



Your Water, Your Say

15 October 2024

Who you will hear from today



Andy Willicott
Managing Director



Caroline Cooper
Strategy &
Regulations Director



Garry Kinsella
Customer
Delivery Director



Natalie Akroyd
Director of Quality
and Environment

Securing your water future



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



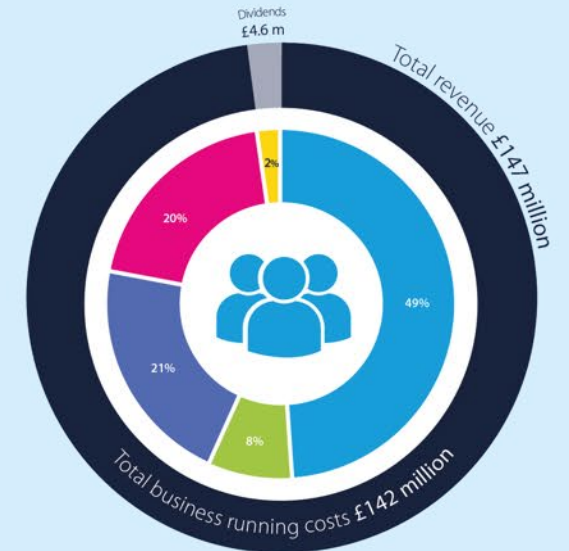
We are regulated by Ofwat, the Environment Agency and the Drinking Water Inspectorate



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

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

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

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Our commitments

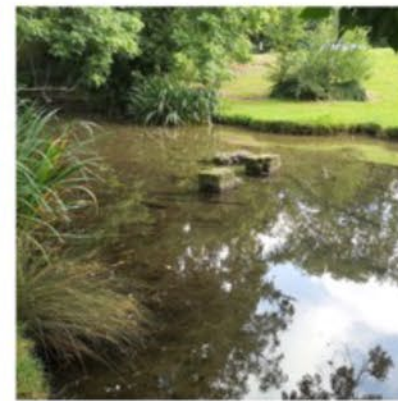
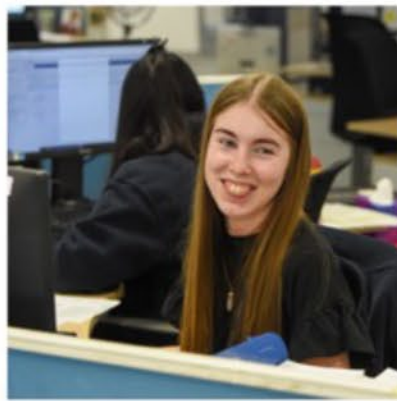
Our business plan for 2020 to 2025 focuses on the outcomes we will deliver. These are the promises we have made to our customers on the services they want and expect. And they are the areas where they want to hold us to account.

This session is an opportunity to see how we have performed against these commitments over the last few years.



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How are we doing?

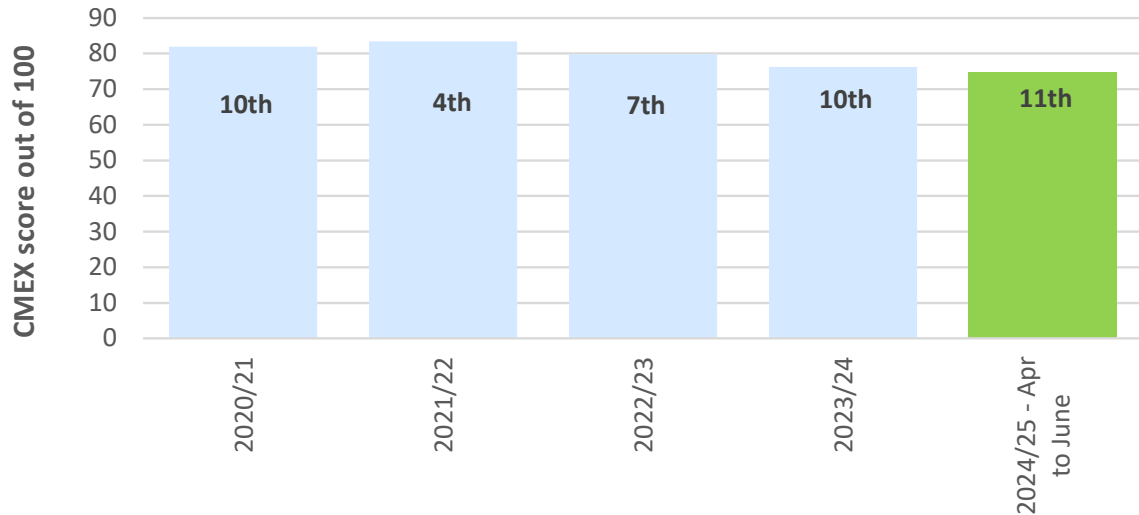
Delivering for our customers

Our promise: we will offer a great customer experience and get their feedback to help us keep improving

Focusing on the performance measure: Great customer service to our household customers

CMEX measures the level of customer service and experience among our household customers – through surveys run by the water regulator, Ofwat. There are 17 water companies in England and Wales whose customers are surveyed.

Our CMEX performance: 2020 to current



The number in the bars shows our ranking versus the other 16 companies



76.29

Only met target once for being placed in the top four of all water companies, as rated by CMEX

How our customers rated our service and experience in 2023/24, out of 100

* The bars in blue show our performance for full years where the data has been independently audited. The bar in green show unaudited data for 2024/25 year to date

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How we are improving

The main areas where we are investing to achieve a top 4 position for customer service

- Over the next 5 years, investing **£3 million** to improve the way we deal with customer queries – make it quicker, easier and consistently getting it right first time
- This investment will allow our customer service teams to have more information at their fingertips to be better able to provide customers with the **answers they need to help resolve their queries**
- Further **improve processes, support and communications** to make sure any customer can access our services, whatever their situation



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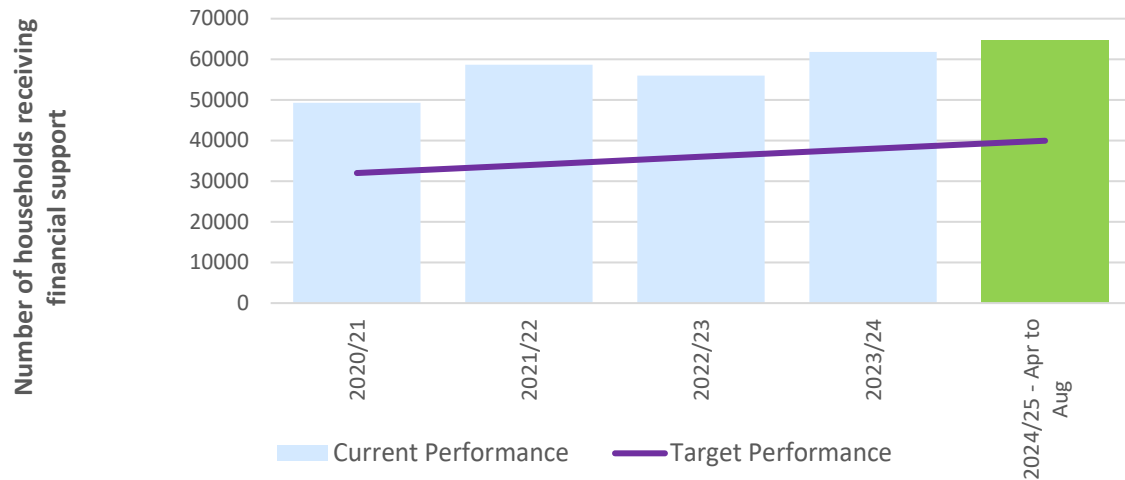
Delivering for our community

Our promise: we will offer a great customer experience and get their feedback to help us keep improving

Focusing on the performance measure: Financial support for household customers struggling to pay their bills

We measure the number of household customers receiving help with paying their water bills – this covers both our own support schemes and also ones that are offered nationwide

Our performance: 2020 to current



Target exceeded in 2023/24 and there was an increase on the previous year

61,752

The number of household customers receiving financial help with their water bills in 2023/24

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How we are improving

The main areas where we are investing to achieve and go beyond our target

- By 2030, maintain support for over **60,000 customers** a year to help them pay their bills – including households on lower incomes, those on a meter and medically dependent on water and those with debts
- In addition, we are just launching a **new discounted tariff** for households whose incomes mean that are just missing out on the current support we offer. We will also support customers on this tariff with additional water efficiency advice
- Build on the support we already provide to customers through our Priority Services Register. This includes raising awareness of the **support packages** we offer and setting up more partnerships with local and national charities to spread our messages



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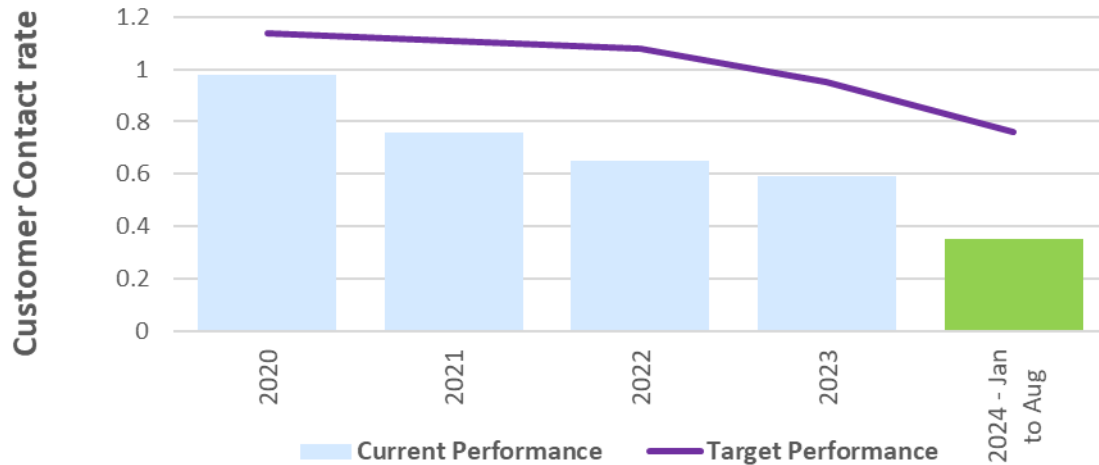
Our service

Our promise: we will provide clean, high-quality and reliable water supplies now and in the future

Focusing on the performance measure: Drinking water quality

The number of customer contacts we get each year about the taste, smell and colour of the water we supply

Our performance: 2020 to current A lower number is better



Target met in 2023/34 and there was a decrease on the previous year

0.59

The number of contacts received from customers about their water quality for every 1,000 properties in 2023/24

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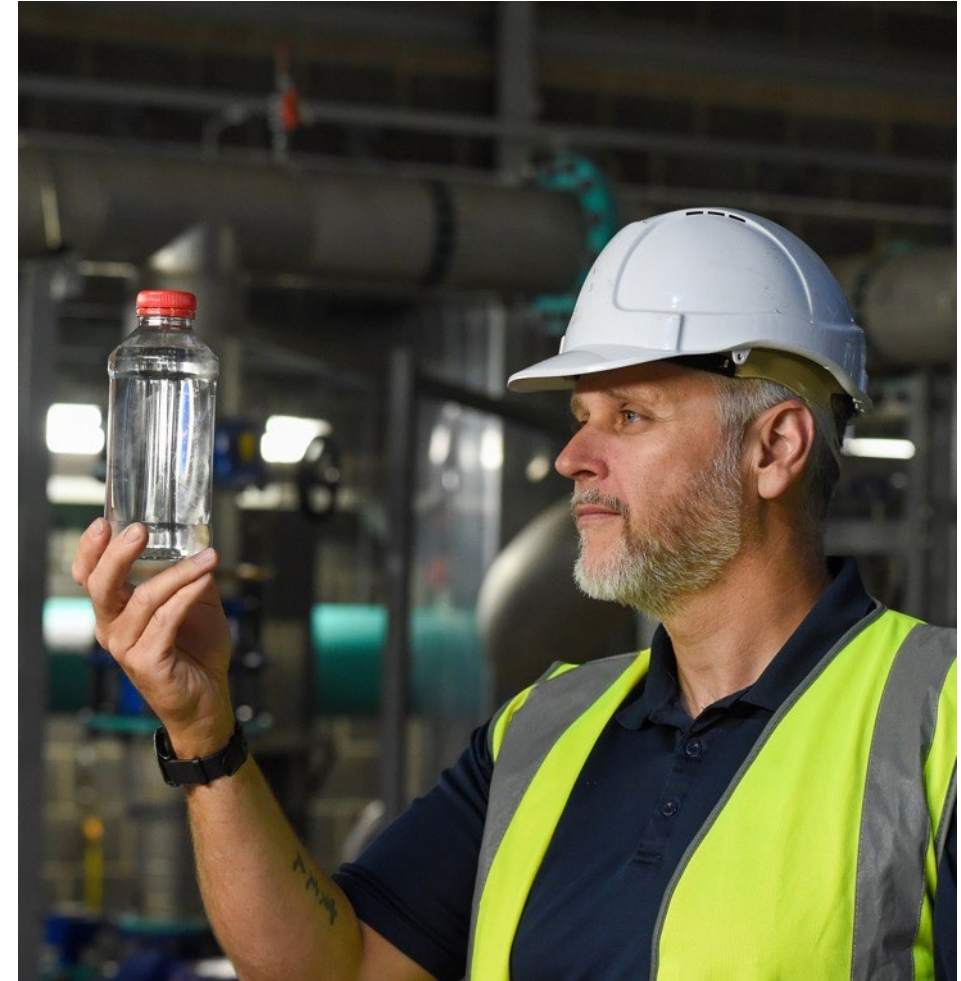
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How we are improving

The main areas where we are investing to achieve and go beyond our water quality target

- Investing **£97m in our water treatment works** to ensure we can always maintain a safe supply given the increasing level of contaminants in the environment
- Continue to invest in **training and recruitment** to ensure we have more scientific experts to help identify further improvements to water quality
- Investing **£7m to increase the number of lead replacements** to high-risk properties and help continue to deliver our long-term goal of removing all lead pipes



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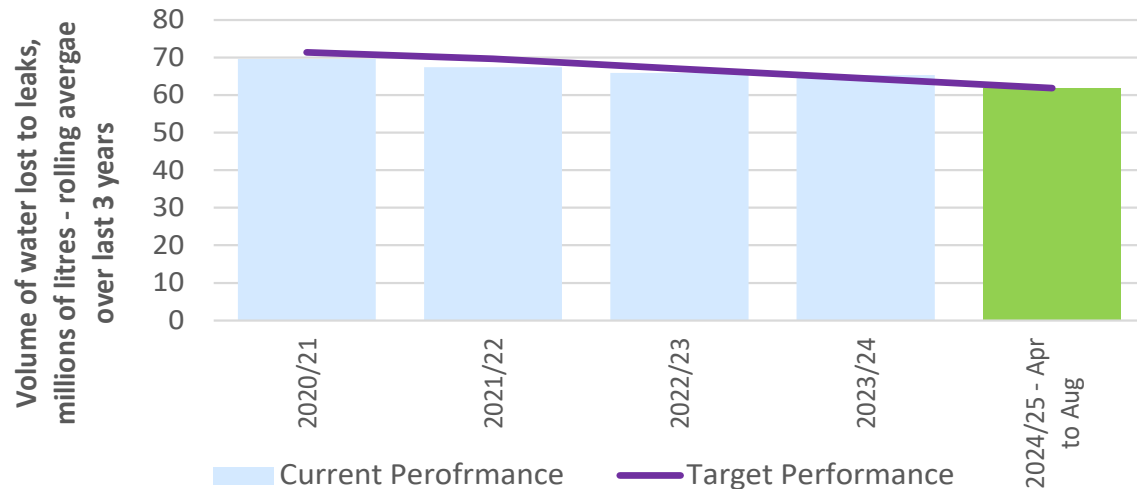
The environment

Our promise: we will protect the environment, reduce leakage, and support the building of water efficient homes

Focusing on the performance measure: Reducing leakage levels

The levels of leakage across our region – we measure the percentage reduction over the last three years

Our performance: 2020 to current



-10.2%

Target just missed in 2023/24, but has been met in the first three years

The percentage reduction in leakage measured over a 3-year rolling average

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How we are improving

The main areas where we are investing to achieve and go beyond our leakage target

- Replacing **250km** of our mains network over the next 5 years
- Investing in the latest technologies to find and fix leaks quicker, in the best order – including the use of artificial intelligence, satellites and advanced camera kits in pipes
- By 2030, to fit the **latest metering technology at 143,000** properties to better understand where and when customers are using water
- Using the latest approaches to **prevent bursts** from happening which leads to burst pipes and disruption



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Over to you

Customer service

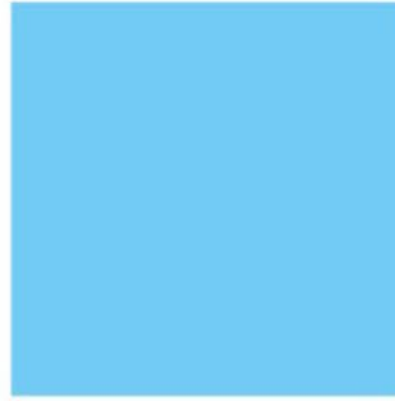
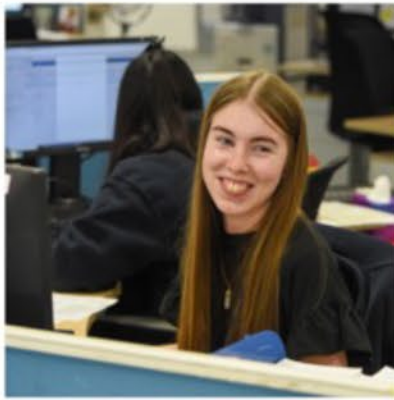
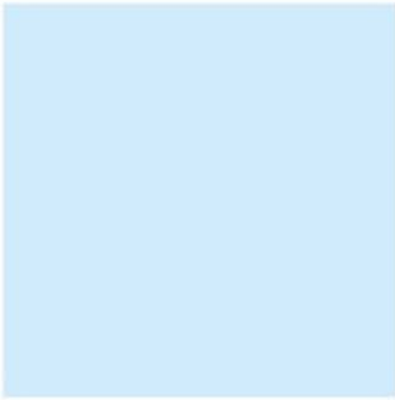
Restoring the environment

Water supply and quality

Supporting communities

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Thank you!