

Let's Talk Water Stakeholder Workshop

Objectives

To gather stakeholder feedback on future business planning and strategy, including on the following topics: What we've heard from you this year; Our ambitions to 2050; and Testing our plans.

Format Online Workshops

Households (number)	
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	93
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, regulatory and environmental groups/organisation to gauge levels of knowledge, interest, and engagement in the following areas: What we've heard from you this year; Our ambitions to 2050; and Testing our plans.

What matters most

- The environment was deemed highest priority, followed by resilience and affordability. Stakeholders saw nature-based solutions as a key strand to any environmental approach
- Participants were generally unhappy with the water industry's environmental performance
- Participants want to see a reduction in pollution incidents and the use of storm overflows, irrespective of the time of year
- Stakeholders want to see a reduction in pollution at all rivers and beaches, irrespective of whether they are used for recreation.
- Participants broadly endorsed a national social tariff for customers struggling with their bills. Some expressed concerns about whether just targeting the neediest would leave the 'squeezed middle' in a difficult situation.
- Overall, participants supported the five ambitions to 2050 stakeholders selected 'resilient water resources through healthy catchments' as the most important. Stakeholders wanted to see specific biodiversity and environmental ambitions added to the five already set out
- Some stakeholders expressed their opposition to bill rises, as they felt they have already paid for these improvements
- Stakeholders urged the company to address the major concern posed by climate change and growth

Date December 2022 Supplier EQ