

WONDERFUL ON TAP

SEVERN

TRENT

FINAL DROUGHT PLAN

Non technical summary 2022-2027

Who we are

We are the second largest water and sewerage company in England and Wales. We're privileged to serve over 8 million people and businesses in an area stretching across the heart of the UK, from the Bristol Channel to the Humber, and from the West to the East Midlands.

We are one of the largest water companies in the country and provide high quality drinking water and sewerage services (taking wastewater away) in the Midlands. The map shows the area that we supply.

Where your water comes from

We supply our customers from a combination of three different sources: groundwater, reservoirs and river surface water. Approximately one third of our water supply requirements comes from each of these different sources.

Our purpose – taking care of one of life's essentials

At Severn Trent, we believe our clear social purpose helps drive the right strategic decisions for our business, our stakeholders and the environment we depend on.

This purpose helps us to set clear ambitions to deliver an outstanding customer experience, best value service and environmental leadership.

It is in this context that we plan to operate within a drought.



What is a drought?

Droughts are naturally occurring events. There is no single definition of drought, but all droughts involve an extended period of lower than average rainfall. Whether the impact of any particular drought falls on the environment, on public water supply or on other water depend on the individual characteristics of each drought. All droughts differ in severity, extent and duration.

For the purposes of this drought plan, we are referring to an event that lasts a minimum of two or three months. This means that a few days or weeks of particularly hot and / or dry weather do not constitute a drought. Periods of this sort will class as heatwaves if there are prolonged periods of higher than average temperatures. Heatwaves can cause water companies short term issues by drawing down levels in treated water reservoirs. However, events like this are too short term to fall within the scope of this plan.



Water saving tips



Use a watering can instead of a hose

During summer it is important to keep your plants watered. Try using a watering can instead of a hose.

Keep your paddling pool water for longer

A paddling pool is a great way to cool down during summer. If you keep the water in the paddling pool for a few days instead of refilling every time it will save thousands of litres of water.



Leave the lawn

According to the Royal Horticultural Society, a lawn only needs to be watered every 10 days to stay healthy.

If you reduce the amount of times you water your lawn, this will save water and not impact your lawn.

Use a bucket and sponge to wash the car

The next time your car needs a wash, forget the hose and jet wash and use a bucket and sponge.

A bucket and sponge uses a 10th of the water a jet wash would.



What is a Drought Plan?

The Water Act (2003) has made it a statutory requirement for all water companies to produce and maintain a drought plan. We update these plans every five years. Our drought plan sets out how we will manage our resources and supply system in dry spells to maintain an above standard service to our customers.

We produce a drought plan to explain how we will manage both supplies and demand for water during a drought in our region. Our plan aims to balance the interests of customers, the environment and the wider economy. The plan helps us and our stakeholders to make the right decisions at the right time and shows how we will provide a continuous supply of drinking water to our customers during a drought.



The drought plan consultation process



Indicators of drought

There are a number of indicators that a drought is developing.

We monitor the following indicators to identify whether our region is experiencing drought conditions:

- Reservoir storage
- River flows
- Groundwater levels
- Total rainfall, comparing against the long-term average

As part of our normal operations we also monitor:

- Levels of customer demand
- Leakage
- The amount of water we abstract at our surface and groundwater sources

By monitoring the above we are able to gain an early insight into whether a drought is developing and therefore can make the appropriate decisions to manage our water resources in a timely manner.

How we manage our resources

We manage droughts by using reservoir drought levels in the part of our region where most (over 85%) of our customers live. To take the appropriate drought management action at the correct time we monitor reservoir levels and quickly identify when any of these levels reduce to below certain thresholds.

We have developed groundwater drought levels in the areas of our region where we do not have strategic reservoir levels.

All customers receive the same level of service regardless of which drought levels are used.



Drought actions

There are a number of actions that we can take over the course of a drought. We split these drought actions into two categories: demand-side and supply-side. We will look to implement demand-side measures before supply-side measures in the majority of instances, however we retain the right to implement these any of these actions as necessary.

Demand side actions

We call actions that could reduce customer demand or leakage 'demand-side actions'. We consider that demand side actions can be applied anywhere in our supply region. However, we will select the appropriate combination of options and target them depending on the extent to which different parts of our region are affected by drought.

The following list shows some of the options available to us:

- Raise awareness within the company
- Liaise with the Environment Agency and other stakeholders about emerging drought and flexibility of available options Closely monitor demand, flows and abstraction/ releases
- Increase leakage detection
- Increase water conservation campaign (e.g. extra distribution of water saving devices or increased numbers of water audits)
- High profile promotion of meter option
- Media appeals for customer restraint

And, in the most severe drought conditions:

- Temporary water use restrictions which affect our household customers and
- Restrictions on non-essential use which affect non household (e.g. business) customers

Supply side actions

We call actions that could increase our supply of water 'supply side actions'. We can implement most of these actions without any special permissions but there are some options which need either Government or Environment Agency approval. Our supply side actions are to enact drought orders and/or permits.



For more information on water saving devices please visit: stwater.co.uk/wonderful-on-tap/save-water/get-water-fit/

Drought orders and permits

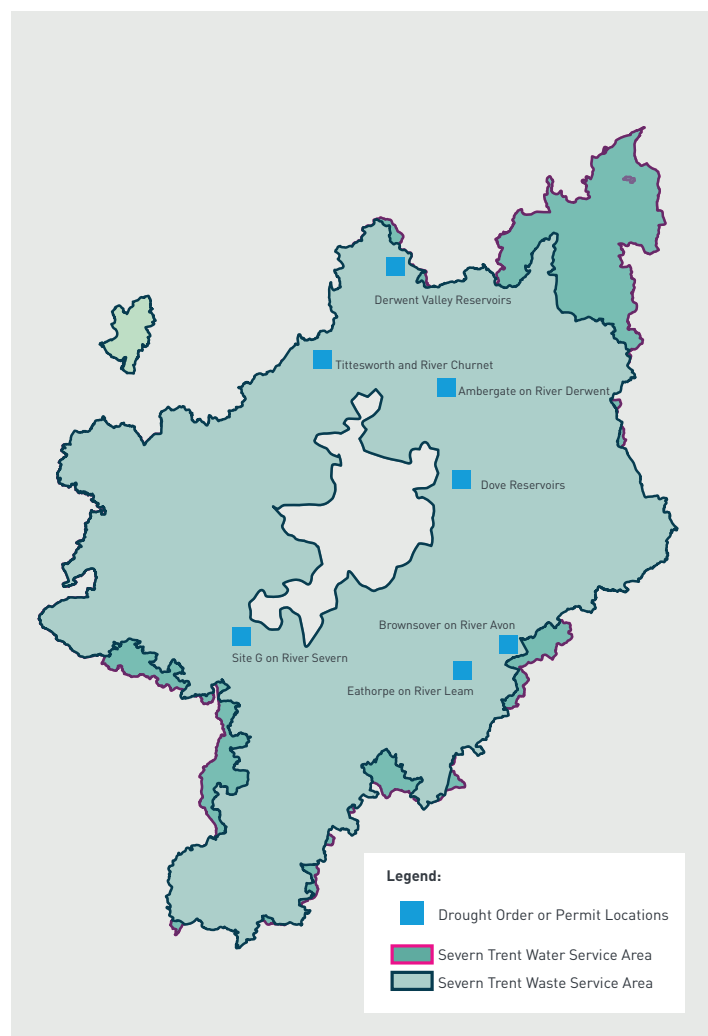
Drought orders and drought permits allow us to abstract and / or discharge water in different ways to what we do in non-drought conditions. We have prepared our drought plan so that we will need to implement these measures as infrequently as is reasonably possible. In a drought we may have to apply for drought permits or drought orders at the following locations:

- On the River Avon and River Leam
- In the River Derwent catchment
- In the River Churnet catchment
- In the River Severn catchment (site G¹)
- In the River Dove catchment

Extreme drought actions

In the instance of an extreme drought, we have identified actions that we could implement to delay the need for severe drought restrictions i.e. rota cuts / standpipes. These are actions that we could take in the event on an extreme drought, after using non-essential use drought bans and before needing to apply for and implement emergency restrictions. We have identified actions that are/will:

- Practical to implement during an extreme drought
- Likely to be temporary
- Technically feasible
- Generally not result in permanent increases to the output of a particular water source



¹ Site name removed for security purposes

We will communicate with you

It is vital that we have a clear communications route to our customers and other stakeholders so that we can communicate the correct drought messages at the correct time. Our drought plan sets out the communications plan that we will follow at different stages before, during and after a drought.

Effective and targeted communications can help to reduce demand in a drought, for example, by raising customer awareness of the limited availability of water resources. Conversely, poorly prepared messages can have a detrimental effect on the public response to appeals for restraint.

External methods of communication available to us include social media, text messaging, emails, leafleting, mailed letters, radio, television, local and national press and by updating our website.

Our drought communications will:

- Show customers that their contribution to water efficiency is worthwhile
- Explain to customers in simple terms how they can save water
- Demonstrate that we are doing our bit to manage water resources wisely
- Maintain confidence and customer trust

Due to the opening on the non-household retail market it is more difficult, legally, for us to be able to communicate in the same way with non-household customers and retailers.

We do recognise the need for non-household customers to also reduce their water usage during a drought, and we have several mechanisms by which we can do this.

How we are protecting the environment

We have carried out a number of detailed assessments to assess our plans in a drought and the potential impacts they could have on the environment.

Our assessment have indicated that in the majority of instances our actions will not have a detrimental impact on the environment.

In the instances where there is the potential for adverse environmental impacts, mainly if we have to implement a drought order or permit, we have a number of mitigation measures that we can put in place to address these.

Our customers can be confident that our actions in a drought will not have a negative environmental impact.

The end of a drought

We define the end of a drought as when our water resources availability has returned to 'normal'. We will monitor the indicators that we have already detailed to help us confirm when a drought has ended.

A review of our actions taken during the drought will be carried out so that we are always looking for ways to improve our response for the next time.

We will ensure that we communicate to our customers that a drought has ended and that restrictions no longer apply, if restrictions on water usage had been applied.



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