

Stakeholder Engagement Report

Objectives

To help to develop our stakeholder strategy by gathering Insights from our stakeholder engagement from 2022 - 2023.

Format	Variety of Workshops
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Households (number)	
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Non households (number)	
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Vulnerable customers	
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Future customers	
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Retailers	
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Stakeholders	✓
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South West Water	✓
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Bournemouth Water	✓
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Bristol Water	✓
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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	✓
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Water resources	✓	Net zero/ climate change	✓
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Nature	✓	Affordability	✓
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Key messages – what matters most

What we did

- Gathered feedback from our key stakeholder engagement workshops from June 2022 to June 2023.

What matters most

- Stakeholders see the environment, resilience, and affordability as key issues, and want to see more specific environmental plans that are also holistic and evidence-based
- Stakeholders believe that collaborative working and clear, open, and honest communication are vital
- Stakeholders want an environment where informed conversation can occur, including creating time to explain
- Our plans to reduce the use of storm overflows are of great interest to stakeholders as many find it unacceptable that they are still in use. There is a clear desire to see fast investment to improve performance in this area, but also there is concern
- Many stakeholders are worried about the impact of poor water quality in the South West on the environment and tourism, however Pennon Group has received praise for its efforts to improve its services across the area
- Stakeholders welcome the WaterFit Live website as a starting point, but emphasise that it must remain up-to-date if it is to be fully embraced

Date July 2023

Supplier In-house