

Summary



Catchment and Partnership Work

- ## Metering

- ## Non Household Retail

- This was not mentioned in the presentation
- What are the impacts/opportunities around the NHH retail split?
- What are ST doing to reduce NHH demand? Are ST engaging with them around water efficiency?

- Keen to understand the least environmentally impactful locations for allowing development
- How can ST help inform development plans?
- Should availability of water impact potential new housing projects?

- Would like to explore partnership opportunities with regards to SUDS which could help reduce demand

Other

- Stakeholders were interested in the customer's views on water trading/transfers and highlighted the need to be careful with any messaging around this
- Wanted more discussion on water transfers and how this will affect the environment and our customers
- Should we be challenging environmental targets like we do with regulatory targets like leakage?
- Watch where we decrease abstraction in case groundwater levels increase; flooding properties and land. Change doesn't come without consequences!

Positive Feedback

- Good approach and attitude
- Very good of ST to share signposts with stakeholders and to explain context and reasoning. Much better than some other companies
- Progressing well, no surprises, good pace
- A well rounded approach being presented
- Targeted management in hotspot areas a really interesting approach which appears to be very strategic and sensible
- Good to see a thorough drought resilience piece which is well balanced
- Good to see strong environmental theme throughout