

## English WRMP Workshop 06/10/17 Feedback Report

### Summary



24 stakeholders attended our English Water Resources Management Plan workshop on 6<sup>th</sup> October 2017. 72 pieces of feedback were reviewed across the topics of: Drought Resilience, WFD and Sustainable Abstractions, Leakage ambition, Metering and Water Efficiency Options, and Supply Schemes. The feedback has been summarised below:

#### **Catchment and Partnership Work**

- The STEPS approach is great but it should be expanded so it is more rounded, to include biodiversity benefits etc
- CaBA should be the first route to collaborate with partners
- Use other partner organisations to build customer engagement, increase awareness and tackle demand management issues
- Risk that leakage reduction could be hampered by poor communication links between STW and the local authorities

#### **Metering**

- How are we educating our customer's on the benefits of metering?
- Messaging on metering may be received better from other partners e.g. NGOs
- Use of smart meters can help influence customer behaviour
- We should be accelerating metering with our regulators – it is hard to tackle leakage without it

#### **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?

#### **Local Authorities**

- 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