



South West
Water

Performance Update & Action Plan

Update – September 2023



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You can play your part to ensure we are a water company you can be proud of. Have your say through our WaterShare+ panel. Click [here](#) to get involved.

About this document

In December 2022, Ofwat published their Water Company Performance Report 2021-22. This report compares the performance of the 17 largest water and wastewater companies in England and Wales.



Click [here](#) to read Ofwat's report in full

Each company's performance is measured on 12 key performance and expenditure metrics (also known as 'performance commitments'), as outlined in their respective Business Plans for 2020-2025. The scoring is based on the information and data included in annual reports.

South West Water has met or exceeded its performance commitments in 7 out of 12 areas, and continues to be a top performer in Internal Sewer Flooding. However, Ofwat found the performance in the remaining 5 areas in need of improvement and as a result, categorised South West Water as 'lagging behind'.

South West Water has always been open and transparent in our reporting, supported by a well-established governance structure. We continue to proactively share our plans with customers and stakeholders and meet regularly with Councils, local action groups, campaign groups. Through our innovative WaterShare+ Customer Panel, giving our customers opportunity to review and monitor our action plans and hold us to account on what matters most. This is the latest quarterly update on our progress to deliver the actions outlined within this plan.



Find out more about our PIRP [here](#)



Find out more [here](#)

Our performance

Delivering fundamental services to our c.2 million customers across the South West is at the heart of South West Water's 2019 Business Plan.



100%

bathing water quality for the second year running

WaterShare+

giving customers a stake and a say in our business –

Customers have received **£40 million to date** in this regulatory period

We want to ensure we continue to deliver world class drinking water, boosting water resources and resilience across the Greater South West for the longer term. We also plan to reflect the unique needs of our region, and our 860 miles of coastline, building on our expertise in biodiversity, catchment management and Net Zero capabilities. And, with a focus on ensuring our plans are affordable, we will explore a suite of charging options and tariffs, reflecting our customer demographics, as well as continuing to evolve our affordability toolkit, protecting the most vulnerable and eradicating water poverty.

In addition to the full set of regulatory performance metrics, South West Water also has important metrics that are bespoke to our region, our customers, and our environment such as bathing water quality where, for the second year running, we have achieved 100%.

Ofwat's water company performance report for 2021/22 assessed South West Water as delivering in 7 out of 12 of the measures commonly used to compare performance across the industry, with our internal sewer flooding performance placing us 1st overall. However, with five of the measures not on target, we were assessed as lagging for 2021/22 – as a result, we put challenging action plans in place to ensure we can confidently deliver on our commitments to customers and the environment.

What are we doing about it

For each of the 5 areas where performance was below target for 2021/22, we set out our key actions which did see improvements in 2022/23. These areas are:

- **Customer satisfaction** – our enhanced digital offering focuses on supporting our vulnerable customers as well as targeting to resolve customer issues first time. Disappointingly we were targeting 10th position, but recognising the challenge of changing customer perception takes time, and is intrinsically linked to our performance in other areas. We aim to improve our customer perception through continual engagement, ensuring we are open and transparent.
- **Supply interruptions** – we have plans in place to improve our performance through technology innovation and working with partners to respond to bursts more rapidly – our performance in 2022/23 was impacted by extreme weather conditions.
- **Water quality** – our ongoing investment plans to 2025 will mitigate the risk of significant water quality failures, with our action plan delivering improvements through our 'Quality First' transformation programme and lead pipe replacement projects rapidly – and we are delivering with an improved score of 2.39.
- **Pollution incidents** – building on our improved performance with further reductions of 30% in 2022, our action plan will focus on rising main replacements, installing 9,000 sewer depth monitors, and continuing our investment in technology and innovation.
- **Wastewater treatment works compliance** – performance improved to 99.4% in 2022, our action plan targets performance through our hotspot investment programme, deployment of data and telemetry, and investment in alternative power supplies to increase resilience.



Highlights

South West Water has delivered c.70% of its targets to 2021/22

Our performance for 2022/23 will see improvements – delivering some of our best ever results

- Wastewater compliance at 99.4%
- Maintaining industry-leading internal sewer flooding
- 100% bathing water quality
- Delivering more to support customers who need it most



All 12 measures are on track to deliver against their performance commitment by 2025, except customer usage where the whole industry has been impacted by the change in water usage since the pandemic.



How you can have your say

Through our Community Partnership Team, launched in early 2021, we aim to be much more visible in communities and to work with them to deliver more of what matters most. Our WaterShare+ scheme offers customers to have a say in our future, with our next WaterShare+ Customer Advisory Panel public meeting in September 2023.



2022/23 Performance review – monitoring our progress

We have already made improvements during 2022 by bringing forward plans and investment. The following pages outline and update on our actions plan to specifically focus on the five key areas in which we need to improve, with our progress against each area since shown below.

Customer satisfaction

2022/23 C-MeX score

12/17

We expect a gradual improvement in C-MeX over the next two years – with a target to achieve an above average ranking by 2025. As a result, our 2022/23 of 12th was expected and we continue to track our performance against our action plans – in particular seeking to improve customer perceptions which is the area of greatest challenge.

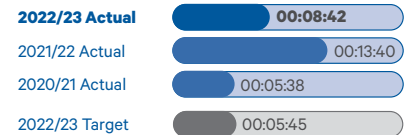


Supply interruptions

2022/23 duration

00:08:42

In recent years we have seen supply interruptions impacted by larger events – and 2022/23 has seen also some large events as well as the impact of the freeze/thaw events in December 2022. Despite our continuing investment in our alternative water supplies and these large events resulted in performance below target.

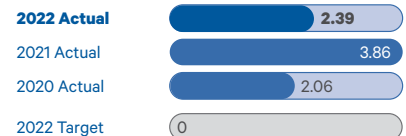


Water quality compliance

2022 CRI score

2.39

Continuing our lead replacement programme and network flushing we are rolling out the successful 'Quality First' programme across Bristol focusing on tank cleaning, enhanced risk assessment and rapid response to issues identified.

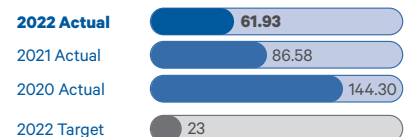


Pollution incidents

2022/23 incidents per 10,000km*

61.93

Our pollution incident reduction plan delivered a c.30% reduction in incidents with around 1,400 sewer depth monitors installed (above the 1,000 targeted for the year).



Treatment works compliance

2022/23 compliance**

99.40%

Treatment works compliance delivered our best ever score at 99.4% (jointly ranked third) and was above the industry threshold of 99%.



* C-MeX ranking: industry-wide customer satisfaction measure
 ** CRI score: industry-wide water quality measure

Customer Satisfaction

2022/23 C-MeX score

12/17

Current score (Q1 2023/24)

12/17*

2025 target

8/17

Our 2022/23 performance

While we work hard every day to deliver for our customers, our overall customer satisfaction position has remained stable.

We modernised our services with the introduction of WhatsApp, enabling customers to speak to us 24/7, and giving customers the ability to provide a meter reading and receive a statement to better manage their finances in the midst of a cost of living crisis.

We introduced our largest ever community outreach program with engaging initiatives including water saving, environmental and affordability, as well as teaching future generations about the value of water.

Support for vulnerable customers remains a key focus with 96.9% of customers finding their bill affordable in 2022/23 as we continue on our glidepath to achieve our industry leading commitment to eradicate Water Poverty by 2025.

However, our C-MeX performance and wider customer perception was impacted by the Temporary Use Ban in Cornwall and a small part of North Devon in August 2022, as an environmental drought was declared by the EA.

Our current position

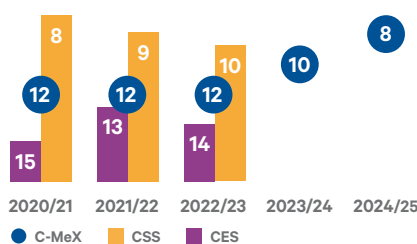
We know we need to understand customer concerns and explain to them what we are doing to resolve them. Our activities to achieve this include:

- Further enhanced engagement and community partnerships.
- From April 2023 we removed the benefits eligibility criteria giving access to support tariffs to anyone under the 5% Water Poverty threshold. We have also introduced an enhanced 'Lowest Bill Guarantee' process which targets the c.12,000 unmeasured customers currently in Water Poverty.
- In Q1 we completed over 32,000 Digital Billing conversations through Web Messaging which equates to 27% of all real time contacts.**
- We are on track with our Green Recovery Smarter, Healthier Homes programme to install c.70,000 AMI meters in North Devon by 2025, alongside lead replacement and customer leak repairs.

For these often longer-term challenges, stakeholders and our WaterShare+ Panel are key to showing transparency, openness and building trust with our customers.

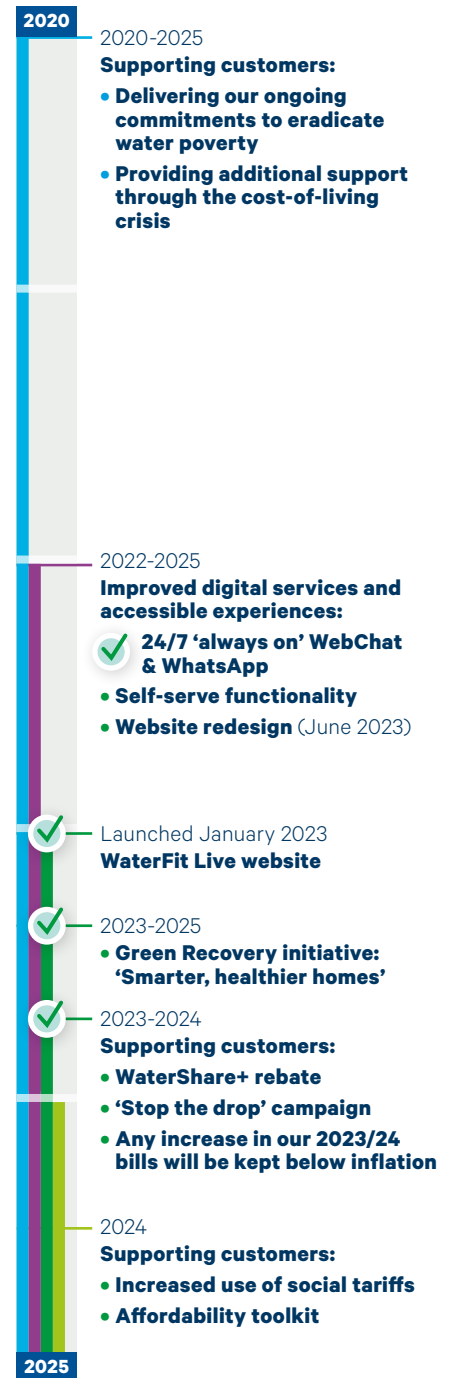
Our plans reflect our targeted industry ranking – reflecting that the level for the industry is likely to increase relatively.

C-MeX ranks



* Indicative/forecast for 2023/23 – performance finalised July 2023
 ** When compared to traditional telephone contact

Our Action Plan



[Click here for more details](#)

Supply interruptions

2022/23 duration

00:08:42

Current duration (Apr-June 2023/24)

00:02:01

2025 target

00:05:00

Our 2022/23 performance

We understand the inconvenience that supply interruptions can cause. The importance of ‘always on’ supplies, maintaining both public health and customer confidence, is one of our key priorities. The hot, dry summer followed by the extreme cold following by rapid thaw has resulted in performance below target – however this has significantly improved from the 00:13:40 position in 2021/22.

The cold weather caused an increase in the number of bursts and interruptions during December, and two large diameter, complex trunk mains failures accounted for c.14% of the total interruptions. This reflects the way in which performance against this target can be impacted by a one-off issue.

We continue to develop our capability in Alternative Water Supply mitigation techniques, leveraging innovation wherever possible. Our internal tanker fleet continues to provide value and we continue to work with our supply chain partners to ensure our response and recovery processes are optimised.

WHAT IS A SUPPLY INTERRUPTION?

Supply Interruptions are calculated as the average number of minutes lost per customer for the whole customer base for interruptions that lasted three hours or more.

Our current position

Throughout 2022/23, our ‘Dial before you Dig’ campaign was positively communicated to organisations working in our around buried assets to prevent third-party damage. The campaign will continue to be run over the following year and we are confident that it will continue to raise awareness amongst key stakeholders.

We have delivered our ‘Calm Networks’ training and are now moving to the next stage of training which focuses on pressure management and the basics of pressure control. This will be a live training exercise where candidates will be taught to diagnose and rectify faults or defects with common types of pressure control valve.

Through our CREWW partnership with Exeter University we are sponsoring the use of the training rig for research into network flow dynamics and leakage control, postgraduate placements from the university will work with our team to develop this throughout 2023.

Our Action Plan



 [Click here for more details](#)

Water quality

2022 CRI score

2.39

Current score (Jan-June 2023)

0.98

2025 target (deadband)

2.00

Our 2022 performance

Our CRI performance improved significantly from 3.86 in 2021 to 2.39 in 2022, which was better than the average performance of the industry overall and confirms our drinking water is amongst the best in the UK.

During 2022 there were just 26 sample results which did not meet the standards set in the Water Supply (Water Quality) Regulations 2016. The sample failures which received the highest CRI scores were two microbiological failures and one turbidity failure at three separate water treatment works.

Improvement works are being delivered during this 2020-25 period at the two water treatment works with microbiological failures and interim mitigation is in place until then.

Our current position

We have continued to make excellent progress through our 'Quality First' programme with respect to the inspection and cleaning of treated water storage tanks which is reducing the risk of future compliance failures.

All current schemes within our 'Network flushing and trunk main conditioning programme' are operable and routinely exercised, opportunity for further identifying schemes as part of a continuous improvement approach through the remainder of this AMP and into the next.

We have major improvement investments at six sites: Alderney (Dorset), Knapp Mill (Hampshire), St Cleer, Restormel and Stithians (Cornwall), and Littlehempston (Devon), and we are on track to deliver our 2025 target.

Our Action Plan



WHAT IS CRI?

Since 2020, water quality has been formally measured using the Compliance Risk Index (CRI), which measures the level of risk of companies not meeting the requirements of drinking water quality regulations. This is regulated by the Drinking Water Inspectorate (DWI).

[Click here for more details](#)

Pollution incidents

2022/23 incidents per 10,000km

61.93

Current incidents per 10,000km

30.96*

2025 target (deadband)

19.50

Our 2022 performance

Our performance on wastewater pollution incidents improved again in 2022 with a c.30% reduction on 2021 (down from 86.58).

This decrease together with the previous reduction between 2021 and 2020, means that we have reduced wastewater category 1-3 pollution incidents by over 50% over the last 2 years.

Continuing this trajectory to 2024 will see us achieve the lowest number of absolute pollution incident numbers.

However, overall we did not fully achieve the targets we set ourselves in the Pollution Incident Reduction Plan and therefore recognise that we have much more to do still to reduce pollutions and protect our environment.

Our current position

We will improve further by continuing with enhancements already in place and by actioning other performance improvement opportunities that we have set out in a new plan for 2023. Our key initiatives include:

- Acceleration of additional telemetry on our sewer network, including 9,000 sewer level monitors, region-wide deployment of AI tool for predictive analytics on storm overflows, increased use of AI tool for detection of bursts on rising mains and intelligent alarms. We have installed c.3,400 sewer level monitors to date.
- Continuation of 'hotspot' investment programme at problematic locations alongside 'Fast-Track' investment funding streams available to operational teams to avoid delay on remedial work.
- Completion of proactive rising mains replacement programme with a further 18 to deliver this year.

Our Action Plan

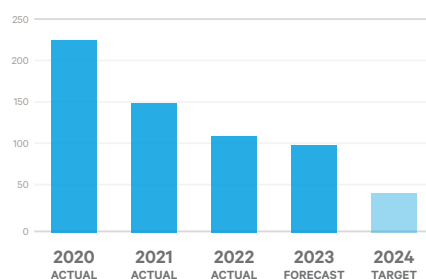


WHAT IS A POLLUTION INCIDENT?

A pollution incident occurs when contaminants flow into the water environment from pipes and equipment. These incidents are defined as Category 1 to 3 by the Environment Agency.

- Category 1: have a serious, extensive or persistent impact on the environment, people or property
- Category 2 have a lesser, yet significant, impact
- Category 3 have a minor or minimal impact on the environment, people or property with only a limited or localised effect on water quality.

Category 1-3 wastewater pollutions (number)



* (January - June 2023)

[Click here for more details](#)

Treatment works compliance

2022/23 compliance

99.40%

Current compliance

98.41%

2025 target

99.00%

Our 2022 performance

312 of the 315 numerically permitted treatment works were compliant (99.40%), with discharges at only two wastewater treatment works deemed non-compliant by the Environment Agency (EA).

Our performance commitment of 100% compliance was therefore not achieved, however this was within the industry-wide 'deadband' of 99%.

None of our numeric discharge permits at Drinking Water Treatment Works were deemed non-compliant.

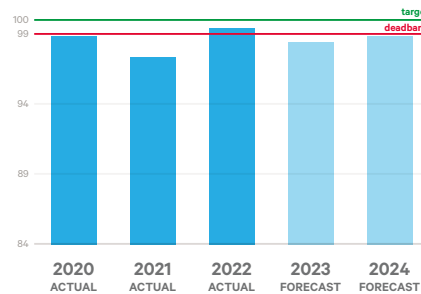
This year our MOT programme, investment plans and targeting third-party compliance, as well as utilising temporary assets over the summer to mitigate process risks, have delivered our best ever score at 99.40%.

Our current position

We have experienced some challenges at individual sites in the first part of 2023/24 which have resulted in some sites becoming non-compliant based on a single sample result. However, sample failure rates overall have stabilised and are tracking lower than the 2022 position at the same time last year.

We are delivering on our action plans across all at risk sites with regular reviews with the Environment Agency taking place, and we are on track to deliver our 2025 target of 99.00%.

Wastewater compliance (%)



Our Action Plan



WHAT IS TREATMENT WORKS COMPLIANCE?

Throughout the calendar year, South West Water is measured on how it manages its wastewater treatment works to ensure it is fully compliant with permitted discharge consents, minimising any pollution to the environment from treated water discharges.

* Indicative/forecast for 2023/23 – performance finalised July 2023



[Click here for more details](#)

Action plans in detail

Customer satisfaction

	Action	Target date	Status
Eradicating water poverty	Increase the number of customers on social tariffs to 60,000 by March 2024 – auto-enrolment of customers on social tariffs via data sharing.	March 2024	In progress, on track
	Evolve affordability toolkit to ensure support is provided in a flexible and tailored way.	2020-2025	In progress, on track
	WaterShare+ rebate as well as our stop-the-drop campaign will have a positive impact, alongside our 2023/24 bills position.	2023-2024	Complete 
Digital services	Introduce 'always on' WebChat and WhatsApp giving our customers the same conversational experience as telephony operating 24/7 enabled through our people strategy and offshore partnership.	2022-2025	Complete 
	Self-serve functionality – continue to enhance self-service functionality to meet customers' needs, including creating the ability for a customer to submit a meter reading and generate a statement at any time.	2022-2025	In progress, on track
	Redesign website and literature using the gold standard web content accessibility guidelines and followed the CCW's recommendations in respect of common language and simplification.	2022-2025	In progress, on track
Green Recovery	Introduce 'always on' WebChat and WhatsApp giving our customers the same conversational experience as telephony operating 24/7 enabled through our people strategy and offshore partnership.	Ongoing	Complete 
Engagement with stakeholders	Self-serve functionality – continue to enhance self-service functionality to meet customers' needs, including creating the ability for a customer to submit a meter reading and generate a statement at any time.	2023-2025	In progress, on track
	Redesign website and literature using the gold standard web content accessibility guidelines and followed the CCW's recommendations in respect of common language and simplification.	January 2023	Complete 
	Our Smarter, Healthier Homes programme to install c.70,000 AMI meters in North Devon by 2025, alongside lead replacement and customer leak repairs.	Ongoing	In progress, on track
People & culture	Focus on improving customer service through analysis and review of the extensive feedback data we receive on customer contact, coaching and training of staff, and engaging across the business with a 'customer first' approach.	Ongoing	In progress, on track

Supply interruptions

	Action	Target date	Status
Pressure management	Continued programme of pressure management to deliver a reduction in burst events linked to excessive pressures in the network.	2020-2025	In progress, on track
	Conduct a 'network calming' pilot in the North Devon operating area to identify tactical improvements from August 2023. This study will inform future plans.	2023	In progress, on track
Innovation	Pursuing a joint venture with a specialist provider whose range of innovative isolation solutions, such as Hydrant Wizard, are already in use across the industry.	2022 Launch – ongoing to 2025	In progress, on track
	Finalising an R&D project to deliver a 'tethered bag' isolation solution for larger diameter/ higher pressure mains as well as development of a 'pipe stent' solution allowing for an insertable stent to be placed inside a damaged main to enable restoration of flow whilst a permanent repair is planned and executed.	2022 Launch – ongoing to 2025	In progress, on track
Engagement with stakeholders	Run a 'Dial before you Dig' campaign to highlight the risks, and responsibilities, third parties have when working in or around buried assets. Continue to refresh messaging throughout the period.	2020-2025	Complete 
People & culture	Network Training Centre (NTC) located at Pynes WTW to train internal teams and partners who operate on network. Extend 'calm networks' training to third parties, such as the Fire Service and also offer the service to the wider industry, to deliver training to over 110 networks staff from Wessex Water.	2022 Launch – ongoing to 2025	Complete 

Water quality

	Action	Target date	Status
Enhancement schemes	Upgrade at Alderney and Knapp Mill utilising ceramic membrane technology.	2020-2025	In progress, on track
	Granular Activated Carbon (GAC) at two further sites (Littlehempston and Stithians).	2020-2025	In progress, on track
	Manganese removal at St Cleer and Restormel.	2020-2025	In progress, on track
Green Recovery	Deliver AMP7 Lead pipe replacement programme throughout the next three years and expand delivery through our Green Recovery programme which will ramp-up in 2023 and beyond.	2020-2025	In progress, on track
Enhanced conditioning	Network flushing and trunk main conditioning programme.	2020-2025	In progress, on track
Quality First Programme	Enhanced tank cleaning (reducing bacterial risk at treatment works and service reservoirs). Long-term ongoing enhancement included to secure future cleaning capabilities.	2022 Launch – ongoing to 2025	In progress, on track
	Rapid response to issues raised to identify root cause and identify mitigations and any asset investments needed.	2022 Launch – ongoing to 2025	Complete 
	Enhanced risk assessment and Site MOTs will continue in a cyclical manner.	2022 Launch – ongoing to 2025	In progress, on track
	Enhanced investment in additional on-line instrumentation associated with disinfection at all sites to improve visibility of any issues before failures occur.	2022 Launch – ongoing to 2025	In progress, on track
Innovation	Trialling an innovative slip-lining which, may give benefit of lead reduction in delivery / on-going enhancement – reducing lead risk without the significant impact on customers of full lead supply pipe replacement.	2023	Complete and sufficient understanding gained

Pollution incidents

	Action	Target date	Status
Hotspot Programme	Hotspot programme launched in 2021/22 delivered c. 210 interventions and a further 50+ in 2022/23. Currently finalising our 2023+ hotspot programme.	2021-2025	In progress, on track
Pollutions reduction through Innovation, Technology & stakeholder engagement	Enhancing our processes for investigating and tracking illegal connections to our systems.	Ongoing BAU activity	Complete 
	Investment in technology and systems supplemented by additional data analytics personnel to review trends, additional service, and support centre personnel to review and triage additional alarms. Alongside additional field staff to respond to triaged data.	Ongoing BAU activity	Complete 
	Implement new 'Spill Sure' system launched in 2022 to complement our WaterFit initiatives and reduce spills from CSOs.	2022	Complete 
	Develop root cause analysis (RCA) using CREWW (partnership with the University of Exeter) to analyse trends and data to better respond to the root cause.	2022-2023	In progress, on track
	Proactive rising main replacement programme as part of WaterFit investment commitments, delivering 14-20 in 2022/23 and a remainder in 2023/24.	2022-2024	In progress, on track
	Further targeting of illegal connections and engaging with key customers (such as fast-food restaurants) prone to blockages.	2023	Complete 
	Optimised investment programme team for both pollutions and storm overflow priority sites – delivering complementary interventions efficiently.	2023	In progress, on track
	Extending award-winning AI (Artificial Intelligence) CCTV sewer survey initiative.	2023	In progress, on track
	Ovarro to be deployed region-wide following the successful pilot during 2022.	2023	In progress, on track
Installing 9,000 sewer depth monitors by 2025 to provide enhanced monitoring of network.	2023-2025	In progress, on track	

Treatment works compliance

	Action	Target date	Status
Enhancements through improved insight and analysis, Technology and stakeholder engagement	Increased resources and resilience of the service and support centre (responsible for triage of all alarms) aligned to additional internal (additional operational staff at sites) and external resources (investment in strategic operational contracts with additional equipment to enable response within two hours 24/7) to respond to reactive failures and risk.	Ongoing BAU activity	Complete ✓
	Proactive assessments through extensive deployment of data and telemetry. Additional data analytical resource within SSC 24/7 and supervisory / management resource.	Ongoing BAU activity	Complete ✓
	Root cause analysis – senior RCA investigation on site with 48 hours of an issue arising attended by a minimum of 2 managers and/or area technician. Completion of an on-site failure investigation form – supporting Environment Agency discussions and mitigations.	Ongoing BAU activity	Complete ✓
	Compliance Action Plans (CAP) – developed for each site at high risk of failure to identify the operational activities and planned investments to ensure compliance is maintained.	Ongoing BAU activity	Complete ✓
	Moving to proactive from reactive through extensive deployment of data and telemetry, analysed internally and through data analytical packages, Ovarro and Innovyze.	Ongoing BAU activity	Complete ✓
	For third parties, launch a proactive campaign with traders to ensure they understand their obligations to comply with discharge consents.	Launched – ongoing BAU activity	Complete ✓
	Increase sampling and trial ‘real-time’ water quality monitoring at sites with higher risk third-party discharges.	2022/23 trial	In progress, on track
	Hotspot investment programme at wastewater treatment works from asset management risk assessment models identifying those sites deemed at most risk to pollution or non-compliance.	2023-2025	In progress, on track
	WaterFit to target pollutions and storm overflows by investing at treatment works such as storm storage, inlet screens and other wastewater treatment works enhancements.	2023-2025	In progress, on track
	Alternative power supplies and generator resilience investment to prevent UV failures. Improved our planned maintenance of alternative power supplies which increased reliability.	2023	In progress, on track

Future WINEP schemes

Scheme	2023/24		2024/25	
Flow to Full treatment	Heathfield STW* Horrabridge STW Lanner St Day STW	Princetown STW St Keverne STW Winkleigh STW	Bere Alston STW St Dennis STW Yeoford STW*	
Storm tank capacity	Aylesbeare STW Beals Mill STW Blackawton STW Broadhempston STW Dunsford STW Halwill STW Hawkchurch STW Horrabridge STW Lifton STW North Molton STW	North Petherwin STW North Tawton STW Offwell STW South Milton STW St Columb STW St Germans STW St Just Tregeseal STW* Talatton STW Teign Village STW Yeoford STW*	Buckland Brewer STW Carnon Downs STW* Compton & Marldon STW Cornworthy STW Exford STW Fraddon STW Halberton STW Lanner St Day STW Payhembury STW Pelynt STW	Plympton (Marsh Mills) STW St Cleer STW St Dominick STW St Gennys STW Torpoint STW Uffculme STW Veryan STW Walkhampton STW Woolfardisworthy STW
Bathing water			Plymouth Integrated Urban Drainage Management Salcombe (Malborough) STW Emergency Overflow Plymouth Central STW Storm	
Shellfish water			Maer Rd Pumping Station CSO Phear Park Pumping Station CSO	
Phosphorus schemes	Belstone Sticklepath STW Bow STW Bradworthy STW Bradworthy STW Bridgerule STW Christow STW Chulmleigh STW Churchinford STW Crediton (Lords Meadow) STW	Dunkeswell STW Hemyock STW Lamerton STW Offwell STW South Milton STW St Mabyn STW Teign Village STW Willand STW	Chudleigh STW Fraddon STW Frogpool STW Holsworthy (Derriton) STW Kilkhampton STW Lanner St Day STW South Molton STW Winkleigh STW	Witheridge STW St Columb STW Camelford STW

* Due to complexities in delivery, we are engaging with the EA to request that Heathfield STW and St Just Tregeseal STW are delayed to 2025, with Yeoford STW and Carnon Down STW being accelerated to 2023/24 for their respective schemes. This is to ensure the same number of outputs are delivered in 2023/24.

