

Further written evidence submitted by Southern Water (RWS0004)

Thank you again for the invitation to appear in front of the Committee on Tuesday 21 January. We tried to give a full account of the challenges that Southern Water faces as we work to improve services for customers across our region.

The water industry is about to embark upon investment and improvements on an unprecedented scale, to give customers the service they rightly expect. This isn't easy. Ideally, our customers would never lose their water supply, or suffer the impacts of pollutions. When such incidents are combined with bills going up, it's completely understandable that people challenge and scrutinise what we're doing for them.

We must now invest in our infrastructure to make it fit for the future, and deliver the reset the Government envisages. The industry is ready to do this: Southern Water will shortly begin investing record amounts to deliver major improvements in water resilience, wastewater treatment and customer service, as well as enhancement and protection of our precious environment. The scale of our plan for the next 5 years is only possible because of the support of our shareholders, who provide the extra capital needed for infrastructure enhancements.

As offered in the hearing, we would be delighted to host the Committee at a site in our region to show you the work that we're doing. There's a wide range of projects that we could show you to illustrate how we are preparing for the future -- from our new reservoir under construction at Havant Thicket, to our partnership work to protect the chalk streams in Hampshire, and collaboration to reduce storm overflows and install sustainable drainage in Thanet. As part of, or separate to any visit, we can also arrange for our subject matter experts from across the business to present to the Committee, to help you to understand about the range of operations, processes and challenges we manage on a daily basis, and further your knowledge of our industry. Our team will work with the clerks to see if we can get something scheduled for the coming months.

If there is anything further Southern Water can provide the Committee to assist with your inquiry, please let us know.

Lawrence Gosden
Chief Executive Officer

Stuart Ledger
Chief Financial Officer

13 February 2025