



Bringing water to life –

supporting the lives of people and the
places they love for generations to come

Green Recovery Annual Report 2022



Executive Summary

Delivering on improving public health, protecting the environment and addressing climate change



The South West’s economy has been one of the hardest hit by COVID-19, and as a responsible business in the region, South West Water is focused on opportunities to make an even bigger societal contribution.

Our plan, which was approved by the Regulator, Ofwat, in July 2021 commits to an investment of c.£82m to deliver five schemes:

- 1 **Knapp Mill water treatment works advancement** accelerating the upgrade of the Knapp Mill water treatment works near Christchurch
- 2 **Water resource grid enhancement** increasing water supply resilience by supporting water transfers
- 3 **Smarter, healthier homes** trialling ways to help customers save water, protect customers from the cost of supply pipe failures, and reducing health risks from lead pipes
- 4 **Storm overflows** reducing harm from storm overflows and improving river water quality
- 5 **Catchment management** using nature-based solutions to improve water quality and enhance natural habitats.

While most of the programme is due to be implemented from 2022 to the end of the regulatory reporting period in 2025, South West Water has commenced delivery of projects in line with its forecasts in our Green Recovery Initiative proposals. These include delivery of our expanded catchment management programme restoring additional areas of peatland as well as the installation of new ‘smart’ Automated Meter Reading (AMR) meters. Initial work in other areas of our programme is also on track to deliver the forecast benefits over the remaining years of the reporting period.

Our performance in respect of our Green Recovery Initiative commitments has been subject to the same level of assurance as our existing business plan performance commitments in line with our Integrated Assurance Framework and our independent technical auditor, Jacobs, has provided a report on page 12.

We’re pleased to report that each of the projects is on track to deliver our commitments on or ahead of the scheduled completion date of the projects.

The initiative has created jobs and continues to support the wider supply chain and help the region’s economy recover in addition to protecting the environment. We remain confident for the continued delivery of the programme through to 2025 and the positive outcomes it will deliver.

South West Water’s Green Recovery Initiative, which was developed with and supported by our customers focuses on opportunities to make an even bigger environmental and societal contribution to the South West over and above our stretching 2020-25 business plan.

DRIVEN BY OUR VALUES



Trusted

We do the right thing for our customers and stakeholders



Responsible

We keep our promises to our customers, communities and each other



Collaborative

We forge strong relationships, working together to make a positive impact



Progressive

We are always looking for new ways to improve and make life better

Summary Performance

Delivering alongside our main business plan



On track for all initiatives

In 2021/22 SWW achieved c.80% of its business plan performance commitments as described in our Annual Performance Report. In addition we have commenced our Green Recovery programme and remain on track to deliver the benefits by 2025.

1 Knapp Mill water treatment works advancement

Our Green Recovery proposal for Knapp Mill Water Treatment Works (near Christchurch) is to upgrade the existing works to become a state of the art treatment works with a nominal demand figure of 86 Ml/d.

This is currently within the planning process and we are anticipating a planning decision in August 2022.

Other preliminary tasks are on schedule and we remain on track to supply water from the new water treatment works by March 2026.

2 Water resource grid enhancement

The aim of this initiative is to support water transfers within our region providing links between key supply areas, helping address the growing pressure on water resource availability and quality in our area.

Our new pumping station on the River Tamar and treated water transfers between works remain on track for delivery in 2024 and 2025 in line with the plan.

PERFORMANCE COMMITMENT	UNIT	2021/22 TARGET	2021/22 ACTUAL
Biodiversity – enhancement	Hectares	84,209 ¹	95,543
Installation of AMR meters	Number	4,557	443
Leakage	Ml/d	NA ¹	NA
Per capita consumption	l/p/d	NA	NA
Operational carbon	Tonnes	NA	NA

¹ As per the Green economic recovery: final decisions document published by Ofwat, biodiversity, leakage and Per Capita Consumption (PCC) commitments reflect/will reflect revisions to the original business plan commitment.

3 Smarter, healthier homes

Forming part of a wider integrated regional pilot to manage water efficiency, water quality and affordability for our customers.

We have completed the first roll-out of smart meters in the Great Torrington area. We have also established delivery plans and processes to achieve the future elements of the initiative and are on track to deliver the 2025 targets. The overall total installation of AMR meters during the year was c.3,000 ahead of the original business plan target.

4 Storm overflows

Three complementary projects are being delivered to extend our overflow monitoring and investigations programme, develop an inland river water bathing pilot, and to trial surface water separation.

The river water bathing pilot project is underway, with community engagement having occurred and sites for monitors having been identified. We are on track to commence deployment of monitors during the next year and complete the projects in line with the plan by Spring 2025.

5 Catchment management

This initiative within our Green Recovery plan will expand by a further 10,000 hectares, over and above our main business plan commitment, the amount of land under active catchment management activities.

Three key strands of delivery are already commenced and we have commenced delivery of the specific peatland restoration and farm management projects on Dartmoor with a total of 366ha newly brought into active catchment management as a result.

Although this is slightly behind forecast for this specific area at this stage, we have refocused during this period in other areas and outdelivered on our total revised performance commitment, which was published in Ofwat’s Green Recovery final decision and remain confident of outperforming on our specific Dartmoor projects during the rest of the project period.

Green Recovery initiative

1 Knapp Mill water treatment works advancement

Agreed proposal

The objective of this project is to upgrade the existing Knapp Mill Water Treatment works with a new state of the works with a Nominal Demand figure of 86 M/d.

The existing works has two treated water delivery streams. A domestic stream which supplies potable water to the domestic and industrial customers in the Knapp Mill water supply zone and a Fawley stream which supplies potable water through a dedicated pumping station and trunk main to the refinery complex at Fawley. The project will provide a world class drinking water supply solution for the supply network serving Bournemouth Water customers, providing excellent water quality and long-term water supply security for the region.

The project will include the following key processes; Inlet Screens, In-Line Coagulation and Adsorption (ILCA), Lamella Settlement (being confirmed by pilot trials), Ceramic Membranes, Ozone, Granular Activated Carbon (GAC) Filters, Manganese Filters, Chlorine Contact Tank and Sludge Treatment Facility. Scope will also include new building, new access road, interstage pumping, interconnecting pipework, chemical storage and dosing, new power supply and standby generation, and control upgrade.

Progress

- ✓ **Feasibility Design** – complete. This stage of the design included a substantial optioneering exercise, investigating different process technologies and potential locations for the new water treatment works.
 - ✓ **Planning Design** – complete. This stage has included extensive pilot testing on site which included two membrane units from different manufacturers and a lamella clarifier unit. This testing allowed the different process technologies to be evaluated over a range of raw water conditions. The outputs from the pilot work allowed the team to confirm the water treatment process requirements, and to size the water treatment structures. Consultation also took place with the wastewater provider to determine a suitable route for wastewater discharge.
- Spatial design of the building envelopes has also been undertaken for the purpose of the planning application. To facilitate this, a 3D model has been developed to optimise the general arrangement of the new works and the position and height of the different structures. This model was then used to engage with BCP (Bournemouth, Christchurch and Poole) Council under a Pre-Planning Agreement which allowed

early consultation on the appearance of the building and to agree measures that can be taken to mitigate any impact of the construction. As well as fixing the building appearance, this early engagement with the Council has been beneficial as it has allowed agreement to be reached on aspects such as landscaping requirements, SUDS measures, construction vehicle movements, environmental mitigation measures and the location of construction compound areas. A public consultation exercise has also been undertaken to ensure that local residents and interest groups are kept informed, and so that their comments can be taken into account as the design develops.

- ✓ **Planning Application and Environmental Impact Assessment (EIA)** – All planning documents and Environmental Impact Assessment (EIA) technical chapters have been submitted to BCP Council. The Planning Application was validated on 20 May. The Planning Decision is anticipated in August 2022 in time to commence the enabling works on-site. The project team are currently responding to queries that are arising from the consultation process.
 - ✓ **Site surveys** – These are now substantially complete. Environmental and geotechnical surveys have been completed on site which have included topographical and GPS surveys, ground investigations, contamination testing and the appropriate ecological surveys. The outputs from these surveys have been fed into the Planning Design and the EIA documents.
- Archaeological surveys have also recently been completed in consultation with the BCP county archaeologist. Further confirmatory surveys anticipated to inform detailed design process.

We remain on track to supply water from the new water treatment works by March 2026, in line with the agreed Green Recovery proposal, a year earlier than initially committed to in our 2020-25 Business Plan.

- ✓ **Outline/Designed design** – Further progression of the design is now underway to provide greater definition of the proposed works. This includes refinement of the process design to ensure an optimised whole life cost and carbon footprint, and development of the 3D model through more accurate sizing of the civils structures. Engagement is also ongoing with various equipment manufacturers (for example, the chosen membrane supplier) to confirm plant layouts, control philosophy and power requirements.

Concurrently with the design development, we are progressing through a procurement process to ensure a Contracting partner is on-board in readiness for the March 2023 start on-site date.

In addition, enabling works activities (site preparation work that can be progressed in advance of main construction) are also being scoped up. This is likely to include modifications to the existing plant (to facilitate the main works), earthworks movements, removal of sludge and access improvements.

We remain on track to supply water from the new water treatment works by March 2026, in line with the agreed Green Recovery proposal. This is a year earlier than initially committed to in our 2020-2025 business plan.



Submitted

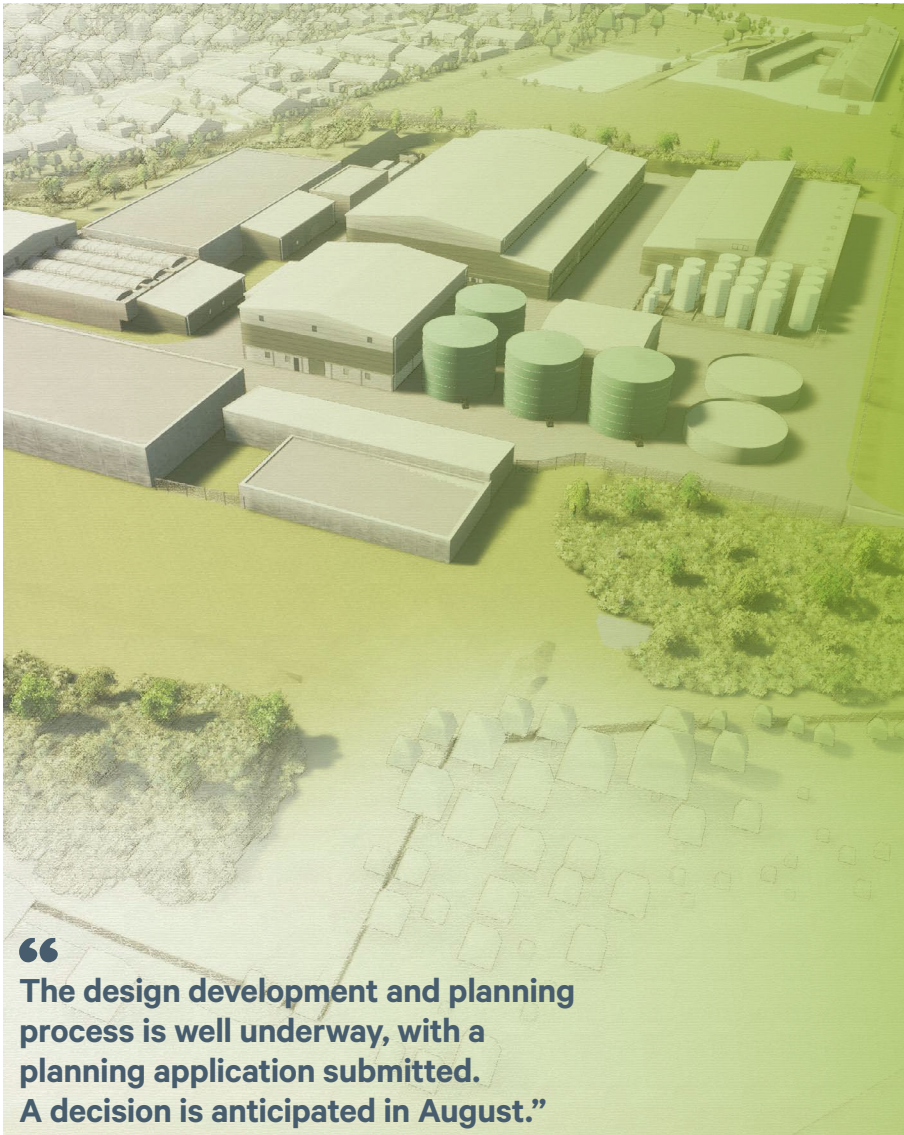
PLANNING DESIGN

86 MI/d

NOMINAL DEMAND FIGURE

On track

FOR MARCH 2026 OPERATIONAL START



Future programme

Conceptual Design Development:
Currently ongoing

Planning Decision:
c. August 2022

Enabling Works on site:
November 2022 to February 2022

Let main contract:
February 2023

Start on Site:
March 2023

Construction complete (main works):
February 2026

Green Recovery initiative continued

2 Water resource grid enablement

Agreed proposal

Our proposal accelerates plans to address supply risks affecting our Roadford supply area and advances our long-term water quality strategy for the North Devon area.

The investment includes:

- **A new intake pumping station** – on the River Tamar to transfer raw water to Roadford reservoir
- **New raw and treated water transfers** – between Prewley and Northcombe water treatment works (WTWs) providing a new strategic link between two key sources in the area.

The proposals will help address the growing pressure on both water resource availability and quality and support the transfer of water to areas in supply deficit across Southern England.

Progress

A new intake pumping station

The required useful abstraction and output from the River Tamar to Roadford reservoir in the 1:500yr drought scenarios is currently being refined through hydrological analysis. This information will inform the rating of the new infrastructure being installed under this project as well as the composite abstraction licence application that will be submitted to the EA covering the new Gatherley abstraction site. Based on a possible peak flow of 148 megalitres per day (Ml/d), the design team is recommending a 1,200mm diameter pipe from Gatherley, bigger than the 900mm diameter originally submitted through SWW's Green Recovery submission.

The project is reliant on reusing the existing Lyd – Roadford 7.5km 900mm diameter ductile iron pipe (last used in the 1990s) to transfer flows from the downstream end of the new Gatherley pumped main to Roadford Lake.

The preferred pumping station site has been identified downstream of the confluence of the Rivers Lyd and Tamar and proposals are being developed based on site investigation.



Options for the new water abstraction site are being considered downstream of the confluence of the river Tamar (left) and Lyd (right) – this image is looking upstream from the confluence.

Future programme

Site investigation and design development:

Ongoing December 2022

Let main contract:

January 2023

Planning application determined:

March 2023

Start on site:

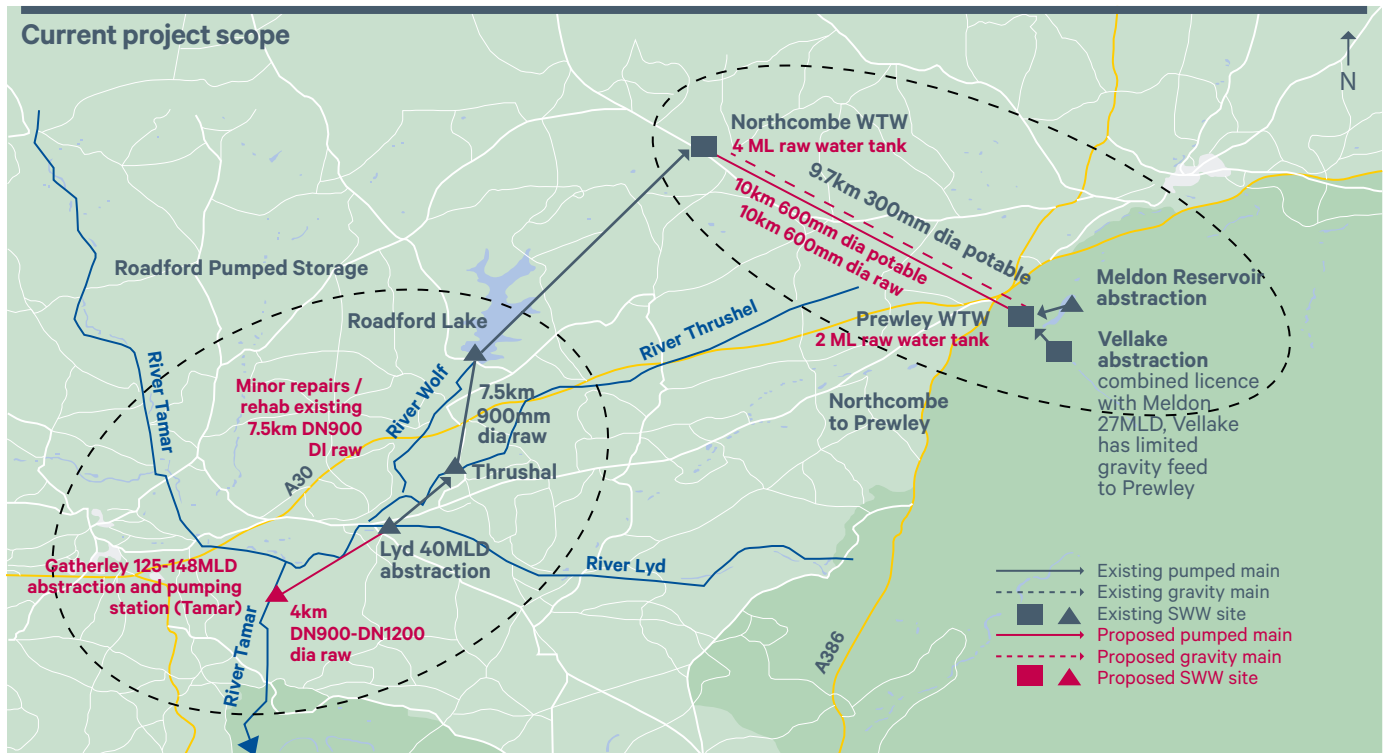
April 2023

Construction complete Northcombe to Prewley:

December 2024

Construction complete Roadford Pumped Storage:

December 2025



New raw and treated water transfers

We completed the options phase of this project in January 2022. Through options appraisal, several pipeline routes were assessed and screened based on various engineering and environmental criteria resulting in single preferred pipe alignment for each scheme.

Through the options stage, preliminary hydraulic analysis has shown that both the potable and raw water mains should be 600mm diameter. This is an increase in size for the 400mm diameter potable originally submitted through SWW’s Green Recovery submission.

An hydraulic model is being built to allow the appraisal of options for reuse of an existing 300mm diameter potable main from Prewley WTW to Northcombe WTW to ensure the project is delivered efficiently.

The project is now in the outline design stage whereby environmental and engineering site surveys and investigation will inform the design development to enable an Environmental Impact Assessment (EIA) screening opinion to be submitted towards the end of 2022.

After the confirmation of our permitted development rights for most of the proposed works, outline design will be completed in the first half of 2023.

The project delivery team is largely mobilised. The core engineering and environmental design team has been engaged through SWW’s AMP7 design consultancy framework. A contractor has been engaged to provide constructability advice through this design stage and proposals have been received for the appointment of a Town & Country Planner. An ecologist has been engaged for preliminary ecological surveys in the summer 2022 ecological window.

We are exploring opportunities to make use of the installed mains in the interim before future works at Northcombe and Prewley WTW are completed.



There are two raw water sources that serve Prewley WTW – the new raw water transfer main to Northcombe WTW will diversify the source water available at Northcombe WTW which currently only has Roadford water available. This image shows the end of the existing gravity abstraction into Prewley WTW from Vellake.

27 MI/d

RAW WATER TRANSFER CAPACITY FROM PREWLEY TO NORTHCOMBE WTW

27 MI/d

TREATED WATER TRANSFER CAPACITY FROM NORTHCOMBE WTW TO PREWLEY WTW

c.125 MI/d

RAW WATER TRANSFER CAPACITY FROM THE RIVER TAMAR



The Roadford Pumped Storage scheme will increase the resilience of the regional water supply system by enabling Roadford Lake to be topped-up during winter months.

Green Recovery initiative continued

3 Smarter, healthier homes

Agreed proposal

Increased water usage and unexpected repair bills from leaking service pipes can result in acute financial pressures for individual customers and particularly for those who are financially vulnerable. Smarter, healthier homes focus on investment that directly benefits our customers.

This project is an integrated regional pilot to manage water efficiency, water quality and affordability for customers – in the North Devon region. It focuses on three key areas:

- **Installation of smart meters** – enhancing customer engagement to help them manage their water use and bills more easily
- **Supply pipe 'adoption' trial** – relieve the worry of sudden unplanned financial demands arising from leaking and/or failed service pipes
- **Proactive lead pipe replacements** – take a significant step towards eliminating lead supplies across our region.

Progress

We have established a cross function group to deliver each aspect of the programme led by our Drinking Water Services Director and our Customer Service Director.

Customer engagement is a key element of this project as the replacement of supply pipes is a new area of delivery over and above our existing programme. Lessons learned from this area will be of significant interest and we will be discussing with our sector colleagues. We are proactively engaging with colleagues at Severn Trent to share best practice between the two companies with a workshop held in June 2022. Further workshops are being held in August and beyond where we also look forward to sharing the results of a new lead pipe lining method (ePIPE). We are keen to hold these sessions at this stage to inform PR24 planning, the focus will be on lead, but we will not constrain the scope and will explore all avenues for improving drinking water quality.

Activities completed so far include:

- Established the formal postcodes/customers within the target area and mapped these to discrete district metered areas (DMAs)
- First roll-out of smart meters has been completed in the Great Torrington area
- Formal tender process for the lead replacement/sampling was issued and went live in September 2022 for award of contract
- Developed a lead pipe risk model and begun validating this by engaging with around 1,500 customers in a citizen science approach to water quality monitoring
- The tender process for AMI meters (covering existing and Green Recovery meters) is expected in September 2022 for contract award.

In addition to the Green Recovery programme, we are also piloting lead replacement (as part of our existing AMP 7 programme) in Truro, Cornwall. This project has supported the development of the lead pipe model and the citizen science approach to assessing lead levels in drinking water and has begun to deliver several pipe replacements in targeted areas.

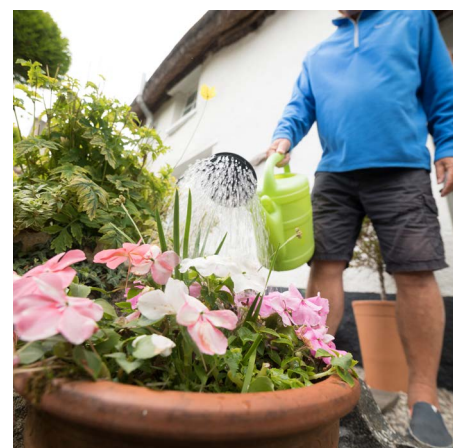
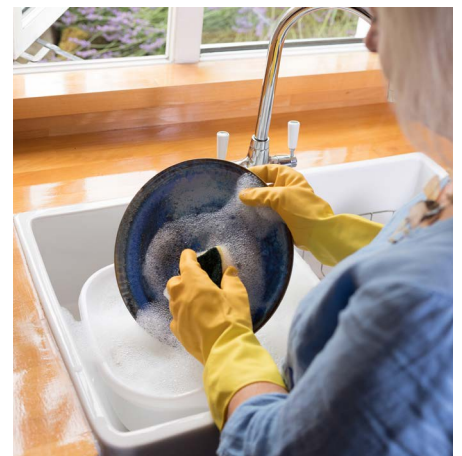
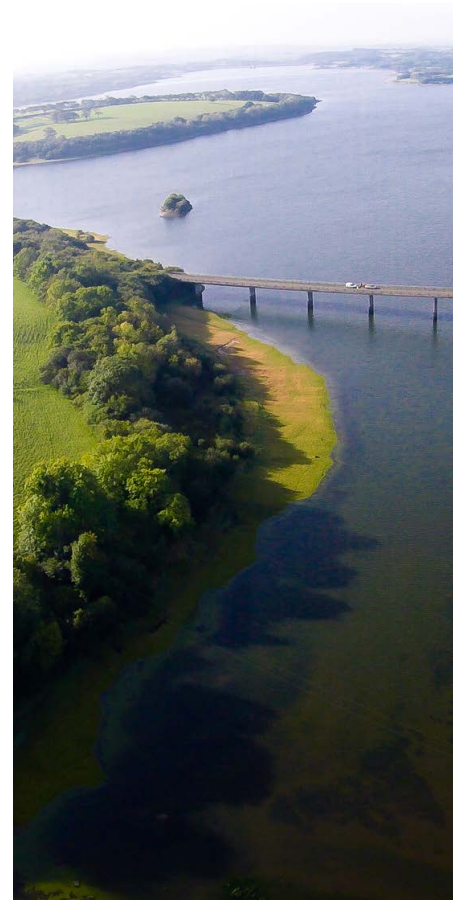
There is already significant learning regarding the practicalities of consumer owned pipes, the natural consumer appetite for pipe replacement and ability of the supply chain to effectively deliver street by street pipe replacement in logistically challenging areas where lead pipes are often prevalent. We also continue to explore innovative solutions where replacement of lead pipe is not feasible. We have successfully piloted the ePIPE technique at our Pynes NTC test facility, and are planning to carry out field trials over the coming months.

443

SMART METERS ROLLED OUT

1,500

CUSTOMERS ENGAGED IN WATER QUALITY MONITORING





In line with Ofwat’s ‘Green economic recovery: Final decisions’ (pages 113 to 115) published in July 2021, we are required to provide additional reporting in respect of the classification and costs of new meters installed as well as benefits generated.

Our meter installation programme commenced in 2021/22, ahead of other aspects of the proposal and the majority of delivery is in the remaining years of the proposal.

As reported in table 10A of South West Water’s Annual Performance Report, all meters installed so far as part of the programme are the replacement of residential meters. As such our additional reporting this year is as follows:

METRIC	UNIT	VALUE	FURTHER COMMENTS
Number of existing basic meter installations replaced with AMI capable smart meters or upgraded to AMI functionality	Number, 000s	0.443	All meters are under the ‘Replace external (domestic) category’
Existing basic meter installations replaced with AMI capable smart meters or upgraded to AMI functionality – outturn costs	£, million	0.076	All costs are under the ‘Replace external (domestic) category’
Percentage of household properties within our smart metering trial area covered by the company communication network	%	96.5	This percentage is based upon reporting gathered by the Company, based on the early phase of the trial so far and we will provide further analysis as the trial scales up in the forthcoming years
Percentage of smart meter installations in the smart meter trial are providing a successful daily transmission of daily data	%	96.5	

As the trial is in its initial phases and will scale up in forthcoming years benefits (leakage savings and usage savings) will accrue in forthcoming years.

Future programme

Programme design and team recruitment
Ongoing June 2022

ePIPE trial
July to October 2022

Tender Process complete
September 2022

Contractors Start
September 2022

Project completion
Spring 2025

Green Recovery initiative continued

4 Storm overflows

Agreed proposal

The demands and expectations on wastewater infrastructure, of the public nationally and regionally, has increased.

We are proposing three complementary projects which will inform our future strategy and business plans:

- **Extend our overflow monitoring and investigations programme** – install up to a further 414 event duration monitors (EDMs) and complete 100 additional investigations
- **Develop an inland river bathing water pilot** – to test the implications, costs, and benefits of achieving bathing water designation and deliver specific asset enhancements
- **Trialling surface water separation** – assessing the sustainability of this activity to reduce storm overflows during heavy rainfall.

Dart and Tavy River Bathing Waters Pilot

An opportunity for the South West region

In recognition of the significant value of our rivers and inland waters to communities across the region, as part of our Green Recovery Programme, South West Water are embarking on a £3.9m, three-year pilot project on the Rivers Dart and Tavy.

The Dart and Tavy River Bathing Waters Pilot will build on our current knowledge of both rivers, as well as on existing relationships with river users and local communities, to develop an approach that will inform our strategy for the designation of river bathing waters across the South West region.

The South West is already home to 150 designated coastal bathing waters. This pilot will explore how we might begin taking the same approach to river bathing waters, starting with two rivers that we know are popular for recreation.

This is an exciting opportunity for South West Water, the local community and ultimately the whole region. We are looking forward to working with partners and the community on our ambitious plan.

Inland water recreation

The popularity of our rivers and inland waters as places for recreation has grown significantly over the last 20 years (ref Watersports Participation Survey, Environment Agency Rod Licence sales) and has increased further over the past few years as the pandemic strengthened the love for the natural environment. From boating, to fishing, kayaking to wild swimming, the rivers of our region are alive with activity.

The benefits of recreational water activity to tourism and the regional economy are clear. Alongside this are the well documented health and wellbeing benefits that come from spending time in our beautiful natural environment.

We understand that there is also a growing demand from our communities for real time data about river water quality and we are committed to delivering this, to help people make an informed choice about when and where they go in the water.

Moving towards inland bathing water designation

The focus of the Dart and Tavy pilot will be on investigating river water quality within both river catchments, with an emphasis on understanding what factors are driving that quality. It will look to reflect the interactions of South West Water assets along with farming, industrial/commercial discharges and other land run-off.

Data from extensive water quality monitoring, coupled with storm overflow monitors throughout both rivers will be combined with information we gather from the communities of the Dart and Tavy about recreational water activity. This will inform our approach to inland bathing water designation in both rivers and across the region, into the future.

This pilot also gives us the opportunity to develop how we provide water quality information direct to the public, and how we make sure it is timely and useful.

We will look to deliver this through the development of our 'Window on the Environment' platform, with an initial focus on the Dart and Tavy catchments and using data gathered through our pilot.

The pilots in a snapshot

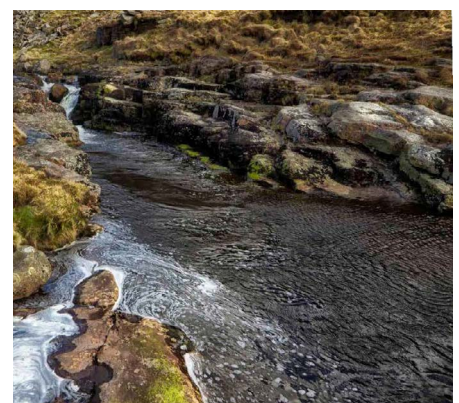
Our first goal, early in 2022 is to work with local communities and stakeholders to build a picture of how, when and where water recreation activities are taking place in and around the Dart and Tavy rivers.

We will then combine this map of river activities together with the data we gather from our water quality testing and monitors. We will be trialling a variety of monitors as part of the pilot which will also provide us with valuable insight.

What we learn will help us to understand what impacts there are on river quality, at specific locations along the rivers and then to link this to where people like to use the river.

This will help us to target investment on our own impacts and to support changes in agricultural land use where an impact becomes clear.

We will complete our pilot by March 2025 and the lessons we learn will inform how we can achieve bathing water status in the Dart, Tavy and beyond.



414

EDMs TARGETED

For further information about the Dart and Tavy River Bathing Waters Pilot contact: DartTavy@southwestwater.co.uk



Spring 2022

- First Dart and Tavy Stakeholder Steering Group
- First community focus groups and workshops
- Sites for water quality monitors identified

Summer 2022 into 2023

- River water quality monitors and storm overflow monitors deployed and data gathering begins
- Ongoing stakeholder and community engagement
- Trial of the Window on the Environment platform

Winter 2023 into 2024

- Full review of all our findings including cost benefit analysis
- Programmes to improve river water quality

Spring 2025

- Report on findings published
- If appropriate, following completion of the pilot, we would support bathing water designations on the Dart and Tavy rivers

Green Recovery initiative continued

5 Catchment management

Agreed proposal

Since 2010, we have been working with our project partners, farmers, and landowners to deliver our innovative and award-winning land management programme **Upstream Thinking**.

Our Green Recovery (GR) proposal provides us with an opportunity to further expand this programme across Dartmoor National Park. We will undertake 10,000 hectares of catchment management activities including:

- **Peatland restoration** – on areas with some of the most severe damage and degradation on Dartmoor
- **Working for landowners and farmers** – to protect raw Water quality and availability
- **Natural flood management and nature recovery** – improving biodiversity and enhancing natural habitats.

Progress

Peatland restoration

The Peatland restoration project covers eight Dartmoor River catchments including the Rivers Dart, Plym and Tavy.

The work is on land in private ownership with Commoners rights, including the larger landowner of the Duchy of Cornwall.

The planned expenditure on peatland initiatives will benefit from match funding for the Dartmoor elements of the successful SW wide (Exmoor, Dartmoor, Cornwall) Nature for Climate Peatland Grant Scheme (NCPGS).

Delivery is by the South West Peatland Partnership – SWW's Peatland team working with the Dartmoor National Park Authority and local stakeholders, including the landowners and commoners.

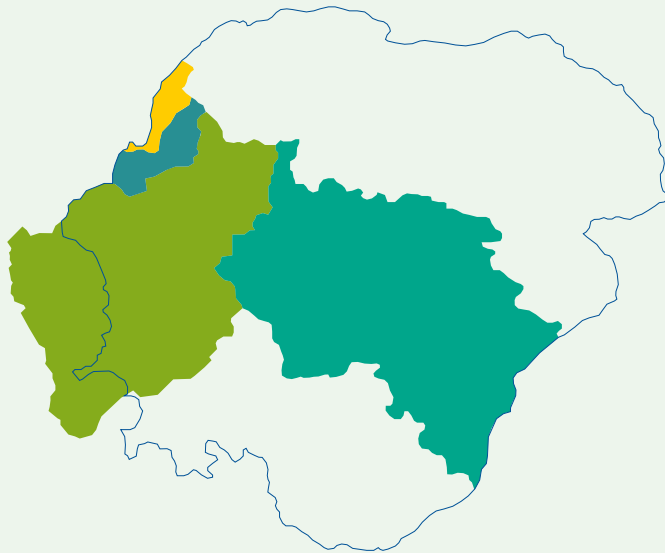
The 1,000ha peatland restoration proposed equates to 356,185 tonnes of CO₂ equivalent.

We have recruited additional support to deliver this programme along side our partners. 240ha of restoration at Prison Farm Dartmoor was completed.



Eligible areas UST GR Dartmoor Farm schemes

- Lew area
- Upper Lyd area
- Tavy catchment
- Dart area
- Dartmoor National Park boundary



Natural flood management and nature recovery

This element of the agreed proposal is focused on achieving habitat and species improvements on the SWW landholding on Dartmoor, focused on where this activity will also provide water quality and flow benefits.

The key landholdings are Burrator and Venford, but Avon and Meldon are also within scope.

Delivery of this element has been agreed with South West Lakes Trust (SWLT) working with the SWW Biodiversity staff principally in Burrator and Venford, but also seeking opportunities elsewhere.

Working for landowners and farmers

A new Catchment scheme on the river Tavy has commenced with delivery Partners DWT and WRT, who have recruited new farm advisors to deliver the work in the catchment with Farmers. The catchment is a Drinking Water Protected Area (DWPA) at risk for Geosmin and dissolved organic carbon (DOC), so the causes of these issues are the focus of the scheme, but it is also delivering outcomes for all water quality issues and biodiversity.

Along side the new Tavy scheme DWT and WRT are also increasing their delivery of outcomes on the existing Dartmoor catchment schemes (e.g. river Dart).

GR outcomes also include additional interventions on the other smaller DWPA at risk catchments on Dartmoor (Avon, Meldon, Venford), alongside opportunities for peatland restoration on these largely open moorland catchments.

They have focused on new engagement and delivery in the Tavy, with some additional work in the Dart and Tamar catchments. As the Tavy is a new catchment that has not had any UST engagement previously, they have worked hard on new publicity of the scheme. So far WRT have achieved 126ha of new catchment management under Green Recovery.

Summary

So far we have brought 366ha under new active catchment management in Dartmoor as a result of the three strands of this initiative. This is slightly behind our planned position at this stage. As this scheme is being ramped up, we increased our delivery in other areas of our region and have met the combined revised performance commitment of 84,209ha of new land under active catchment management.

95,543



BIODIVERSITY – ENHANCEMENT
Hectares

2021/22 Actual	95,543
2021/22 Target	84,209 ¹

¹ As per the Green economic recovery: final decisions document published by Ofwat, biodiversity and leakage commitments reflect will reflect revisions to the original business plan commitment.

Catchment plans developed

July 2021

Partnerships for delivery agreed

September 2021

Teams recruited

December 2021

Work starts in catchments and on moorland

January 2022

SPEND £

21/22	1.2m
22/23	3.5m
23/24	2.8m
24/25	1.5m

10,000

HECTARES TO BE IMPROVED BY 2025

£9.0m

FORECAST COSTS

Net Zero

Net Zero

In 2021, we set our ambitious plans to reduce our operational carbon emissions and hit Net Zero by 2030. Since then we have gone further, adding a Race to Zero commitment to reduce greenhouse gas emissions across our entire value chain by 2045.

We have provided a full update on our strategy, progress and next steps in our Annual Performance Report, however have also provided a summary here in line with reporting requirements.

In July 2021, we launched our Net Zero plan, pledging to reduce our carbon footprint and move toward more sustainable ways of operating.

It's been a progressive first year of Net Zero action. In addition to mobilising for the delivery of our Net Zero plans, we have also taken steps to better understand our impacts across the value chain, in particular through engagement with our key suppliers.

Our continued engagement with customers and communities on water efficiency will yield carbon savings towards our Net Zero goals, an issue we know from our recent materiality assessment is a priority for them. Read more on our Materiality Assessment on page 109 of the Annual Performance Report.

Our three pillars in our strategy are:

1. Sustainable Living

- Reducing emissions through changes to operational practices, increasing energy efficiency, and switching to lower carbon fuel sources.
- Meeting our commitments to reduce leaks and help customers to use less water – protecting the environment and saving carbon.

2. Championing Renewables

- Maximising self-generation from renewables at our sites across the South West – working with partnerships and utilising our expertise.
- Where we cannot generate enough electricity to meet all our needs ourselves, 100% of what we purchase will be from renewable sources.

3. Reversing Carbon Emissions

- Reversing carbon emissions from our core activities.
- Working in partnership to ensure our core activities reverse carbon emissions through solutions such as peatland restoration.
- Supporting the development of innovative solutions to develop low carbon footprint processes through research and development.

An update on each pillar, specific progress and next steps is provided in our Annual Performance Report.

 **Annual Performance Report pages 52 to 55**

We have also published our Net Zero 2030 plan on our website

 **Net Zero 2030 plan**

www.southwestwater.co.uk/siteassets/document-repository/sustainability/ourpromisetotheplanet.pdf

Assurance

Following approval of proposals within our Green Recovery Initiative, the Board has supported the delivery to date of each proposal

Delivery of the initiative is being overseen by an Executive Steering Group, who challenge all aspects of the delivery of these projects. Where revised approaches are required, due to changes in circumstance or challenges identified during delivery, these have been reviewed and scrutinised and where necessary external advisors have been engaged, to ensure that the projects will continue to deliver or exceed outcomes proposed.

Assurance work performed is in line with our integrated assurance framework and has been broadly aligned to work which is undertaken on operational performance commitments and financial cost assessment tables in our Annual Performance Report.

South West Water has commissioned Jacobs to provide third-line independent technical assurance on:

- The assessment of performance to date in delivery of each element of the programme
- The accuracy of the data in respect of commitments with which we have reported against in this report
- The consistency of reported data with agreed definitions and with the Annual Performance Report (including allocation of outputs to existing business plan commitments and Green Recovery commitments, where appropriate)
- Whether the elements of the programme remain on track at this stage to achieve future commitments, including timing of delivery.

Board statement

See page 110 of the Annual Performance Report for the Board's statement in respect of this Green Recovery Annual Report.

Jacobs

Jacobs assurance report

South West Water Limited commissioned Jacobs to provide third-line independent technical assurance on its Green Recovery Initiative submission.

The objective of the assurance activity was to provide an independent opinion on the robustness of several information sets.

The assurance covered the following elements of South West Water's submission:

Current performance

- Performance in line with 2021/22 forecast performance levels where applicable for each Green Recovery initiative.
- Overall progress for each initiative and whether each project remains on track for delivery in line with future committed completion dates.





**South West
Water**

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