

Let's Talk Water Stakeholder Workshop

Objectives

To gather stakeholder feedback on the following topics: storm overflows and Drainage and Wastewater Management Plan; WaterFit Live; water resources and droughts; and our PR24 business plan.

Format **Online Workshops**

Households (number)	
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	78
South West Water	✓
Bournemouth Water	✓
Bristol Water	✓

Impact on our plan and ways of working

This study improved our working knowledge of stakeholders' key concerns and highlighted where we are doing well to engage with stakeholders and where we are not.

Topics

Storm overflow	✓	Drinking water quality	✓
Water resources	✓	Net zero/ climate change	✓
Nature	✓	Affordability	✓

Key messages – what matters most

What we did

- Gathered feedback from key stakeholders from business, local government, consumer, charity, and environmental groups/organisation to gauge levels of knowledge, interest, and engagement in the following areas: storm overflows and Drainage and Wastewater Management Plan; WaterFit Live; water resources and droughts; and our PR24 business plan.

What matters most

- Stakeholders were most interested in discussing water quality monitoring and infrastructure planning. Many were worried about the impact of poor water quality on the South West's tourism industry and environment. Pennon Group was also praised for its efforts to improve its services across the area.
- A majority of stakeholders expressed confidence in South West Water's strategic planning and investment efforts to reduce storm overflows. Most participants strongly supported faster investment for tackling storm overflows.
- Many attendees stressed that any funding strategy to address storm overflows should consider customers' financial concerns
- Participants welcomed the WaterFit Live website as a starting point and acknowledged its potential. It was emphasised that the information it contains must remain up to date. Many found the website's current layout confusing and poorly accessible. There was some demand for rivers and sports centres to be covered in addition to beaches.
- Stakeholders expressed mixed feelings about the company's efforts to ease the strain on water resources.
- Attendees broadly showed an interest in reducing their own water usage, and favoured both demand and supply-side efforts to reduce consumption
- Stakeholders had concerns about the business plan and suggested a number of areas for improvement.
 - Some thought that the commitments were tokenistic, and several others were frustrated by the proposed bill increases.
 - Many participants wanted to see greater detail and clearer long term targets in the plan, but there was broad endorsement of the proposed targets for addressing environmental contamination and leaks
 - Attendees were divided around how ambitious the business plan targets should be. Many argued for an accelerated plan.