



from
Southern
Water

We've made significant progress

Final update on our Turnaround Plan, July 2025

In April 2023, we set out an ambitious plan to deliver a step-change in our performance. Our shareholders have supported these changes and have injected more than £1.6 billion into the Southern Water Group since 2021. No dividends have been paid since 2017.

We know that there's still a lot of work to be done; however, our committed teams of scientists, engineers, operatives and support professionals are getting ready to deliver the company's largest programme of work to date. We'll be investing billions over the next five years on the things that you've told us are most important. More than a third of that total will be spent on projects to protect and enhance the environment.



* These actions are below 100% due to challenges with software integration, network database and safe control of operation procedures. Some projects were also delayed to support wider improvements needed in our wastewater operations.

** Scoping and preparation for Smart Metering upgrade.

*** Our supply interruption performance remains challenging with a small number of high impact incidents masking underlying performance.

Providing you with a reliable supply of high-quality drinking water

Making sure you have access to water is our priority.

Over the past two years we've completed 103 improvement projects at our largest water supply works, investing a total of £150 million to improve the reliability of your supplies. We're not stopping there. Over the next year, we'll spend around £330 million (50% more than in 2023) on key improvements at Otterbourne and Testwood, where we experienced supply problems over the past year, as well as Burham in Kent and Sandown on the Isle of Wight.

We've reviewed how we manage bottled water supplies during an emergency so we can get it to you faster. We've set up partnerships with local authorities and

community organisations to share priority lists so we can get extra support to those that need it first.

We've continued to reduce unplanned outage (the time that our sites are out of service) to limit the time that your water supply is switched off while we carry out maintenance or construction work.

We've also reduced overall leakage on our network by nearly 10% over the past two years, achieving close to a 23% reduction on weekly levels for 2024–25.

By focusing on pressure management we've also driven down the number of bursts, outperforming our regulator's target for mains repairs.



Protecting local rivers and seas

We know that keeping sewage out of our rivers and seas is very important to you, which is why we're committed to upgrading our sites and networks and finding new ways to manage rainwater.

Since 2023, we've set up a new Control Centre – running 24/7, 365 days a year – which coordinates activity across our network from our head office in Durrington. Near real-time data from 32,000 monitors across our network now feeds into the team helping us to reduce the number of both external and internal flooding incidents you experience.

We're still recording a significant number of pollution incidents, which is unacceptable. We've invested £23.3 million since 2020 to improve our management of the wastewater network and nearly 3,500 pumping stations, enabling us to reduce total pollutions by 25% since 2023, and by 38% since 2020.

At the same time, our Clean Rivers and Seas Task Force has continued to reduce storm overflow releases. Early investment in a series of sustainable drainage projects across the region has seen us beat our 2024 storm overflow reduction target. We aren't slowing down. From April 2025 we're investing at least £700 million into storm overflow reduction and overall improvement of water quality in the South East.

We've also relaunched our near real-time spill reporting service under a new banner: 'Rivers and Seas Watch'. Its improved accuracy and storm overflow area mapping functionality will help our customers stay informed about any storm overflow releases at nearby bathing waters.



Scan the code to try Rivers and Seas Watch for yourself



Better customer experience

We want you to feel good after you've contacted us, so we're making things easier.

Our mobile-friendly website has been simplified, while a new job management system for our operational teams means they're now able to get to you faster when you have a problem. These improvements mean that we've continued to drive down customer complaints, reducing them by 25% during 2024–25. Where we can, we now have dedicated agents speaking directly to customers who have contacted us.

Over the past few months, we've started to sign new agreements with local authorities, helping us to auto-enrol eligible customers onto our support tariffs. To date, we have signed up 18,000 customers without them needing to contact us, and we're on track to meet our target of 155,500 customers on the social tariff by the end of March 2025.

At the same time, we've increased the number of customers on our Priority Services Register to 304,268 (01 March 2025). We've continued to host Your Water Matters customer drop-in events at key locations across the region, where experts from across the business come together to answer your questions.

Our community education and volunteers have also been busy since they launched their programme in 2023, reaching 32,492 young people via online sessions and face-to-face events at local schools.



Scan the code to explore our education resources

