



Delivery Plan Progress Report – Customer Version

2025-26 Full-year Update

A joint report for the areas served by South West Water, Bristol
Water and SES Water

Executive Summary

Standing at £3.2billion of capital investment, the 2025-2030 period is our largest investment programme since privatisation. Our investments will deliver what matters most to our customers and communities by delivering significant improvements that help us achieve our vision for a sustainable future.

We are pleased to publish our Delivery Plan Progress Report to update our customers and stakeholders over how we are progressing with key projects that matter to them, such as on:

- **Building water resources, improving water quality** – where 10 of our drinking water quality schemes have started construction on our sites
- **Tackling storm overflows and pollutions** – where we have already completed 11 schemes, most notably in Dawlish
- **Driving environmental gains and delivering Net Zero** – where we have accelerated the completion of a nature-based treatment scheme to improve wastewater quality. This investment wasn't due until 2030
- **Supporting affordability, delivering for customers** – where we have made a strong start to our smart metering programme by installing over 342,945 meters this year

Our delivery plan reinforces our commitment to being open and transparent about the work we're doing for your community and the environment.

How we are performing

We provide detailed progress reporting to the industry regulator (Ofwat) using their reporting tables for all programmes of activity. This helpfully includes an agreed traffic light system that shows a simplified status of each improvement area.

We have 402 individual schemes (with tracked milestones) being delivered over the 2025-30 period. To make things manageable we group investments into improvement programmes, for example, mains replacement. Across Pennon Group we have 43 programmes that are being monitored and reported to our regulators (42 of these programmes are assessed via a formal RAG assessment against delivery expectations by 2029/30).

Assessment	Number	Percentage	Description
 On Track	37	88%	37 of our investment programmes are on track to achieve the delivery targets set out in our PR24 business plan
 Changes	3	7%	Three of our investment programmes have agreed changes with our regulators (EA and the DWI) or have schemes that are no longer required
 Moderate Risks	2	5%	There are moderate to high risks for two programmes but there are sufficient mitigation plans in place
 High Risks	0	0%	There are zero programmes with high risks and insufficient mitigation plans

The delivery status for Pennon Group above is similar across our regions with investment programmes on track, or with agreed changes, for 92% of the programmes in South West Water region, 100% in Bristol and 100% in SES.



South West Water Overview (1 of 2)

Building water resources, improving water quality

● **Replacing water mains**

We have delivered 26.8km of mains this year and we are on track to replace 284.1km of water mains by 2029/30, which will reduce mains bursts, improve leakage and reduce the risk of supply interruptions

● **Improving water quality**

We are on track with our £68m investment programme to improve drinking water quality at seven water treatment works. This will reduce taste and discolouration issues through the use of more modern treatment processes

● ● **Increasing water supplies**

We have two types of water supply schemes: Water treatment capacity increases (●) and watermain interconnectors (●) which allow us to supply more water by unlocking pinch points in the system. Both are on track.

● **Increasing our resilience**

Our watermain interconnectors help us move water around our region when its needed. These are often long pipelines crossing multiple land owners and obstacles.

These schemes have some risks which we are actively managing.

● **Replacing lead pipes**

Some customers live in older houses that may have lead pipes that connect them to our network – we are committed to removing all lead supplies by 2050 and we have replaced 2,012 pipes this year.

Tackling storm overflows and pollutions

● **Storm overflows**

At almost £700m, our storm overflow programme is the largest investment we have ever made. We have already completed 11 schemes early and we are working hard to get the right solution for other catchments across the region.

● **Increasing wastewater treatment flow capacity**

Increasing wastewater treatment capacity is an important part of our overall programme to reduce storm overflow spills and prevent pollutions from occurring.

We are delivering six schemes to help provide the additional capacity needed.

● ● **Facilitating regional growth**

We continue to install new mains and upsize older assets across our water and wastewater networks to allow for new developments to connect without impacting customers.

Alongside this investment we are also increasing the capacity of our sewage treatment works (●). This will allow for new developments to connect to our networks without causing detriment.

We are also connecting existing properties, mostly older rural properties, to our wastewater network through first time sewerage schemes (●).

South West Water Overview (2 of 2)

Driving environmental gains and delivering Net Zero

● ● Improving river water quality

- We continue to improve river water quality by improving the quality of our treated wastewater. We are on track with completing three types of schemes: phosphorous removal (●), removal of other nutrients known as sanitary parameters (●) and schemes that use nature-based solutions (●).

● ● Environmental Investigations

We have plans to complete 249 formal scientific assessments and monitoring projects which help to improve our understanding of future environmental improvements that can be delivered.

For wastewater (●), we have 266 investigations and we are pleased to report we have delivered 41 of these against the original 11 that were planned for 2025/26. We are reporting a blue RAG due to a reduced overall requirement for investigations in AMP8 which will reduce 266 to 213.

For water (●), we have 37 investigations. We are reporting a blue RAG due to a reduced overall requirement for investigations in AMP8 which will reduce 37 to 36.

● ● New environmental monitoring

It is important that we monitor how our assets are performing and the river water quality around them.

We are on track with installing **409** river water quality monitors (●) as well as at least **330** certified monitors at our pumping station emergency overflows (●).

● ● Managing our bioresources

Wastewater treatment produces a sewage sludge that is removed during treatment. We are on track to deliver a reduction of 19 tonnes of dry solids per year, to make the transport of this sludge as efficient as possible. We do this by investing in dewatering technologies (●).

We also have investment at two facilities to meet the latest industrial emission directive (IED) (●). This investment is being repurposed for more advanced treatment – which could take longer to construct.

Supporting affordability, delivering for customers

● Smart metering

Smart meters are an important tool to help customers monitor and reduce water use as well as spot leaks which is why we are replacing older meters with this new technology as well as increasing our meter coverage through new installations.

We have upgraded and replaced 222,036 smart meters this year and completed 8,786 new installations.

● Water efficiency

We are working to help our customers be as water efficient as possible – whether that is through new devices or education campaigns - it all helps.

● ● Security

Cyber (●) and physical security measures (●) are critical investments being made to maintain the security of our services.

Bristol Water Overview

Building water resources, improving water quality

● Replacing water mains

We have delivered 20km of mains this year and we are on track to replace 210km of watermains by 2029/30, which will reduce mains bursts, improve leakage and reduce the risk of supply interruptions.

● Improving water quality

We are on track with our £69m investment programme to improve drinking water quality at three water treatment works. This will reduce taste and discolouration issues through the use of more modern treatment processes.

● Replacing lead pipes

Some customers live in older houses that may have lead pipes that connect them to our network – we are committed to removing all lead supplies by 2050 and we have replaced 2,474 pipes this year.

Driving environmental gains and delivering Net Zero

● Environmental Investigations

We have plans to complete 14 formal scientific assessments and monitoring projects which help to improve our understanding of future environmental improvements that can be delivered. We are on track with all the investigations that are needed but we have some agreed changes with the Environment Agency that we are working through.

We are reporting a blue RAG due to a reduced overall requirement for investigations in AMP8 which will reduce 16 to 14, with one potential investigation to be deferred, by agreement, to the 2030-2035 reporting period.

Supporting affordability, delivering for customers

● Smart metering

Smart meters are an important tool to help customers monitor and reduce water use as well as spot leaks which is why we are replacing older meters with this new technology as well as increasing our meter coverage through new installations.

We have upgraded and replaced 45,780 smart meters this year and completed 7,626 new installations.

● ● Security

Cyber (●) and physical security measures (●) are critical investments being made to maintain the security of our services.

SES Water Overview

Building water resources, improving water quality

● **Replacing water mains**

We have delivered 5km of mains this year and we are on track to replace 53km of water mains by 2029/30. This investment will reduce mains bursts, improve leakage and reduce the risk of supply interruptions

● ● **Improving water quality**

We are on track with our £8m investment programme to improve drinking water quality at two water treatment works. This will reduce taste and discolouration issues through the use of more modern treatment processes.

We are also on track with a specific treatment upgrade at Kenley WTW to reduce the water hardness – this is what produces the white chalky deposits on kettles and taps.

● **Replacing lead pipes**

Some customers live in older houses that may have lead pipes that connect them to our network – we are committed to removing all lead supplies by 2050 and we have replaced 73 pipes this year.

● ● **Resilience for climate change**

Our investment focuses on improving the resilience of critical water assets to climate change impacts primarily through power resilience investments.

Driving environmental gains and delivering Net Zero

● **Environmental Investigations**

We have plans to complete 10 formal scientific assessments and monitoring projects which help to improve our understanding of future environmental improvements that can be delivered.

Supporting affordability, delivering for customers

● **Smart metering**

Smart meters are an important tool to help customers monitor and reduce water use as well as spot leaks which is why we are replacing older meters with this new technology as well as increasing our meter coverage through new installations.

We have upgraded and replaced 57,991 smart meters this year and completed 726 new installations.

● ● **Security**

Cyber (●) and physical security measures (●) are critical investments being made to maintain the security of our services.

