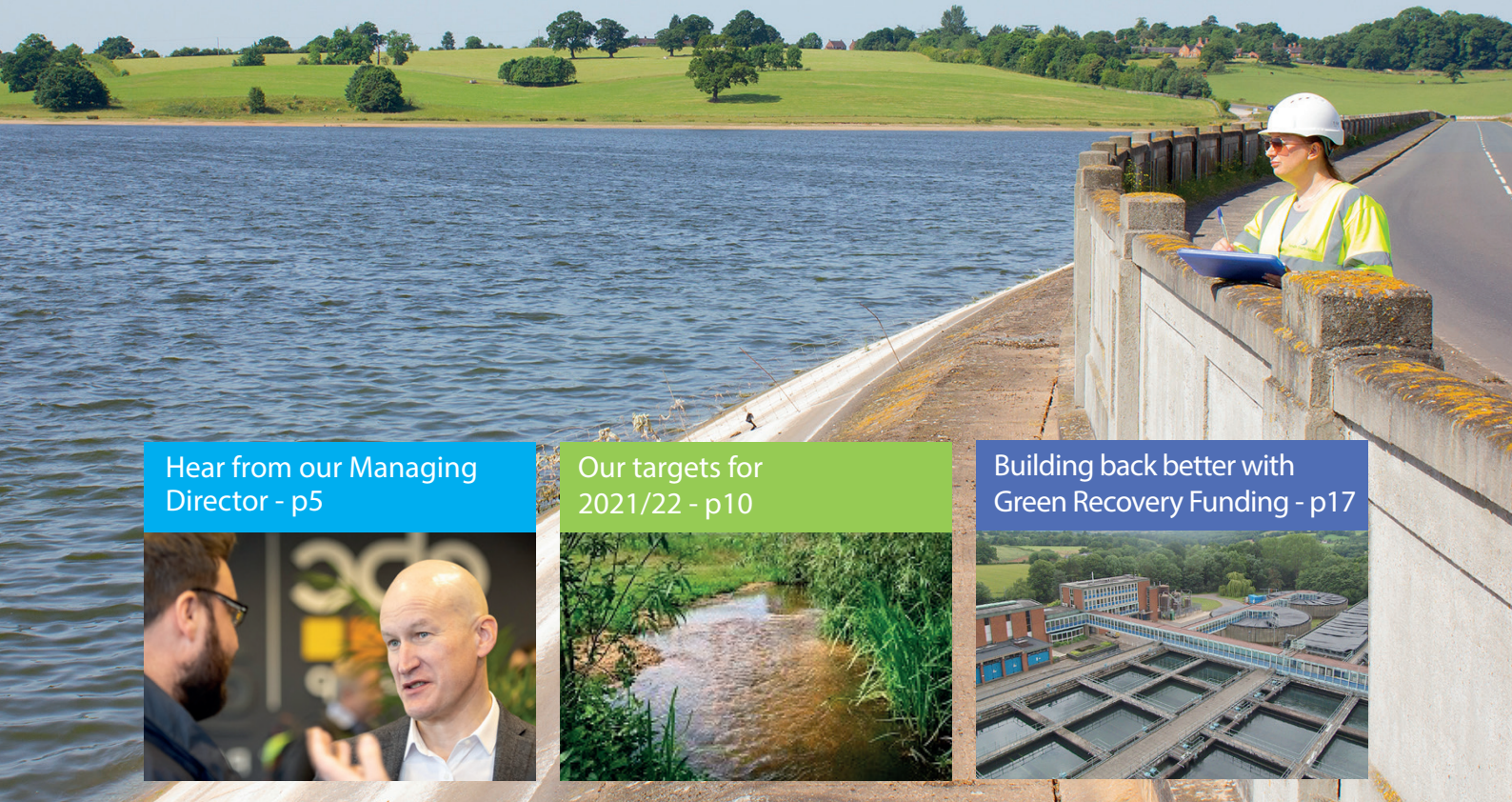


Annual performance report 2021/22

– summary



Hear from our Managing Director - p5



Our targets for 2021/22 - p10



Building back better with Green Recovery Funding - p17



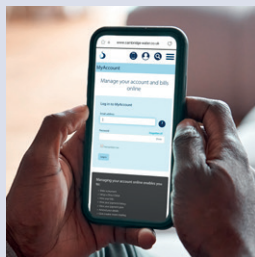
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The year at a glance

4th in the water sector

for customer service and experience



Extra financial support for

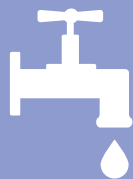
58,611 customers



£88,000 of biodiversity community grants awarded

90% of leaks fixed within 5 days

On track to hit **15%** leakage reduction



Our biggest ever construction projects are **safeguarding customer supplies**



Investors in People accredited

A word from our Chair

For both of the last two years we've all been fervently hoping that we would have leapt away from the embrace of COVID-19 by now. Sadly, not. It's still very much around, though its severity (for now at least) does seem to have diminished.



We've inevitably faced a range of problems that have come in train, over these two years: a seriously increased use of water in households, and a dip in use in business premises; the impact of COVID-19 on our staff, with the need to self-isolate for periods; and now the formidable cost of living increases – driven by COVID-19 and Brexit and the war in Ukraine – that are causing many of our customers real difficulty in their household finances. Through it all, our staff have worked their socks off to continue the essential task of ensuring clean water is delivered to every customer, every day. I'm truly grateful to them for their dedication and professionalism throughout the pandemic.

The cost of living crisis, and the affordability issues that have come with it, are causing real challenges for many of our customers. As a result, we have tried to keep our bills as low as possible for everyone, and we will continue to strive to do so. And we are making sure that arrangements can be made for particular support to be available for those customers who are genuinely struggling financially. The affordability of our water will be a major focus of our work through the coming year.

At the same time we are becoming ever more conscious of the challenge we have as stewards of our precious environment. We were reminded of this, of course, by the COP26 discussions in Glasgow last November. And we are now charged by the new Environment Act here in the UK to abstract less water in the future than we have in the past. This will be especially important as an objective in the Cambridge area, where all water comes from below ground through boreholes, and the levels of groundwater below our feet are under threat. This is causing enormous concern

for the survival of the unique chalk streams of the area; and we need to find ways of reducing our call on groundwater whilst at the same time catering for the dramatically growing number of people and businesses in the area.

Reducing our levels of abstraction is one major aspect of our need to face the climate crisis over the next few years. Reducing our carbon impact is another, and we are committed to achieving "net zero" in carbon by the year 2030. There is much we are already doing, such as converting as many of our vans and vehicles to electric use as possible, or seeking to source our electricity from renewables. The deployment of pioneering ceramic-membrane technology at our Hampton Loade treatment plant beside the River Severn – which we are putting in at the moment – will also help to reduce our greenhouse gas emissions. But we still have a long way to go in order to fulfil our net zero commitment. We remain, however, firmly committed.

We recently marked the departure from our Board of Stephen Kay, who had been a stalwart champion of the water sector in Cambridge for decades. Stephen had been Managing Director of Cambridge Water over many years, and the knowledge and expertise he brought to the Board after he stepped down from his executive role were invaluable. We'll miss him.

Lord Chris Smith

Managing Director's welcome

The end of each year is always a good time to reflect on our performance in providing the high-quality, reliable water supply and service you expect and pay for, and to share with you where we've done well and where we've not quite met our own expectations. This short report provides a summary of our performance, and I hope you find it useful.



When I joined the business in 2020, we were in the grip of the first national COVID-19 lockdown. Who would have imagined that two years later, we'd still be dealing with the impact of the pandemic, which has affected every aspect of our daily lives. I'm immensely proud of the way our people have continued to pull together, to ensure you receive a seamless service. This is reflected in our performance, and I'm pleased to report that we've met or exceeded many of our targets during the year.

There's more about our performance throughout the report, but I did want to highlight a few things.

We're committed to making sure you receive a good service and a great experience from us. Our regulator, Ofwat, measures this by independently surveying a quota of our customers four times a year, comparing our performance to other water companies in England and Wales, through a programme called C-MeX. Two years ago, we ranked as 10th place out of 17 water companies, which is not where we wanted to be. I'm really pleased to announce that last year, we have improved significantly to 4th place, which is far more reflective of the level of service we want to provide and that you expect from us.

In these current tough economic times, it's been reassuring to see that we've been able to support more of you who've been struggling financially with your water bills, with over 58,600 households receiving financial support from us. We continue to work really hard to make sure you are aware of all the help that's available, as we recognise this is more important than ever.

Finding and fixing leaks on our network is vitally important, as we continue to work together with you all to protect our precious resource. 'Waste not one drop' has become our mantra, and featured in the TV messages we ran after Christmas. We're on track to hit our leakage reduction target of 15% in both our Cambridge and South Staffs regions by March 2025.

Whilst our performance this year has been really positive, we know there are some areas where we've not hit our targets, and where we need to improve. One of these is our education outreach programme, where we share key water-saving messages to help our customers of the future 'use water wisely'. This has been affected by the COVID-19 pandemic, with schools having some restrictions in place for much of the year and, whilst we were able to offer remote sessions, we struggled to get the right level of traction.

We also failed to meet our personal water usage targets; this is the volume of water each household uses within our regions. Whilst more of us working at home during Covid will have impacted this, it is not the only factor. It's important we work together with you in the year ahead to look to reduce water usage further to protect this essential resource for the future.

As we enter a new year, our performance provides a strong foundation for continuing to deliver for our customers and communities. However, we are never complacent and continue to work hard to improve in how we do things and what we deliver for you. Towards the end of this report, we share with you our ambitions for the future which will support our long-term planning.

I'll end with a thank you to the teams at South Staffs Water and Cambridge Water who have, throughout the year, been dedicated and committed to providing our essential service to you. We all recognise that you can't choose your water supplier and our people continue to put you at the heart of what we do and how we do it. We hold great pride in our responsibilities and the regions we serve.

Andy Willicott

A bit about us

South Staffordshire Water PLC operates across two regions, supplying clean water services to over 1.7 million people and around 43,000 businesses in Staffordshire, parts of the West Midlands, and in and around Cambridge.

**We operate
South Staffs Water
and Cambridge
Water**



**We are a part of South
Staffordshire Plc, an integrated
services Group**

**We are a water only
company, and do
not take away your
wastewater**



**We are regulated by
Ofwat, the economic
regulator of the
water companies in
England and Wales.**



**We measure our performance
against 30 commitments which
our customers helped set**

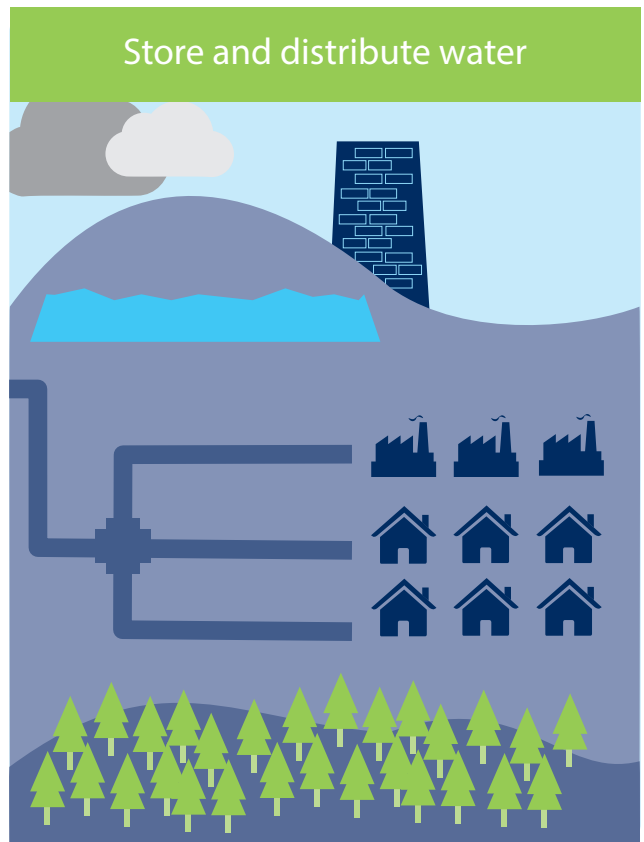
**We bill you for
wastewater on
behalf Severn Trent
or Anglian Water**



What we do



Collect and treat water



Store and distribute water

44 borehole sites
2 surface water reservoirs

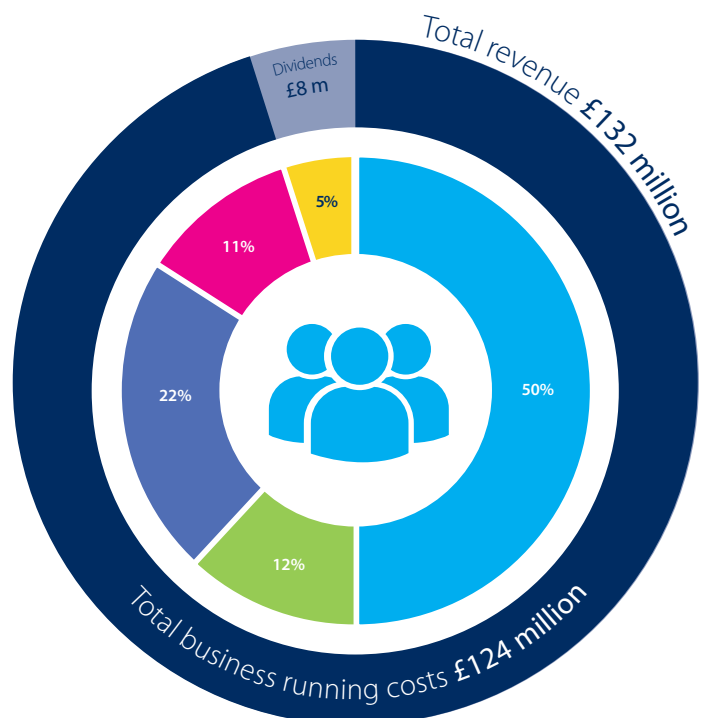
40 water treatment works

69 service reservoirs and water towers
113 booster pumping stations
8,675km of pipes

707,463 residential connections
42,578 business connections

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



Our vision, purpose and core beliefs



Our vision

To deliver clean, affordable water every day



Our mission

To make sure:

- all our customers have access to high-quality and affordable drinking water every day; and
- we always empower our people to provide an excellent and trusted service.



Our purpose

For more than 150 years, we have provided an essential public service to customers in our South Staffs and Cambridge regions that enables them to go about their daily lives. So that we can keep delivering the things that matter most to our customers, now and in the future, we:

- actively work in partnership with local communities – playing our part to help them thrive;
- act as the guardians of our assets, while always working hard to protect the local environment;
- put the safety of our customers and our people at the heart of our decision making; and
- run an efficient business, which is in everyone's interests.

This is how we are delivering what matters.



Our core beliefs

Our mission and purpose are underpinned by our core beliefs, which focus on:

- preparing for the future;
- building resilience in the face of climate change;
- minimising waste in every area of our business operations;
- using water wisely;
- always looking for new ways to do things better and quicker;
- listening to customers;
- local issues; and
- working with partners to create better communities.

These core beliefs are reflected in our people's objectives and the work they do.







Delivering the outcomes our customers want

The focus of our business plan for the five years from 2020 to 2025 is the outcomes we will deliver. These are the promises we have made to our customers on the services they want us to deliver and the areas where they want to hold us to account. Our promises for 2020 to 2025 are as follows.



Our targets for 2021/22

Outcome	Performance commitment	Unit of measurement	2020/21 target	2020/21 performance	2021/2022 target	2021/22 performance	Target met
Core outcomes 	Delivering services that are value for money	% of satisfied customers	78	74	79	71	✗
	Making sure customers have a high level of trust in us	Score out of 10	8.10	8.16	8.15	7.85	✗
Our customers 	Great customer service to our household customers	C-MeX score	Upper quartile	81.89	Upper quartile	83.38	✓
	Great customer service to our business market suppliers (retailers)	R-MeX score	93.3	76	93.3	87.3	✗
	Great service to developers	D-MeX score	Upper quartile	83.59	Upper quartile	84.4	✗
Our community 	Financial support for household customers struggling to pay their bills	No. of customers helped	32,000	49,279	34,000	58,611	✓
	Extra Care support for customers who need assistance	% on PSR receiving extra care support	5.0	5.0	5.0	5.1	✓
	Education programme, working with schools about the need to use water wisely	No. of pupils engaged	6,000	297	6,000	2,284	✗
	Ensuring customers who need assistance are registered with us	% registered on Priority Services Register	6.1	5.8	6.6	8.7	✓
Our service 	Delivering upgraded water treatment works	% completion	0	8	0	18	✓
	Always meeting water quality standards – drinking water quality	Compliance Risk Index (CRI) score (water quality measure) ¹	0	1.09	0	0.90	✗
	Always meeting water quality standards – taste, smell and colour	Contacts per 1,000 population	1.14	0.98	1.11	0.76	✓
	Maintaining a reliable supply – supply interruptions	Average interruptions in minutes and seconds	06:30	04:33	06:08	03:15	✓
	Maintaining a reliable supply – severe supply restrictions	% of customers at risk	0	0	0	0	✓
	Reducing the number of water production failures	Unplanned outage as a % of total production capacity	2.34	0.57	2.34	0.90	✓
	Finding and fixing visible leaks more quickly	% of visible leaks repaired within set no. of days	90% within six days	90% within six days	90% within five days	90% within five days	✓
	Reducing the number of burst mains	No. of bursts per 1,000 km of mains	129.6	130.0	127.8	109.6	✓

Our targets for 2021/22 (continued)

Outcome	Performance commitment	Unit of measurement	2020/21 target	2020/21 performance	2021/2022 target	2021/22 performance	Target met
Our environment 	Reducing leakage levels – South Staffs region	% reduction from baseline	1.8	3.0	4.2	5.8	✓
	Reducing leakage levels – Cambridge region	% reduction from baseline	2.9	5.1	5.1	13.5	✓
	Reducing how much water each person uses (per capita consumption) – South Staffs region	% reduction from baseline	0.4	-5.9	0.5	-10.3	✗
	Reducing how much water each person uses (per capita consumption) – Cambridge region	% reduction from baseline	1.2	-3.2	2.5	-3.5	✗
	Not taking too much water from environmentally sensitive sites	Abstraction Incentive Mechanism (AIM) score	0	-0.07	0	0	✓
	Protecting wildlife, plants, habitats and catchments	Hectares of land managed	194	245.8	320	542	✓
	Supporting water-efficient house building	Volume of water saved (megalitres)	1.9	2.2	3.8	15.5	✓
	Reducing our carbon emissions	Kilograms per connected property	68	26.4	68	17.4	✓
	Delivering Water Industry National Environment Programme requirements	Milestones	Met	Not met	Met	Not met	✗
Our business 	Making sure all our people love their jobs	Net Promoter Score (NPS)/Achieving Investors in People (IIP)	On track to gain IIP & 10pts increase in NPS from baseline	IIP achieved. NPS not achieved.	IIP achieved & 10pts increase in NPS from baseline	IIP achieved. NPS not achieved.	✗
	Treating all our suppliers fairly and paying small businesses quickly	% of small businesses paid within 30 days	100	29	100	69	✗
	Reducing our bad debt so customers do not pay more than they need to	Bad debt as a % of revenue	3.01	3.23	2.86	3.44	✗
	Making sure our property records are up to date	% validated	100	100	100	100	✓



Delivering for our customers

‘We will offer a great customer experience and get their feedback to help us keep improving.’

What we are measuring and how we performed

Customers



Target met ✓

The level of satisfaction among our customers as measured by Ofwat’s C-MeX metric (which measures customer experience and customer service)

83.38

the percentage of customers satisfied that we provide great service and experience



Last year

Developers



Target not met ✗

The level of satisfaction among developers as measured by Ofwat’s D-MeX metric (which measures the experience and service developers receive from us)

84.4

We’re working on it.

the percentage of developers satisfied that we provide great customer service



Last year

Water retailers



Target not met ✗

Our performance as a supplier of wholesale water services operating in the business (non-household) market

87.3

the percentage of retailers satisfied that we provide great customer service



Last year

“”

Our people continually strive to improve our customer experience for both household and non-household customers at every touchpoint, as evidenced by how we performed last year. From planning our work, fixing leaks, improving our network, talking to customers and driving through communities; we aim to get it right first time for every customer.

– Dan Rhodes, Customer Delivery Director

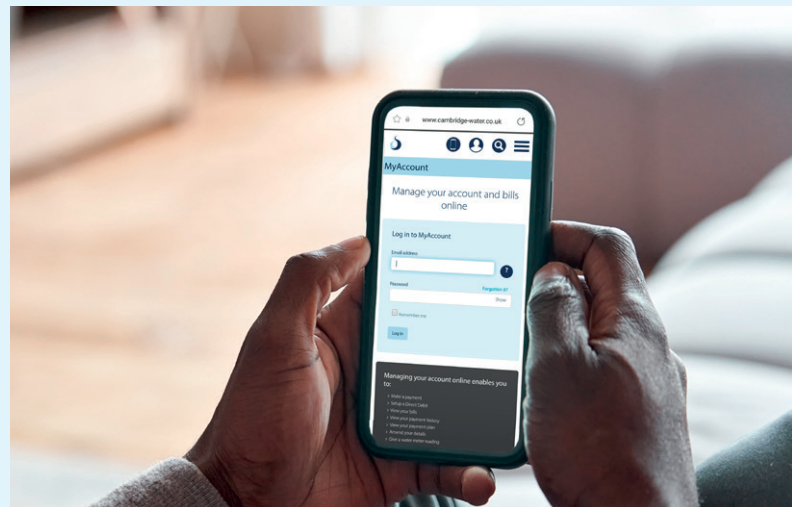


Delivering an enhanced customer experience

We know how important it is for you to have a good experience of the service you receive from us. This means having the right systems in place to ensure a seamless service where problems are resolved first time, all the time. Throughout the year, we've focused on delivering an enhanced experience for all our household customers and improving our processes at every touch point of the customer journey.

To make sure we always deliver the best possible service for customers, we have also invested in a major project to introduce a new customer billing system. This will help us bring all our customer information together in one place, making it easier to manage and resolve customer contacts.

The new solution will help us more effectively tailor customer bills and offer more flexible payment opportunities as well as enhancing our digital capability, so we can offer customers more online services and choices. We're due to complete this project over the summer and will report on the outcome next year.



Where we need to do better

We were disappointed with our service performance for developers in our region who are looking to set up new water connections. We have a plan in place to improve our performance:

- The plan has already led to significant improvement, and our scores in the industry D-MeX ranking have continued to improve throughout the year
- Our plan focuses on proactive customer contact and being easy to contact, providing our service in the quickest and most efficient way, providing clear information and guidance and ensuring we provide a value for money service



Delivering for our community

'We will offer our customers the right level of support for their individual needs and help everyone learn how to use water wisely.'

What we are measuring and how we performed

Financial support



The number of household customers that we help with their water bills, using our financial assistance schemes such as our Assure social tariff, payment plans, Charitable Trust, or other types of help

Target met ✓

58,611

the number of household customers receiving help with their water bills



Last year

Priority Services Register



The number of people on our Priority Services Register and the proportion of this number that are validated every two years

Target met ✓

8.7

the percentage of customers on our Priority Services Register



Last year

Education



The number of young people who have received education services, such as assemblies, from us

Target not met ✗

2,284

We're working on it.

the number of young people who have received our water saving education services



Last year

“„

I'm proud of the engaging and personal service that we deliver to our communities. Our teams support our 'Water on Wheels' service and our award-winning Community hub. They give tailored advice to support customers with their specific needs and provide additional services – such as our school uniform swap.

– Dan Rhodes, Customer Delivery Director



Being at the heart of the communities we serve

We're proud of being a community-focused company. The reopening of our award-winning community hub in our South Staffs region following the lifting of COVID-19 restrictions was hugely important for us.

It meant we could once again organise events and get involved in local initiatives. As well as popular events such as a school uniform swap, we launched a 'baby bank' project to support families in need and a 'dress to impress' campaign for people needing smart clothes for job interviews.

A 'love my hub' campaign helped raise awareness of this unique initiative so more of the community could benefit from it. Our hub celebrated its fourth birthday in April 2022 and continues to go from strength to strength.

But our community engagement is about much more than just our hub, such as our new 'water on wheels' initiative in our Cambridge region. This mobile approach to community engagement gives our customers the chance to speak to

our people face to face about the services we provide and the support we can offer. A dedicated page about this service on our website helps our customers know where our water on wheels vehicle will visit each week.



Where we need to do better

Throughout the year, we were limited in being able to get into schools to delivery our in-person workshops due to ongoing Covid-19 restrictions.

Schools are now welcoming us back to educate the children in our region on the importance of our precious supply and how to be a water efficiency champions. In the year ahead we will:

- engage with key contacts in our known schools
- formulate new school relationships
- refresh our education framework
- Ensure we're up to date with the latest KS2 and KS3 national curriculum guidance.



Delivering a reliable service

'We will provide clean, high-quality and reliable water supplies now and in the future'

What we are measuring and how we performed

Fixing visible leaks



The number of days we take to repair 90% of visible leaks on our network, measured from the time the leak is found or reported

Target met ✓

within
5 days

the number of days we take to repair 90% of visible leaks

within 6 days Last year

Reducing burst mains



The number of pipe bursts on our water network per 1,000km of mains

Target met ✓

109.7

the number of pipe bursts per 1,000km of mains

130 Last year

Drinking water quality



Compliance with drinking water quality regulations, as measured using the Drinking Water Inspectorate's Compliance Risk Index (CRI) metric

Target not met ✗

0.9

We're working on it.

the Compliance Risk Index (CRI) score (water quality measure)*

1.09 Last year

* This score is based on technical calculations set for all water companies by the regulators.

“”

We are really proud of our performance this year in many of the areas that we know are important to our customers. This includes safeguarding drinking water quality, minimising interruptions to customers' water supplies and driving down leakage. These achievements are the result of the hard work and dedication of our teams, who deliver essential services in our communities every day.

– Andrew Lobley, Operations Director



Building back better with green recovery funding

In July, the water market regulator Ofwat confirmed its decision to allow us £15 million additional funding of under its post-COVID green recovery initiative. This will be used to accelerate the installation of an innovative ceramic membrane filtration solution at our Hampton Loade water treatment works.

The solution will provide enhanced water quality to around 700,000 customers in our South Staffs region, reduce carbon emissions by around 1,000 tonnes a year; and deliver improved operational flexibility and reliability.

Once complete, it will be the largest deployment of ceramic membrane technology in the UK, and the first retrofit of its kind in an existing water treatment works.



Where we need to do better

Although we are pleased with the improvement in our overall CRI performance and being one of the best performers in the sector, we are never complacent and always seek to reduce overall sample failures by:

- Continuously improving and maintaining our sampling processes
- Investing in and optimising the operation of our assets
- Giving advice to customers on maintaining water quality in their homes



Delivering for the environment

'We will protect the environment, reduce leakage and support the building of water-efficient homes.'

What we are measuring and how we performed

Wildlife



The area of land that we actively manage to protect wildlife and natural habitats

Target met ✓

542

the area of land (in hectares) protected for natural habitats, plants and wildlife



Reduce leakage levels



The level of leakage in both our regions

Target met ✓

South Staffs region

5.8

Cambridge region

13.5

the percentage reduction in leakage*



* Three-year rolling average.

Water use



The average volume of water each household customer in both our regions uses

Target not met ✗

We're working on it.

South Staffs region

-10.3

Cambridge region

-3.5

the percentage increase in household water use (per capita consumption)*



* Three-year rolling average.

“„

We're fortunate to work for a company that gives us the opportunity to enhance our environment – such as by helping schools to develop conservation areas, or by protecting and enhancing the sources from where we take our water. Our green spaces are important and I'm proud that one of our core ambitions is to always leave the environment in a better state than when we started.

– Caroline Cooper, Strategy and Regulation Director



Creating a ripple with PEBBLE

Every year, our PEBBLE fund offers grants up to £10,000 for projects that deliver biodiversity benefits and positive impacts for our local communities. During 2021/22, we awarded over £88,000 to 21 charities and community groups for projects that will enhance the environment in around 18 hectares across both our regions (equivalent to almost 18 rugby pitches).

This included 10 awards in our Cambridge regions to support projects including restoration work at Coldhams Brook, enhancing a chalk stream in Cambridge; creating wildflower areas on the East Road Estate and at five of the region's schools; and developing a wetland and reed bed at the Mill River Reserve.

In our South Staffs region, 11 charities and community groups received grants for projects that include monitoring the presence of skylarks around our Blithfield reservoir, creating a community green space in a neglected area in Dudley; and providing more habitats for bees at the Grenfell Road Allotments in Walsall.

Since launching our PEBBLE fund in 2016, we're proud to report that 54.7 hectares of land (the equivalent of nearly 55 rugby pitches) have been improved thanks to the biodiversity projects we have supported.



Where we need to do better

The volume of water each household uses within our regions was higher than we would like and higher than our target for 2021/22. Whilst more people working at home during the Covid pandemic will have impacted this, we recognise we need to work with our customers to further reduce water usage in the year ahead to protect this precious resource for the future.

- We will roll out a summer 2022 campaign to promote water efficiency, how it can reduce costs for customers and protect the environment
- Our teams out in the community will promote water efficiency and metering, work with community and faith leaders and provide bespoke advice and support to high usage customers



Delivering for our business

'We will run an efficient business with happy employees, where our suppliers are treated fairly.'

What we are measuring and how we performed

Employee satisfaction



Achievement of Investors in People accreditation and employee satisfaction as reported in an annual employee survey

Target not met ❌

We're working on it. ↘

We didn't run our main employee survey in 2020/21



Achieved IIP standard level

Last year

Suppliers



Making sure we pay small businesses within 30 days and signing the Department for Business, Energy and Industrial Strategy's Prompt Payment Code

Target not met ❌

69

the percentage of small businesses paid within 30 days



29

Last year

Reducing bad debt



The level of bad debt charge that we incur each year, expressed as a percentage of our total revenue

Target not met ❌

We're working on it. ↙

3.44

the level of bad debt incurred as a percentage of total revenue



3.23

Last year

“”

We're committed to running an efficient and sustainable business for all our customers. This includes implementing a strategy that contributes to the sector's ambition to achieve net zero operational carbon emissions by 2030. We're also focused on delivering our largest-ever capital investment programme, a key part of which is the upgrade of two of our largest water treatment works – Hampton Loade and Seedy Mill – which we're on track to deliver in line with our regulatory targets.

– Tom Fewster, Asset Management and Investment Delivery Director



Focus on apprenticeships

In our business plan for 2020 to 2025, we committed to recruit between 25 and 30 apprentices over the five-years.

Our apprenticeship scheme gives young people across our Cambridge and South Staffs regions opportunities to gain the skills and knowledge they need to work in a wide range of roles across our business.

Since we launched this programme in 2016, we've recruited 17 apprentices. Six are now in permanent roles within the business. At the time of writing, there are nine young people currently progressing through their apprenticeships.

Our apprenticeship programme gives our apprentices an opportunity to learn all the skills they need for their future career, including studying for recognised qualifications while earning a salary and gaining valuable work experience. And, for us, it's an important part of planning for the future, helping us to build the highly skilled work force that we will need in the years to come.



Where we need to do better

We remain Investors in People accredited but took the decision to delay our annual employee survey to 2022/23 to align with a new approach within our wider South Staffordshire Plc Group.

Employee voice remained important to us, and we ran three smaller employee surveys in the year focused on diversity and inclusion, health and safety and wellbeing.

- We will be completing our next annual employee survey in 2022/2023

Facts and figures

Every year, we produce a comprehensive set of financial statements. We publish these on our website. Here, we summarise some key facts about our people and our shareholders.

448

people employed across both our South Staffs and Cambridge regions



67%

of our people work in water production and field operations

Whole workforce

24% female



76% male

Directors and Exec team

32% female

62% male

Senior managers

43% female

57% male

Other employees

23% female

77% male

Who are our investors?

55.1%

Long-term pension scheme and institutional investors, advised by Arjun Infrastructure Partners, which acquired a majority controlling interest in the Group from KKR in July 2018

44.9%

Mitsubishi Corporation, a global integrated trading business, which acquired a 25% equity interest in the Group in March 2016 and now manages a 44.9% stake in the Group following a further 19.9% investment by Mitsubishi UFJ Lease & Finance Company in July 2018

Average length of service



Looking forward

As we move towards our next five year planning period, we are looking to the future and have created five ambition statements that will form the foundations for our direction of travel. Our ambition statements are:



our customers

We will innovate to exceed customers' expectations of our service, **end water poverty** and make sure help is always available.



our community

We will use partnerships and education to lift our communities, **creating space and opportunities** to help people work and thrive.



our service

We will use **cutting edge technology** and ensure the infrastructure is in place so that customers always receive resilient, high-quality water supplies.



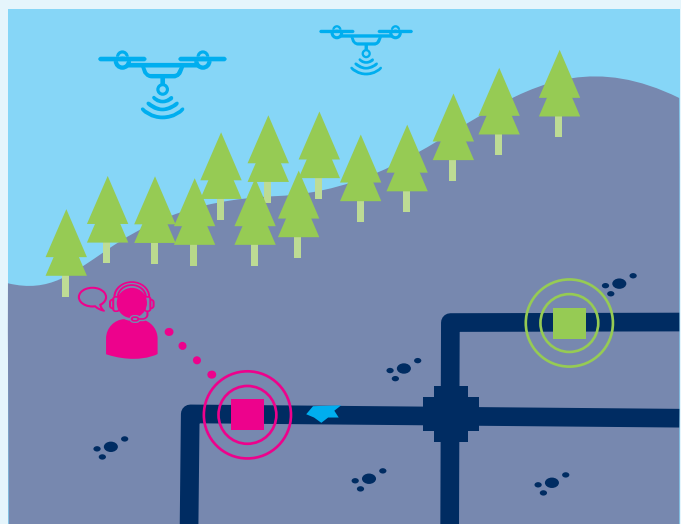
our environment

We will lead in **protecting and enhancing the environment** – working with partners to ensure sustainable water supplies and flourishing local habitats.



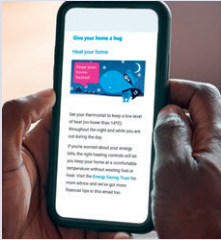
our business

We will lead in **adapting to climate change** and will run a safe, efficient and sustainable business, with a highly-skilled workforce.



Connect with us

There are many ways you can get in touch with us or find out more about our customer and community services.



Sign up for our customer email newsletters

Share your email with us to hear our latest news.

www.south-staffs-water.co.uk/newsletters

www.cambridge-water.co.uk/newsletters



Follow us on social media...

To hear the latest on what's going on in your area, chat with, read our advice on topics such as water saving and find out more about our support schemes.



Join H2Online, our online community

An online customer community where you can share your views and win prizes. We use feedback from our community members to make important changes and better shape our services for the future.

www.cambridge-water.co.uk/community/h2online

www.south-staffs-water.co.uk/community/h2online





View our monthly performance dashboards

A quick glance at how we are performing and how we've used your feedback to improve our services.

www.cambridge-water.co.uk/about-us/our-performance-dashboard

www.south-staffs-water.co.uk/about-us/our-performance-dashboard/satisfaction



View our latest customer satisfaction results

See how satisfied our customers are with our service and how we plan to further improve our services.

Cambridge Water | Customer satisfaction (cambridge-water.co.uk)

South Staffs Water | Customer satisfaction (south-staffs-water.co.uk)



Free water workshops and assemblies for schools

Book one of our engaging water efficiency and water cycle workshops and assemblies for Early Years Foundation Stage (EYFS), Key Stage 1, 2 and 3. A free resource for schools in our regions of supply.

Workshop booking form (cambridge-water.co.uk)

Workshop booking form (south-staffs-water.co.uk)



Interested in a career with us?

We offer a range of exciting career opportunities, with options including engineering, operations, administration and management. Visit our careers pages for live vacancies.

Careers (cambridge-water.co.uk)

Careers (south-staffs-water.co.uk)



How can we help?

Visit our website for the answers to our customers' most frequently asked questions:

Help and advice (south-staffs-water.co.uk)

Help and advice (cambridge-water.co.uk)

How to engage our Cambridge Water community team:

Community vehicle | Cambridge Water (cambridge-water.co.uk)

Visit us at our South Staffs Water high street community hub:

Community Hub (south-staffs-water.co.uk)

Cambridge Water

90 Fulbourn Road
Cambridge
CB1 9JN

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www.cambridge-water.co.uk

South Staffs Water

Green Lane
Walsall
WS2 7PD

Tel: +44 (0)1922 638282

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