

Revised Draft Water Resources Management Plan 2024

Annex 2: Updated Plan for 2023-24 to 2024-25

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from
**Southern
Water** 

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1 Introduction

This annex describes the activities planned for 2023-24 to 2024-25 in order to maintain security of supply. It provides an update from Water Resources Management Plan 2019 (WRMP19) and sets out the transition to Water Resources Management Plan 2024 (WRMP24). The period chosen aligns to Defra's WRMP Direction 2022 for the plan to run from 1 April 2023.

The schemes, actions and assumptions are set out by supply area and Water Resource Zone (WRZ) along with the actions to mitigate risks of delivery.

The supply-demand forecast for the period is set out in accompanying water resources planning tables. The tables use the WRMP19 table format to allow comparison, and a transition into, WRMP24. The tables retain the WRMP19 demand forecasts as leakage and demand reduction targets remain unchanged. The tables use revised supply forecasts reflecting changes to deployable outputs (DOs) for a small number of sources following a review of source constraints. This approach follows the assumptions note sent to Department for Environment, Food and Rural Affairs (Defra) and the Environment Agency in March 2022.

The WRMP sits within a wider water resource planning context. Progress on WRMP19 delivery is also reported to the Environment Agency as part of the WRMP Annual Review process as well as in regular liaison meetings. Some of the progress already reported is reproduced here for completeness.

This annex also includes the main actions remaining over the 2023-24 to 2024-25 period in relation to regional planning and the Regulators' Alliance for Progressing Infrastructure Development (RAPID) programme for the development of Strategic Resource Options (SROs).

2 2023-2025 Plan

This section sets out the water resource schemes and actions planned for 2023-24 to 2024-25 to maintain security of supply.

The strategy is a combination of demand reduction and increasing resource availability and reliability.

Demand reduction targets for the 2023-2025 plan remain as per WRMP19. The key focus areas are:

- **Leakage:** We maintained our leakage activities in line with our WRMP19 programme. However, increased demand due to COVID-19 led to higher network pressures resulting in higher than forecast leakage at the start of this five-year period. As a result, we are increasing the level of field detection resources, in line with our action plan to reduce leakage and aim to achieve our target by 2025.
- **Reducing customer-side demand:** We remain committed to delivering our water efficiency programme and have refocused our efforts on a multi-channel communication campaign with our customers as well as developing the additional service of 'remote home audits'. During 2021–22 we delivered more than 64 million impressions and 1.6 million direct communications in the form of emails and door drops. During 2022-23, we delivered more than 3 million impressions and 1.4 million direct communications. We also recommenced our 'home visits' programme following the lifting of COVID-19 restrictions and have conducted about 17,000 home audits in 2021-22 and 2022-23 and 13,500 home visits in 2023-24, including an extra 2,000 in Hampshire. We plan to carry out another 5,000 in 2024-25. We have started using behavioural science insights to improve uptake of home visits. We are also planning to offer water audits to non-household customers from February 2024 with 20-30 audits per month up to the end of this AMP. We are currently running a trial with Hampshire County Council to audit schools. We plan to continue with home audits going forward. We expect their effectiveness to improve as we implement smart metering. Based on AMP7 outcomes, we are investigating opportunities to increase the effectiveness of visits with behaviour science insights and with a review of our current process and partner contracts.
- **Smart metering:** We have commenced a trial covering 1,500 properties to test the assumption of 3-5% consumption reduction over a year by providing our customers with information on their water use. Clip-on devices have been being installed in homes in Southampton, Andover, Midhurst and Brighton. Consumption data is given to customers so we can test their level of engagement and the outcomes against different behavioural nudges.

Increasing water resource availability for the 2023-25 period is focussed on two key areas:

- **Increased connectivity:** We are continuing to progress schemes that increase the resilience of our network by increasing connectivity, particularly in our Western area (Hampshire and the Isle of Wight).
- **New resource availability:** We are continuing to progress schemes that bring new water resources to our customers in AMP7 and AMP8. There have been delays to a number of schemes, which have been included in WRMP24.

With a heavy focus on demand reduction, we have made additional (in AMP) investment to progress leakage reduction programmes (mains renewal, smart networks, resourcing). COVID-19 has impacted both the level of customer demand and changed demand patterns. The customer demand reduction programme is being reviewed considering this change.

The Sussex North WRZ (SNZ) remains a key area of focus in the 2023-24 to 2024-25 period. This is principally due to a loss in reliable DO. Additional schemes that were not in WRMP19 have been progressed to improve yield reliability and offset the losses.

We currently have a number of Drinking Water Inspectorate (DWI) notices and final enforcement orders (FEO) including a companywide DWI notice that covers all our groundwater sites, relating to mitigating water quality risks and FEOs at our four surface water sites.

The following sections set out the updates by WRZ. The WRMP19 target and overall planned Levels of Service for the draft WRMP24 (dWRMP24) are set out in Table 1.

Table 1: Our planned levels of service in each of the three supply areas.

Area	WRMP19 target	2025–30	2030–40	Beyond 2040
Western area	0.5% annual chance (1-in-200 year return period) without drought permits and orders 0.2% chance (1-in-500 year return period) with drought permits and orders	Less than 0.5% annual chance (1-in-200 year return period) with drought permits and orders	Less than 0.5% annual chance (1-in-200 year return period) with drought permits and orders	0.2% annual chance (1-in-500 year return period) without drought permits and orders
Central area		Less than 1% annual chance (1-in-100 year return period) with drought permits and orders	Less than 0.5% annual chance (1-in-200 year return period) with drought permits and orders	
Eastern area		Less than 0.5% annual chance (1-in-200 year return period) with drought permits and orders	Less than 0.5% annual chance (1-in-200 year return period) with drought permits and orders	

2.1 Western area

2.1.1 Changes to Deployable Output in Hampshire Andover WRZ

The 2023-24 to 2024-25 programme contains two changes to baseline Deployable Output (DO) in the Hampshire Andover WRZ (HAZ) compared to WRMP19. The changes are as follows:

- Andover – reduction in Peak Deployable Output (PDO) from 2023-24. This is to reflect a revised reliable yield due to a hydraulic constraint.
- Near Whitchurch – increase in Minimum Deployable Output (MDO) and PDO in a 1-in-200 year drought scenario from 2023-24 to reflect new infrastructure.

The updated DOs are shown in Table 2.

Table 2: Changes to DO in HAZ.

Site	WRMP19 1-in-200 year DO (MI/d)		1-in-200 year DO Change (MI/d)		New 1-in-200 year DO (MI/d)		Description
	PDO	MDO	PDO	MDO	PDO	MDO	
Near Whitchurch WSW ¹	2.96	2.24	0.79	1.51	3.75	3.75	Increase in DO following installation of new pumps
Andover WSW	19.88	16.02	-1.48	0.00	18.4	16.02	Reduction in DO to reflect hydraulic constraint on site pipe work. Rectification not included as an option to reflect concern over abstraction sustainability at higher flows.

¹ WSW = Water Supply Works

2.1.2 WRMP19 options update

Key activities in the Western area include the following.

- **Resource options:** We have progressed options as identified by WRMP19. Since publication however, a number of solutions have been found to be unfeasible and this is reflected in options appraisal for Western area in WRMP24. Work is also underway on the preparatory work for options to be delivered in the post 2025 period.
- **Water efficiency programme:** Smart meter trials have begun for some customers and the forward programme includes water audits, education programme, communications, water efficiency products and services and the continued innovation programme.
- **Leakage reduction:** Planned activity continues towards the 2025 target. Technology improvements such as the use of automated pressure release valves has helped stabilise the network, reducing leakage. The Western area has fared better than other areas given its extensive chalk base; other areas typically consist of a clay based sub-structure.
- **Catchment management:** Catchment management and nitrate infrastructure schemes remain a central tenet of the 2023-25 plan to mitigate against the impact of higher nitrate levels in raw source water. We are planning to deliver our capital works schemes at Twyford and Romsey by March 2025. We expect to see benefit from our catchment management schemes from 2027 onwards reflecting the lag between changes in land-use practice and water quality changes. We have continued to monitor and forecast source nitrate levels and plan work accordingly.

Table 3 shows the status of the planned options from WRMP19 and subsequent updates for the WRZs in the Western area. In addition to HAZ, these include Hampshire Kingsclere WRZ (HKZ), Hampshire Winchester WRZ (HWZ), Hampshire Rural WRZ (HRZ), Hampshire Southampton East WRZ (HSE), Hampshire Southampton West WRZ (HSW) and the Isle of Wight WRZ (IOW).

Table 3: Status of WRMP19 preferred options in the Western area, excluding drought options.

Schemes	WRZ	Delivery year	Progress
Demand management			
Water efficiency activity	All	From 2020-21	Progressing but with revised target
Leakage reduction (15% reduction by 2025; 50% by 2050)	All	From 2020-21	Progressing
Increase household meter penetration from 88% to 92%	All	From 2020-21	Deferred until AMP8
Resource development and bulk supplies			
Additional import from Portsmouth Water (additional 9MI/d) to Eastleigh WSR ²	HSE	2024-25	Abandoned as Portsmouth Water can no longer provide the supply
Import from South West Water (20MI/d)	HSW	2027-28	Abandoned as South West Water can no longer provide the supply
Additional import from Portsmouth Water to Otterbourne WSW linked to Havant Thicket Reservoir (21MI/d)	HSE	2029-30	Progressing to revised delivery deadline in line with Havant Thicket Reservoir delivery
Southampton Coast desalination (modular to 75MI/d)	HSW	2027-28	Replaced by Hampshire Water Transfer and Water Recycling Project (HWTWRP) to provide up to 90MI/d benefit from 2034-35

² WSR = Water Service Reservoir

Schemes	WRZ	Delivery year	Progress
Sandown WTW Indirect Potable Recycling (8.5MI/d)	IOW	2027-28	Progressing with delivery date revised to 2029-30
Hampshire grid (reversible link HSE-HWZ)	HWZ & HSE	2027-28	Progressing with delivery date revised to 2029-30
Hampshire grid (reversible link HWZ-HAZ)	HAZ & HWZ	2027-28	Progressing with delivery date revised to 2029-30
Southampton link main (reversible link HSW-HSE)	HSW & HSE	2027-28	Progressing with delivery date revised to 2029-30
Romsey Town and Broadlands valve (HSW-HR reversible)	HRZ & HSW	2024-25	Progressing to revised date of 2025-26
Newbury WSW asset enhancement (1.2MI/d)	HKZ	2027-28	Progressing with delivery date planned for March 2027
Reinstate & additional treatment at a Water Supply Works near Cowes	IOW	2065 1 branch	Not yet progressing
Catchment management			
In-stream river restoration works on the Itchen	HSE & HWZ	2029-30	Delayed pending outcome of Water Framework Directive 'No Deterioration' investigations – AMP8 WINEP scheme proposed completing 2030
In-stream river restoration works on the River Test (upper reaches)	HAZ & HRZ	Phase 1 2024-2025 Phase 2 2029-30	Progressing, will continue into AMP8 completing 2029-30
Pesticide catchment management / treatment – Sandown	IOW	2024-25	Catchment management progressing – linked to DWI undertaking
Pesticide catchment management / treatment – Test Surface Water	HSW	2024-25	Catchment management progressing – linked to DWI undertaking
Nitrate catchment management / treatment – Winchester	HWZ	2027-28	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment - Romsey	HRZ	2025	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment - Twyford	HSE	2025	Catchment management progressing, and continuing in AMP8

2.2 Central area

The water resource programme has been updated from WRMP19 to reflect changes in the reliable supply availability and resource scheme development.

2.2.1 Sussex North WRZ (SNZ)

The accompanying water resources planning tables set out the full suite of options for the SNZ. Compared to the WRMP19, there are two key updates to the programme; a change in DO at Weir Wood WSW and the development of new resource schemes. These are discussed below along with an update on WRMP19 scheme delivery. Further detail on progress is given in the WRMP Annual Reviews we provide to the Environment Agency.

DO changes

- **Weir Wood WSW:** A reduction in DO to 0MI/d in 2023-24 for all scenarios. This is undertaken to reflect current reliable yield. We have an investment programme to deliver a phased rebuild of Weir Wood WSW. The first phase is planned for completion by 2025. This will provide an Average DO (ADO), MDO and PDO of 5.4MI/d. We then intend to complete a further phase that will increase the ADO to 6.7MI/d

and PDO to 13MI/d, constrained by the new treatment capacity. This is lower than the previous PDO of 17MI/d but we plan to increase it to 21MI/d in AMP8 (Table 4).

Table 4: Changes to DO in SNZ.

Site	WRMP19 1-in-200 year DO (MI/d)		1-in-200 year DO Change (MI/d)		New 1-in-200 year DO (2023-24) (MI/d)		New 1-in-200 year DO (2025-26) (MI/d)		New 1-in-200 year DO (2027-28) (MI/d)		Description
	PDO	MDO / ADO	PDO	MDO / ADO	PDO	MDO / ADO	PDO	MDO / ADO	PDO	MDO / ADO	
Weir Wood WSW	17.0	5.4 / 6.7	-17.0	-5.4 / -6.7	0.0	0.0	5.4	5.4	13.0	5.4 / 6.7	Water quality constraint. Recovery scheme due for delivery 2025. Lower peak yield forecast

Additional schemes

- **SES Water bulk supply (phase 1 and 2):** Rezoning of customers to be supplied by SES Water. This is included as a bulk supply potable import. This provides up to 1.3MI/d in all planning scenarios.
- **Extension of TUBS/NEUBs** under PDO scenarios, providing a benefit of 5.3MI/d.
- **Inter-zonal transfer from Sussex Worthing WRZ (SWZ):** Maximising the current internal potable supply import from SWZ to optimise the use of water transfers. The network has a capacity of 16MI/d and forecast needs are within this limit and the available supply-demand surplus within SWZ. Table 5 shows the transfers from SWZ to SNZ, as forecast in WRMP19 and WRMP24, we will continue to optimise this transfer based on the supply and demand balance in both WRZs.

Table 5: Transfers from SWZ to SNZ.

Scheme	Scenario	WRMP19 (MI/d)		WRMP24 (MI/d)	
		2023-24	2024-25	2023-24	2024-25
Inter-zonal transfer from SWZ	DYAA*	0.0	3.8	9.0	5.0
	PDO	0.0	0.0	9.0	5.0
	MDO	0.0	3.8	13.0	5.0

*DYAA = Dry Year Annual Average conditions.

Table 6 provides an update on option delivery in the Central area. Full details of all other schemes are given in the water resources planning tables with a summary on the impact on the supply-demand balance given at the end of this section.

Table 6: Status of WRMP19 preferred options in the Central area, excluding drought options.

Schemes	WRZ	Delivery year	Progress
Demand management			
Water efficiency activity	All	From 2020-21	Progressing but with revised target
Leakage reduction (15% reduction by 2025; 50% by 2050)	All	From 2020-21	Progressing
Extension of household meter penetration from 88% to 92%	All	From 2020-21	Delayed to AMP8
Resource development and bulk supplies			
Littlehampton WTW Indirect Potable Water Recycling	SNZ	2027-28	Delayed to 2029-30
Coastal Desalination - Sussex Coast	SBZ	2027-28	Abandoned
Pulborough groundwater licence variation	SNZ	2021-22	Scheme on hold due to sustainability investigations
Aquifer Storage & Recovery (Sussex Coast - Lower Greensand)	SWZ	2027-28	Abandoned

Schemes	WRZ	Delivery year	Progress
Transfer to Midhurst WSW & Petersfield borehole rehabilitation	SNZ	2025-26	Delayed to 2027-28
Scheme to bring West Chiltington back into service	SNZ	2024-25	Delayed to 2027-28
Pulborough Winter Transfer Stage 2: New main between SWZ and SBZ	SBZ	2027-28	Progressing pending completion of feasibility investigations
Catchment management			
RArun/W Rother - instream catchment management options	SNZ & SWZ	2027-28	Delayed pending outcome of WFD 'No Deterioration' investigations – AMP8 WINEP Scheme proposed completing 2030
Pesticide catchment management / treatment – River Arun	SNZ	2024-25	Catchment management progressing – linked to DWI undertaking
Pesticide catchment management / treatment – Pulborough Surface	SNZ	2024-25	Catchment management progressing – linked to DWI undertaking
Pesticide catchment management / treatment – Weir Wood Reservoir	SNZ	2024-25	Catchment management progressing – linked to DWI undertaking
Nitrate catchment management / treatment – North Falmer A	SBZ	2027-28	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – North Arundel	SWZ	2027-28	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – North Falmer B	SBZ	2027-28	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – Long Furlong B	SWZ	2022-23	Catchment management progressing – linked to DWI undertaking
Nitrate catchment management / treatment – Brighton A	SBZ	2027-28	Catchment management progressing – linked to DWI undertaking

Levels of Service

Our forecast position from WRMP19 requires the need to utilise drought permits and orders in droughts less severe than 1-in-200 year severity, which is less than our target.

This planned lower service level is retained in the 2025-2030 period. This is due to the changes in the demand and supply forecasts, not due to the planned activity in 2023-25. However, work done on contingency options set out later in this annex may mitigate some of this lower service level in the medium term.

2.2.2 Sussex Brighton WRZ (SBZ)

The accompanying water resources planning tables set out the full suite of options for SBZ. The 2023-25 programme is unchanged from WRMP19 with one exception, which is the change to baseline DO for Hove B WSW (Table 7).

Table 7: Changes to DO in SBZ.

Site	WRMP19 1-in-200 year DO (MI/d)		1-in-200 year DO Change (MI/d)		New 1-in-200 year DO (MI/d)		Description
	PDO	MDO / ADO	PDO	MDO / ADO	PDO	MDO / ADO	
Hove B WSW	10.3	9.5	-0.8	0.0	9.5	9.5	MDO and PDO to 9.5MI/d based on sustained peak outputs in summer 2020.

2.2.3 Sussex Worthing WRZ (SWZ)

The accompanying water resources planning tables set out the full suite of options for SWZ. The 2023-25 programme is unchanged from WRMP19 with two exceptions as set out below.

- North Worthing – a revised DO to reflect the reliable historic yield. A site investigation is planned to ascertain if investment can increase the reliable yield (Table 8).

Table 8: Changes to DO in SWZ.

Site	WRMP19 1-in-200 year DO (MI/d)		1-in-200 year DO Change (MI/d)		New 1-in-200 year DO (MI/d)		Description
	PDO	MDO / ADO	PDO	MDO / ADO	PDO	MDO / ADO	
North Worthing	8.7	6.2	-2.8	-0.6 /-0.3	5.9	5.9	Reduction in DO to reflect reliable historic yield.

- Inter-zonal transfer to SNZ – optimise the existing inter-zonal transfer from SWZ to SNZ if required, based on the need within SNZ and the available supply and demand surplus in SWZ. The network has a total capability of 16MI/d.

2.2.4 Overall impact of updated forecasts

The impact of the updated forecasts on the supply-demand balance are given in the accompanying water resources planning tables.

The principal change from the actions is for SNZ which places it in surplus compared to the WRMP19 supply-demand balance under the MDO scenario (Table 9). This is driven by the transfer from SWZ (up to 16MI/d) and the Pulborough surface water drought scheme offsetting other losses.

Table 9: Effect of changes in DO on the supply-demand balance in the Central area.

WRZ	Scenario	Supply-Demand Balance*				Change from WRMP19 to WRMP24
		WRMP19 (MI/d)		WRMP24 (MI/d)		
		2023-24	2024-25	2023-24	2024-25	
SNZ	MDO	-2.8	-0.9	1.0	3.8	Loss of Weir Wood yield and Pulborough groundwater offset by increased transfer from SWZ and Pulborough Drought Order

*WRMP Table 9 (Real Options), row 18FP.

2.3 Eastern area

The programme for the Eastern area remains largely unchanged from WRMP19. Key updates for the WRZs, namely Kent Medway East WRZ (KME), Kent Medway West WRZ (KMW), Kent Thanet (KTZ) and Sussex Hastings WRZ (SHZ) are given in Table 10 and in the WRMP Annual Reviews we submit to the Environment Agency.

Table 10: Status of WRMP19 preferred options in the Eastern area, excluding drought options.

Schemes	WRZ	Delivery year	Progress
Demand management			
Water efficiency activity	All	From 2020-21	Progressing but with revised target
Leakage reduction (15% reduction by 2025; 50% by 2050)	All	From 2020-21	Progressing
Resource development and bulk supplies			

Schemes	WRZ	Delivery year	Progress
Medway WTW ³ Indirect Potable Water Recycling	KMW	2027-28	Progressing but to revised date. To be delivered by 2029-30
South East Water bulk supply near Canterbury	KTZ	2025-26	To be delivered by 2027-28
Utilise full existing transfer capacity between KME and KTZ	KTZ	2027-28	Progressing
West Sandwich & Sandwich WSW licence variation	KTZ	2021-22	Complete - Benefit included in baseline supply forecast
Catchment management			
Pesticide catchment management / treatment – Darwell Reservoir	SHZ	2024-25	Catchment management progressing – linked to DWI undertaking
Pesticide catchment management / treatment – River Medway Scheme	KMW	2024-25	Catchment management progressing – linked to DWI undertaking
Pesticide catchment management / treatment – Powdermill Reservoir	SHZ	2024-25	Catchment management progressing – linked to DWI undertaking
Nitrate catchment management / treatment – Deal	KTZ	2022-23	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – West Sandwich	KTZ	2025-26	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – Manston1	KTZ	2022-23	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – Ramsgate B	KTZ	2022-23	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – Birchington	KTZ	2022-23	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – North Deal	KTZ	2022-23	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – near Canterbury	KTZ	2025-26	Catchment management progressing, and continuing in AMP8
Nitrate catchment management / treatment – Sandwich	KTZ	2027-28	Catchment management progressing, and continuing in AMP8

³ WTW = Wastewater Treatment Works

3 Managing uncertainty

A secure supply of water is essential and relies on a healthy and resilient environment. Central to achieving this outcome is to ensure the WRMP is deliverable and can manage future risks and uncertainties.

The Government's expectations for water resource planning, which accompanied the WRMP Direction 2022 recognise this challenge and states the WRMP *'should include appropriate costed mitigation for delivery risks and adaptive pathways with identified decision-points, should be used to show how risks are managed and sustainable water supplies are secured'*.

Whilst the overall plan sets out our approach to mitigating delivery risk through the use of scenarios and 'best value' planning, we have also undertaken additional work on contingency planning. We identified contingency options that could be implemented within a short timeframe (under six years) to deal with some of the short-term risks to supply-demand balance, based on our monitoring plan (Annex 21).

This acts as a second line of defence in managing the supply-demand risks in the programme. It also acts as a structured process to identify any small-scale operational improvements that could help improve service levels or mitigate the use of drought permits and orders.

This includes contingency options for the Central area, which is the area with the lowest levels of service and therefore the most important area to ensure there are contingencies in place should options fail to deliver to time or the yield required.

Our contingency options and monitoring plan are set out in Annex 21.

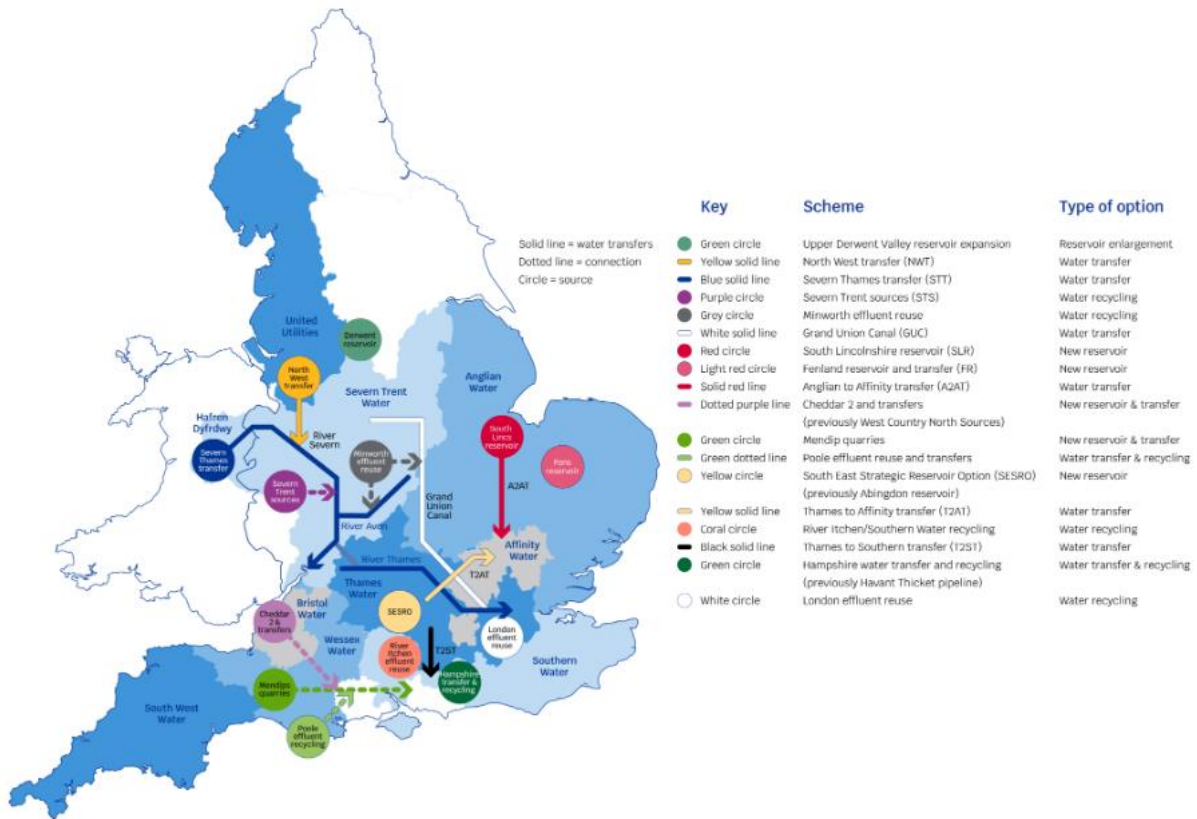


Figure 2: Strategic options in the overall national programme

Further details on the strategic resource options that we are involved in and supporting can be found here: [Water for Life - Hampshire - Southern Water](#)

5 Regional Planning

WRMP24 uses information developed by, and consistent with, the Water Resources South East (WRSE) Regional Plan. Supporting, collaborating, and aligning to the Regional Plan is central to our WRMP24.

Other members of WRSE (Affinity Water, Portsmouth Water, SES Water, South East Water and Thames Water) will be looking to publish their WRMP24s in 2024. We have decided to reconsult on our WRMP24. The Regional Plan will be updated to reflect the changes in our WRMP24.