



# Making the Right Choices

Your views on the  
future of your water  
and waste water  
services 2015-2020

Stakeholder Workshop Programme:  
Summer 2012

We all have a role to play in making sure we protect the future of our water. Over the next two years we will be developing a new business plan (for the period 2015-2020) and a longer term 25-year strategy (our Strategic Direction Statement).

Our plans will be strongest if they are based on an open conversation with our customers and other stakeholders. We recognise that we will have to balance priorities which may conflict, and make some difficult choices.

We believe these choices will be better if we listen to the people we serve. That is why we would like to invite you to attend and have your say in our forthcoming programme of workshops.

Our *Making the Right Choices* Workshop Programme explores the key challenges we face in developing our plans and asks for your views where there are choices to be made.

On 10 April 2012, we will also publish a *Making the Right Choices* consultation document. This will set out in more detail the issues we would like your views on and give you the opportunity to respond in writing.

You can download it at:  
[www.severntrent.com/makingtherightchoices](http://www.severntrent.com/makingtherightchoices)

## Workshop 1

Climate Change, 21 May 2012

Coventry (10am to 5pm)

### Reducing our effect on the climate

We are committed to making sure that there is no overall increase in our greenhouse gas emissions between 2010 and 2015 by improving the way we work and generating more renewable energy. Beyond 2015, there will be increasing pressures on our carbon footprint. Should we seek to offset these increases, and if so, what action should we take?

### Adapting to a changing climate

We know that our climate is changing, and this creates risks for us – water is becoming scarcer and events such as flooding are becoming more likely. The problem is that nobody knows exactly how the climate will change and how quickly. What measures should we take now and for the longer term?

## Workshop 2

Water Services, 12 June 2012

Coventry (10am to 5pm)

### Having enough water to supply our customers (water resource management plans)

We all value a safe, reliable supply of water 24 hours a day, 365 days a year. Today we have enough water to supply our customers. However, as our population is growing and water is becoming scarcer, this may not always be the case. How can we ensure that we have enough water to meet demand in the future?

Poor water quality in our region's rivers and water bodies caused by factors such as run-off from roads and agriculture and treated sewage, can result in the need for increased treatment to make water drinkable. Can we work with other parties using approaches like catchment management to help improve the quality of our water sources?

### Keeping our services reliable

Like any utility company, every day we face risks ranging from pipes wearing out to major floods overwhelming our treatment works. If something does go wrong, our services to customers can be disrupted and we could damage the natural environment. It is impossible to get rid of all risk, but should we reduce it with more investment?

## Workshop 3

Waste Water Services, 19 June 2012

Coventry (10am to 5pm)

### Keeping our sewers working effectively

Our sewers work effectively most of the time. However, they can overflow if they become blocked or flooded with rainwater. If there is a problem, the consequences range from a small flood on a road to major damage to someone's home. And, no matter how big we build a sewer or a storage tank, there will always be limited capacity.

Should we focus on reducing the risk of sewer flooding, the consequences of it if it does occur, or both? And rather than just focus on our sewers, should we make better use of sustainable drainage, or even seek to change the behaviour of our customers?

### Ensuring healthy and sustainable rivers

Our region's rivers are currently in a better condition than at any time since the Industrial Revolution, but there is still more to do.

What action should we take to ensure we play our part in improving the quality of water in our region's rivers? How can we work with other parties who may also impact on river water quality?

**Thank You!** Please help us to make the right choices with our investment plans by attending some or all of our workshops.

To book your place at our workshops email:  
**[future.consultation@severntrent.co.uk](mailto:future.consultation@severntrent.co.uk)**

or write to us at:

**Future Consultation**  
**Strategy & Regulation Team**  
**Severn Trent Centre**  
**Severn Trent Water Ltd**  
**PO Box 5309**  
**Coventry**  
**CV3 9FH**

Unfortunately we only have a limited number of places at the workshops so please let us know as soon as possible and before 20 April 2012 if you would like to attend. We will confirm your place via email and send you a copy of our new consultation document ***Making the Right Choices*** with your delegate pack.

Lunch and refreshments will be provided at all events.