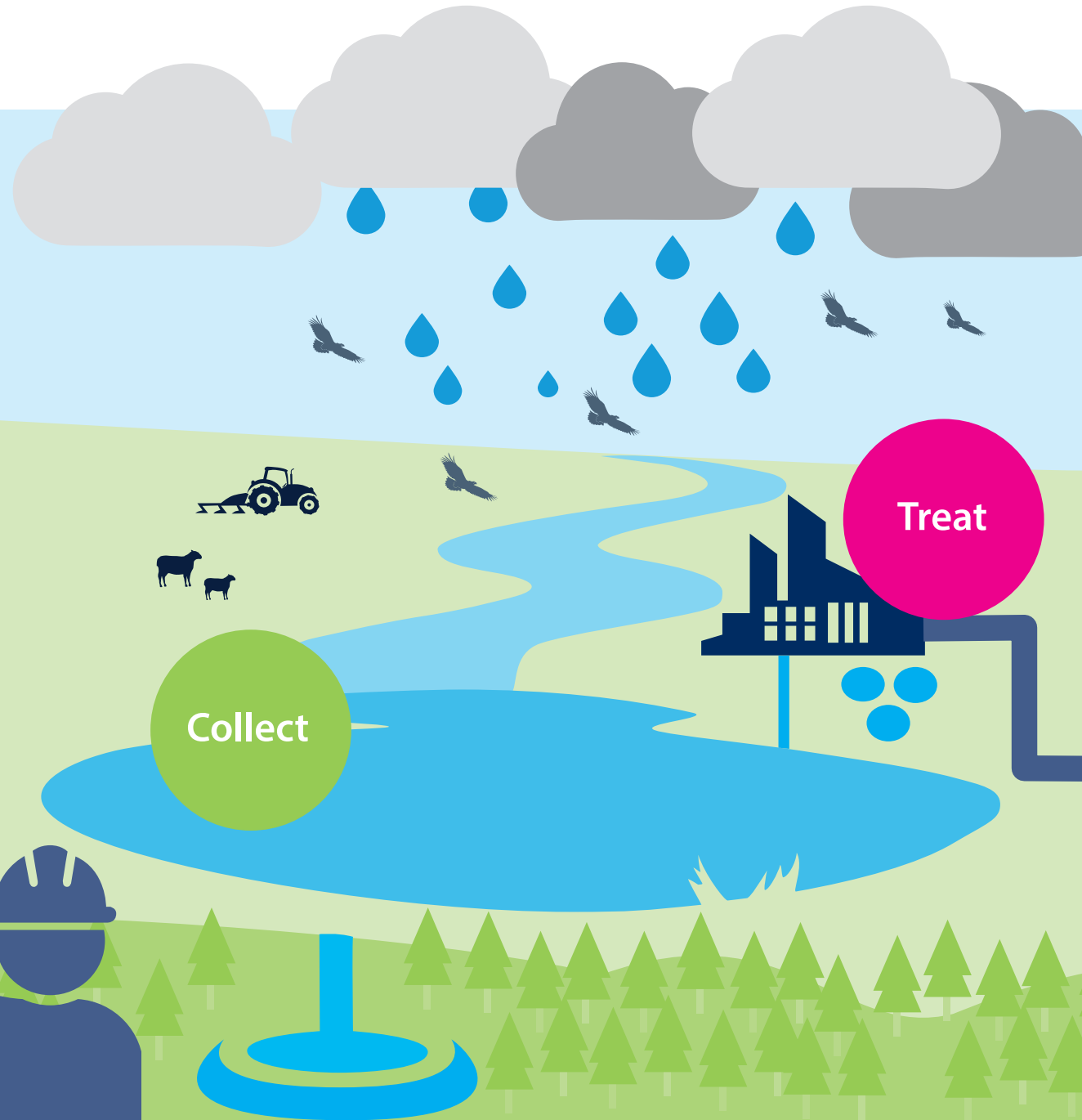
## Treat water

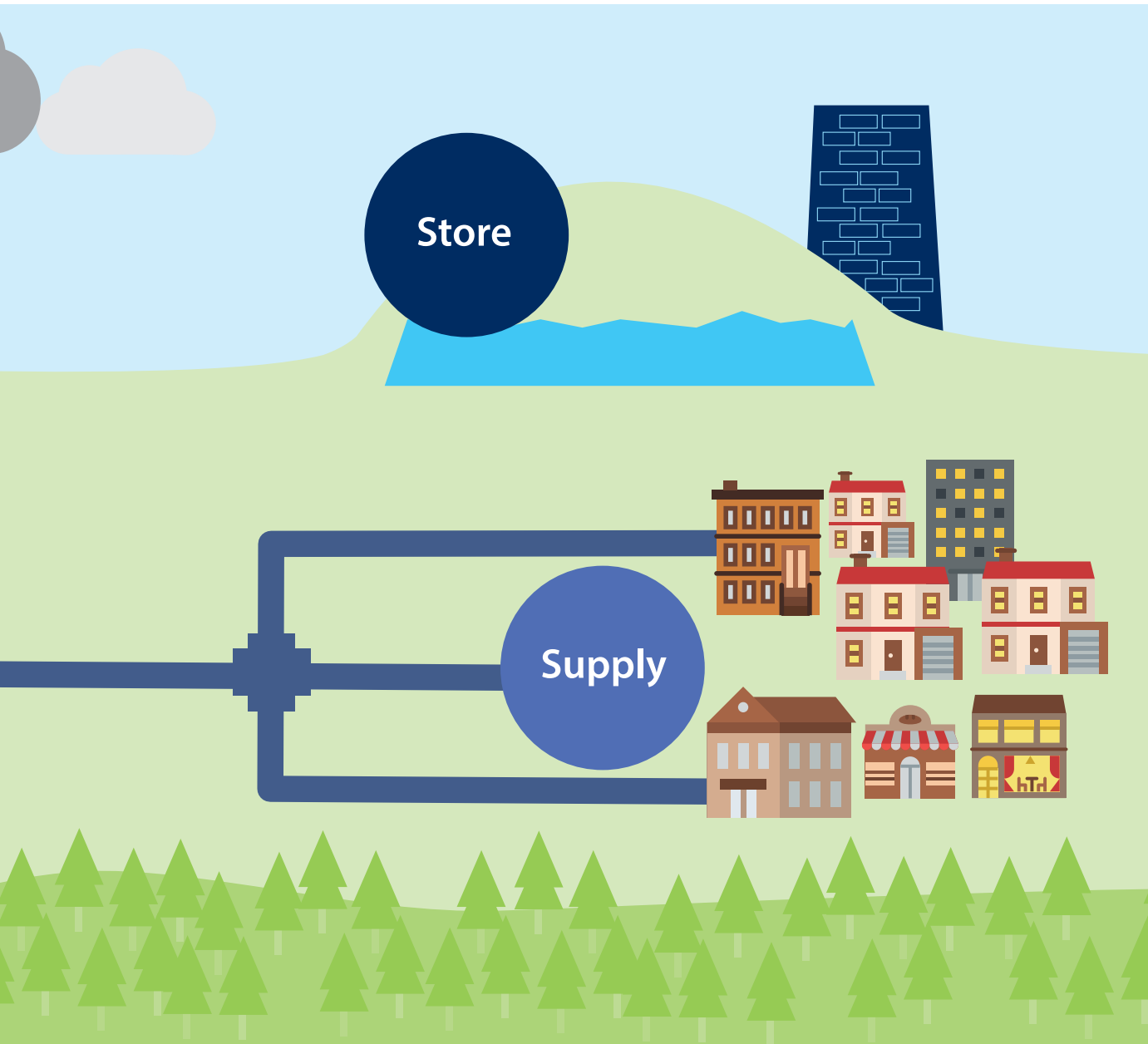
We treat the water we collect at 41 water treatment works

## Test water

Each year, we carry out tests on more than 15,500 compliance samples. This is to ensure the water we supply to our customers is always of the highest quality

Every day, our people work hard to deliver outcomes for our customers, our communities, our service, the environment and our business, in accordance with our vision, purpose and values.





### Store water

Once treated, we store the water in 70 service reservoirs and water storage towers until it is needed

### Supply water

Each day, we put an average of 405 million litres of water into supply (84 million litres in our Cambridge region and 321 million litres in our South Staffs region)

We use 8,748 km of pipes and 113 pumping stations to move water round our networks

We supply water to 717,408 household properties and 42,050 business/non-household properties

Our business comprises wholesale, household retail and non-household retail functions

Wholesale	Household retail	Non-household retail
Water resources	Billing	Billing
Water treatment	Meter reading	Meter reading
Network and asset management	Customer service	Customer service

We also collect wastewater charges on behalf of Anglian Water in our Cambridge region and Severn Trent in our South Staffs region

# Challenges we are facing now and into the future



Increased demand for water because of population growth. The population across the region we serve is expected to grow by 11% by 2045.



Making sure our services are accessible to all customers who need extra support, and providing financial support and advice to the increasing number of those who are struggling to pay their water bills



Changing rainfall patterns because of climate change – leading to a higher risk of flooding or longer periods of drought and...  
...the need to educate, inform and help all our customers to use water wisely



The need to combat the impacts of global warming by reducing our carbon emissions



Increasing levels of pollution of our water environment means we need to stay ahead of any risks



The need to further reduce leakage on our network of pipes






... All while balancing the need to keep bills affordable, ensuring the long-term resilience of water services to meet these challenges, and protecting and enhancing the water




# Solutions we are proposing to tackle the challenges

	Work to protect, restore and enhance the water environment and natural habitats
	More investment in our treatment sites and pipe network, including replacing lead pipes, to keep our assets healthy and resilient and to support our net zero ambitions
	A responsive, right first-time customer experience using different communication channels and digital self-service options More support for customers who are struggling to pay their water bills or who may be in vulnerable circumstances
	Work to intall smart sensors to identify problems before they impact on the service our customers receive and investing in the latest leakage detection technology
	Rolling out advanced metering technology across our regions
	Making a multi-million pound investment in our two main water treatment works at Hampton Loade and Seedy Mill. The use of a new treatment technology (Ceramic Membrane Filtering) is proven to deliver significant improvements in water quality
	Using our community and education services to provide more face-to-face services for those who need it, and to educate the next generation of water champions across our regions

# Our latest performance against our targets

Outcome	Performance commitment	Unit of measurement	2020/21 performance	2021/22 performance	2022/23 performance	2023/2024 target	2023/24 performance	Target met
<b>Our customers</b> 	Great customer service to our household customers	C-MeX score	81.89	83.38	79.87	Upper quartile	76.29	✗
	Great service to developers	D-MeX score	83.59	84.4	87.57	Upper quartile	88.48	✗
	Great customer service to our business market suppliers (retailers)	R-MeX score	76	87.3	82.2	93.3	85.1	✗
<b>Our community</b> 	Financial support for household customers struggling to pay their bills	No. of customers helped	49,279	58,611	55,993	38,000	61,752	✓
	Ensuring customers who need assistance are registered with us	% registered on Priority Services Register	5.8	8.7	10.6	7.5	11.6	✓
	Extra Care support for customers who need assistance	% on PSR receiving extra care support	5.0	5.1	4.7	5.0	5.1	✓
	Education programme, working with schools about the need to use water wisely	No. of pupils engaged	297	2,284	3,672	6,000	6,310	✓
<b>Our service</b> 	Delivering upgraded water treatment works	% completion	8	18	63.2	55.1	92.1	✓
	Always meeting water quality standards – drinking water quality	Compliance Risk Index (CRI) score (water quality measure)	1.09	0.90	1.39	0	10.90	✗
	Always meeting water quality standards – taste, smell and colour	Contacts per 1,000 population	0.98	0.76	0.65	0.95	0.59	✓
	Maintaining a reliable supply – supply interruptions	Average interruptions in minutes and seconds	04:33	03:15	04:29	05:23	03:32	✓
	Maintaining a reliable supply – severe supply restrictions	% of customers at risk	0	0	0	0	0	✓
	Reducing the number of water production failures	Unplanned outage as a % of total production capacity	0.57	0.90	1.47	2.34	1.60	✓
	Finding and fixing visible leaks more quickly	% of visible leaks repaired within set no. of days	90% within six days	90% within five days	90% within four days	90% within four days	90% within four days	✓
	Reducing the number of burst mains	No. of bursts per 1,000 km of mains	130.0	109.6	150.8	124.2	113.3	✓

Outcome	Performance commitment	Unit of measurement	2020/21 performance	2021/22 performance	2022/23 performance	2023/2024 target	2023/24 performance	Target met
<b>Our environment</b> 	Reducing leakage levels – Cambridge region	% reduction from baseline	5.1	13.5	16.7	10.9	18.6	✓
	Reducing leakage levels – South Staffs region	% reduction from baseline	3.0	5.8	9.4	11.4	10.2	✗
	Reducing how much water each person uses (per capita consumption) – Cambridge region	% reduction from baseline	-3.2	-3.5	-5.6	5.0	2.0	✗
	Reducing how much water each person uses (per capita consumption) – South Staffs region	% reduction from baseline	-5.9	-10.3	-14.9	0.8	-11.2	✗
	Not taking too much water from environmentally sensitive sites	Abstraction Incentive Mechanism (AIM) score	-0.07	0	0.19	0	-0.6	✓
	Delivering Water Industry National Environment Programme requirements	Milestones	Not met	Not met	Met	Met	Met	✓
	Protecting wildlife, plants, habitats and catchments	Hectares of land managed	245.8	542	783	592	840	✓
	Supporting water-efficient house building	Volume of water saved (megalitres)	2.2	15.5	16.6	15.3	29.1	✓
	Reducing our carbon emissions	Kilograms per connected property	35.5	46.7	40.5	64.0	47.4	✓



You can find out more about our performance in these areas in our 2023/24 Annual Performance Report.

## South Staffs Water

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