

Let's Talk Water Stakeholder Workshop

Objectives

To gather stakeholder feedback on the following topics: influencing the Water Resources Management Plan, the funding and regulation of water companies, and how best to engage with Pennon

Format **Online Workshops**

Households (number)	
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	63
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 industry, consumer, and environmental groups/organisation to gauge levels of knowledge, interest, and engagement in the following topics: influencing the Water Resources Management Plan, the funding and regulation of water companies, and how best to engage with Pennon.

What matters most

- Knowledge, experience and engagement with water-related issues at the workshop were high. 84% of stakeholders 'agreed' or 'strongly agreed' that they considered water efficiency in their day-to-day life
- When stakeholders were asked to choose from a list of suggested supply and demand options, tackling leakage was their most pressing priority
- Although stakeholders felt that it was important to be given an overview of the water industry's structures, there was concern over the salaries and bonuses paid to senior executives and about how the industry would receive the investment required to tackle the issue of sewage overflows
- Stakeholders were neutral on whether the information presented had changed their perceptions of the water system
- Discussing their engagement with Pennon over the last six months, many cited a real and positive improvement. A majority of stakeholders also confirmed that they would attend future YWYS sessions

Date March 2023

Supplier EQ