

HAVANT BOROUGH COUNCIL  
PUBLIC SERVICE PLAZA  
CIVIC CENTRE ROAD  
HAVANT  
HAMPSHIRE P09 2AX



**Havant**  
BOROUGH COUNCIL

Telephone: 023 9244 6019  
Website: [www.havant.gov.uk](http://www.havant.gov.uk)

Monday, 17 July 2023

Dear Councillor,

Your attendance is requested at a meeting of the **Overview and Scrutiny Committee** to be held in Hollybank Room, Public Service Plaza, Civic Centre Road, Havant, Hants PO9 2AX on **Tuesday, 25 July 2023** at **5.00 pm**.

The business to be transacted is set out below:

Yours faithfully,

Steve Jordan

Chief Executive

## MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Councillor Kennett (Chairman)

Councillors Munday (Vice-Chairman), Blades, Brent, Crellin, Gray, Keast, Milne, Moutray, Patrick, Sceal, Tindall, Turner and Weeks

Contact Officer: Mark Gregory 02392 446232  
Email: [mark.gregory@easthants.gov.uk](mailto:mark.gregory@easthants.gov.uk)

**Can Councillors Please Submit Any Detailed Technical Questions On The Items Included In This Agenda To The Contact Officer By 12 Noon On Friday, 21 July 2023**

## AGENDA

### 1 Apologies for Absence

To receive any apologies for absence

### 2 Declarations of Interest

To receive any declarations of pecuniary interest.

Page

<b>3</b>	<b>Minutes of Previous Meetings</b>	<b>1 - 6</b>
	To receive the Minutes of the meetings held on 19 June and 5 July 2023.	
<b>4</b>	<b>Review of Portsmouth Water Company's Plans for Havant</b>	<b>7 - 62</b>
	Further to minute 8/7/2023, to consider what recommendations (if any) to make to Cabinet.	
	Please note that representatives of Portsmouth Water will not be attending this meeting.	

## **GENERAL INFORMATION**

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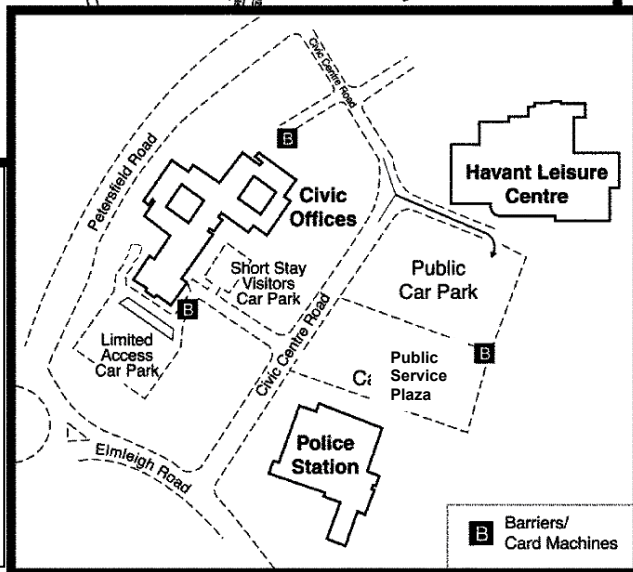
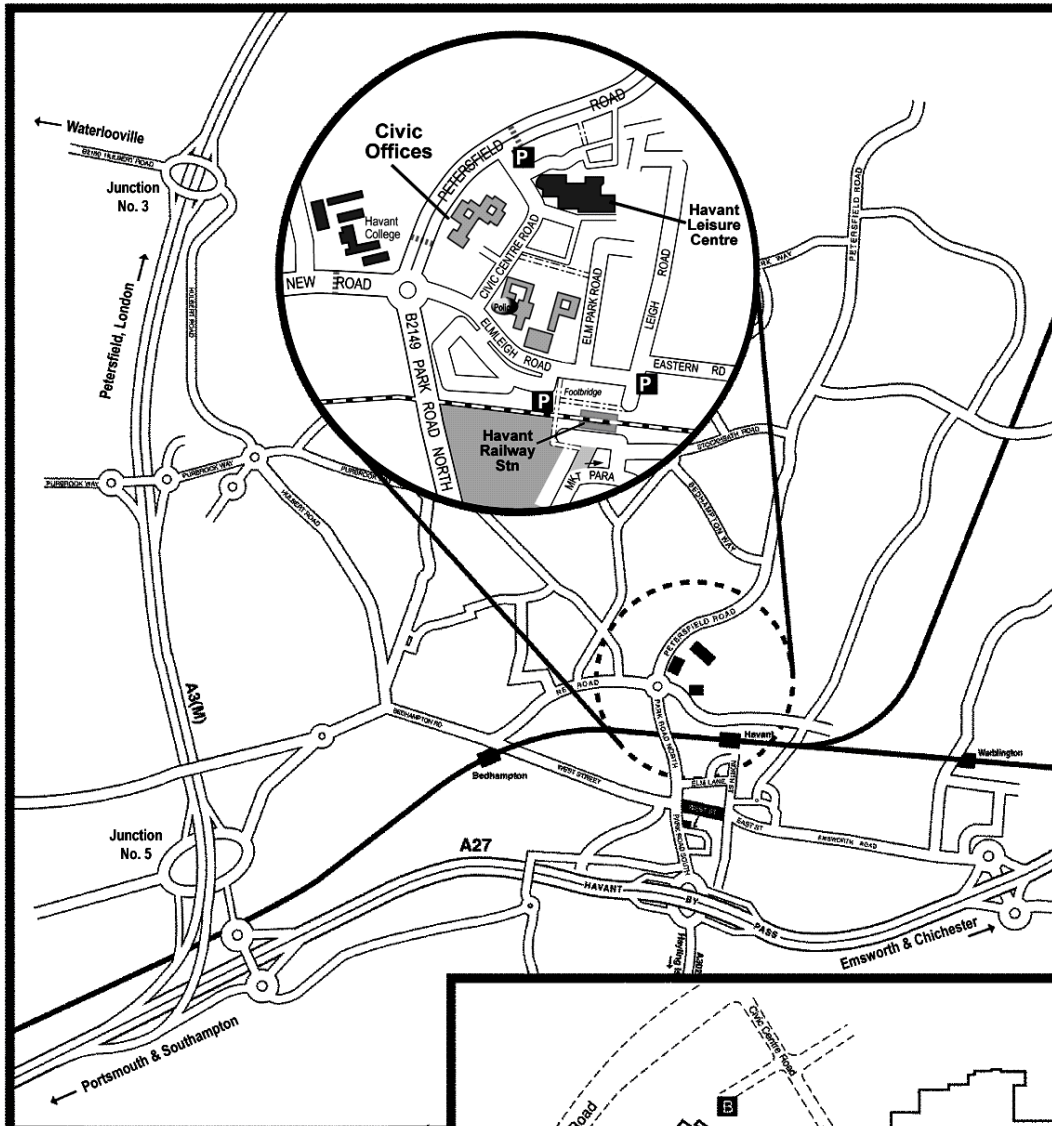
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## HAVANT BOROUGH COUNCIL

At a meeting of the Overview and Scrutiny Committee held on 19 June 2023

Present

Councillor Kennett (Chairman)

Councillors Munday (Vice-Chairman), Blades, Brent, Crellin, Gray, Milne, Patrick, Seal, Tindall, Turner and Weeks

Other Councillors Present:

Councillor(s): Rennie

### **1 Apologies for Absence**

Apologies for absence were received from Councillors Keast and Moutray.

### **2 Declarations of Interest**

There were no declarations of interests relating to matters on the agenda.

### **3 Minutes of the Previous Meeting**

RESOLVED that the Minutes of the meeting of the Overview and Scrutiny Committee held on 20 March 2023 be approved as a correct record and be signed by the Chairman.

### **4 Regeneration- Verbal Update**

The Committee received an update on progress made with the implementation of the Council's regeneration strategy

The Committee, via a verbal brief and presentation, followed by a question and answer session, examined:

1. the utilisation of the money set aside for advertising under the scheme;
2. the ownership of the ASDA site at Waterloo;ville;
3. the opportunities to improve the traffic infrastructure to enable the future development of Broadmarsh;
4. the success and future of Link-up Leigh Park and Havant Youth Club;
5. the long term management of Hayling Island Beachfront;
6. the plans to improve the link between Havant Town Centre and the Solent Retail Park;

7. the provision made to promote tourism at Hayling Island;
8. the progress made with Changing Places Toilets on Hayling Island and access for the disabled to Hayling Island beaches;
9. the process for implementing a new ICT infrastructure and security provision and the budgetary implications;
- 10 the future of Waterlooville shopping centre;
- 11 the planning policy relating to the number of the same use classes allowed in shopping centres;
- 12 the biggest employers in the Borough and the reasons for why some employers have left the Borough;
- 13 the Council's aspirations to encouraging young people in employment;
- 14 the delivery of the freeport scheme;
- 15 the circulation of a regeneration update newsletter;
- 16 the use of the funds from the sale of land at Broadmarsh;
- 17 the need for a composite project plan to monitor all regeneration projects;
- 18 the plans to refresh the branding for the regeneration scheme;
- 19 the need to deliver the regeneration scheme;
- 20 the need to consider findings of past focussed group work when delivering the scheme; and
- 21 the need for data sheets be circulated with future regeneration updates to enable the Committee to effectively monitor the progress of the scheme

During the question and answer session, the Leader and officers agreed:

- a) to circulate copies of the report of the Havant High Street Task force to members of the Committee;
- b) to advise members of the scope for the officer tasked to deliver the Broadmarsh project;
- c) on the need for data sheets to enable the Council to monitor regeneration in the Borough;
- d) to forward details of the number of Havant Borough residents employed at the Amazon depot; and

- e) to investigate the long term future of Link Up Leigh Park and report back to the Committee.

RESOLVED that Cabinet be recommended to request the officers to provide performance data, including a dashboard with RAG rating and timelines when submitting future regeneration updates.

## **5 Work Programme 2023/24**

The Committee considered the Overview and Scrutiny Work Programme for 2023/24.

RESOLVED that:

1. the work programme as submitted be approved
2. Cllr Weeks be appointed a scrutiny lead for the Roundabout Sponsorship Task and Finish Group;
3. Cllr Milne and Cllr Gray be appointed to the Roundabout Sponsorship Task and Finish Group;
4. Councillors Kennett, Crellin, Gray, Milne, Patrick, and Tindall be appointed to an informal panel to prepare pre-submitted questions relating to the scrutiny on the future of Environmental Services; and
5. consideration of the inclusion of a review of the CCTV coverage in the Borough be deferred to enable the officers to circulate to all members of the Committees a copy of previous reviews of a CCTV system

**The meeting commenced at 5.00 pm and concluded at 6.45 pm**

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**Chairman**

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## **HAVANT BOROUGH COUNCIL**

At a meeting of the Overview and Scrutiny Committee held on 5 July 2023

Present

Councillor Kennett (Chairman)

Councillors Munday (Vice-Chairman), Blades, Brent, Crellin, Gray, Keast, Patrick, Seal, Tindall, Turner and Weeks

### **6 Apologies for Absence**

Apologies for absence were received from Councillor Milne.

### **7 Declarations of Interest**

There were no declarations of interests relating to matters on the agenda.

### **8 Review of Portsmouth Water Company's Plans for Havant Thicket Reservoir**

To discuss with representatives of Portsmouth Water Company their plans for the Representatives from Portsmouth Water Company attended the meeting to discuss their plans for the use of Havant Thicket Reservoir.

A list of questions and answers to submitted by Members of the Committee prior to the meeting was circulated to members before the meeting.

The Committee, via a presentation and a question and answer session, examined:

1. the case for the provision of a new reservoir;
2. why a proposed desalination plant was considered inappropriate for the area;
3. when Portsmouth Water was made aware of Southern Water's proposal to pump treated wastewater into the proposed reservoir;
4. the challenges facing Southern Water in relation to supplying water to its customers;
5. Portsmouth Water water mains renewal rate and its performance for mending water leakage;
6. the quality of the recycled water with particular attention to its comparison with spring water;

7. the projected mix of recycled and spring water to be stored in the reservoir;
8. how Southern Water’s proposal to store treated wastewater in the reservoir impacted upon the environments benefits identified when the reservoir was granted planning permission;
9. measures undertaken and proposed by Portsmouth Water to encourage residents to reduce their water use;
10. the habitat mitigation measures for the reservoir site;
11. the communications strategy to overcome concerns relating to the future use of the reservoir raised by residents; and
12. the proposed changes to the pipelines and how these changes were related to Southern Water’s proposals.

During the presentation and question and answer session the representatives of the Portsmouth Water Company:

- a. gave an assurance that if the plans went ahead, their customers’ water would nearly always come from Bedhampton springs: their customers would only receive some recycled water mixed with spring water in drought or emergency scenarios;
- b. advised that it welcomed any feedback on from the Council on future public communications relating to the reservoir

RESOLVED that consideration of this item be deferred to an extraordinary meeting of the Committee to enable Portsmouth Water Company to respond to further questions raised by Members of the Committee.

## **9 Overview and Scrutiny Committee's Annual Report**

The Committee considered its 2022/23 Annual Report.

RESOLVED that Council be recommended to note the submitted 2022/23 Overview and Scrutiny Annual Report.

**The meeting commenced at 5.00 pm and concluded at 7.45 pm**

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**Chairman**



**HAVANT THICKET**  
Page 7 **RESERVOIR**

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**JULY 2023**

# PORTSMOUTH WATER

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Bob Taylor,  
CEO,  
Portsmouth  
Water



Ruari Maybank,  
Project Director,  
Portsmouth  
Water



Jim Barker,  
Head of Water  
Resources,  
Portsmouth  
Water

# AGENDA

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Page 9

- **Introduction** by Bob Taylor, Chief Executive Officer, Portsmouth Water
- **Context** by Jim Barker, Head of Water Resources, Portsmouth Water
- **Havant Thicket Reservoir** by Ruari Maybank, Project Director, Portsmouth Water
- **Responses to pre-submitted questions**
- **Key concerns and our responses**
- **Alignment works**
- **Any questions**

# INTRODUCTION

BY BOB TAYLOR, CHIEF EXECUTIVE  
OFFICER, PORTSMOUTH WATER

# CONTEXT

BY JIM BARKER, HEAD OF WATER  
RESOURCES, PORTSMOUTH WATER

# HAVANT THICKET RESERVOIR

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- An **environmentally-led project** that will protect rare chalk streams: The River Test and River Itchen.
- Will provide a **new, sustainable source of water**, enabling Southern Water to reduce abstraction from these rivers.
- Project will be **delivered by Portsmouth Water** and **funded via Southern Water's** drinking water customer bills.

Page 12





# HAVANT THICKET RESERVOIR

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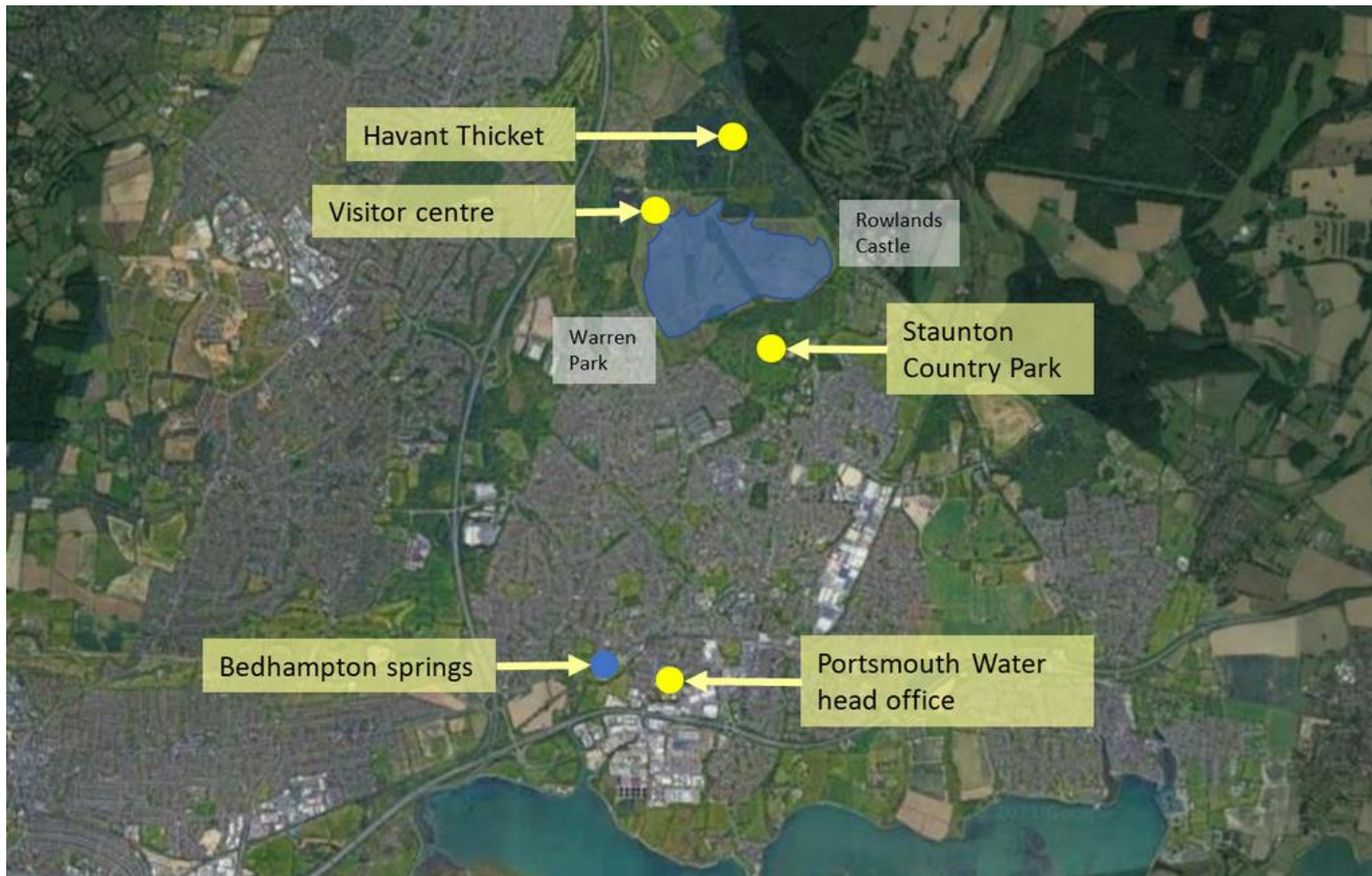
- Will hold up to **8.7 billion litres** of water.
- Be capable of supplying **21 million litres** per day.
- Current plans involve filling Havant Thicket Reservoir with surplus water from the **Bedhampton Springs**.



# HAVANT THICKET RESERVOIR

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Page 14



# ENVIRONMENTAL MITIGATION

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- Monitored the site since **2005** and understand how to relocate species in the safest possible ways.

Page 15

Created new habitats including installing around **200 bat and 300 dormice boxes** in nearby woodland.

- Translocated **reptiles, macroinvertebrates and macrophytes.**



# ENVIRONMENTAL COMPENSATION

- Project will deliver a significant **environmental net gain** for the area.
- We're planting and improving more than **200 hectares** of woodland and wood pasture.
- Going **above and beyond** the commitments made in our planning application.
- **Planting new trees** on site and **enhancing established woodland** in Southleigh Forest, Havant Thicket as well as an 80-hectare re-wilding project.



# RESPONSES TO QUESTIONS

BY BOB TAYLOR, CHIEF EXECUTIVE OFFICER,  
PORTSMOUTH WATER

# WATER RECYCLING

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- Water recycling is a **well-established and widely-used water treatment process** that speeds up the natural water cycle to provide a **sustainable source of clean, safe drinking water**.
- The technology is **common elsewhere in the world**.
- Portsmouth Water would remain in **full control of quality and flow of water** into and out of the reservoir.

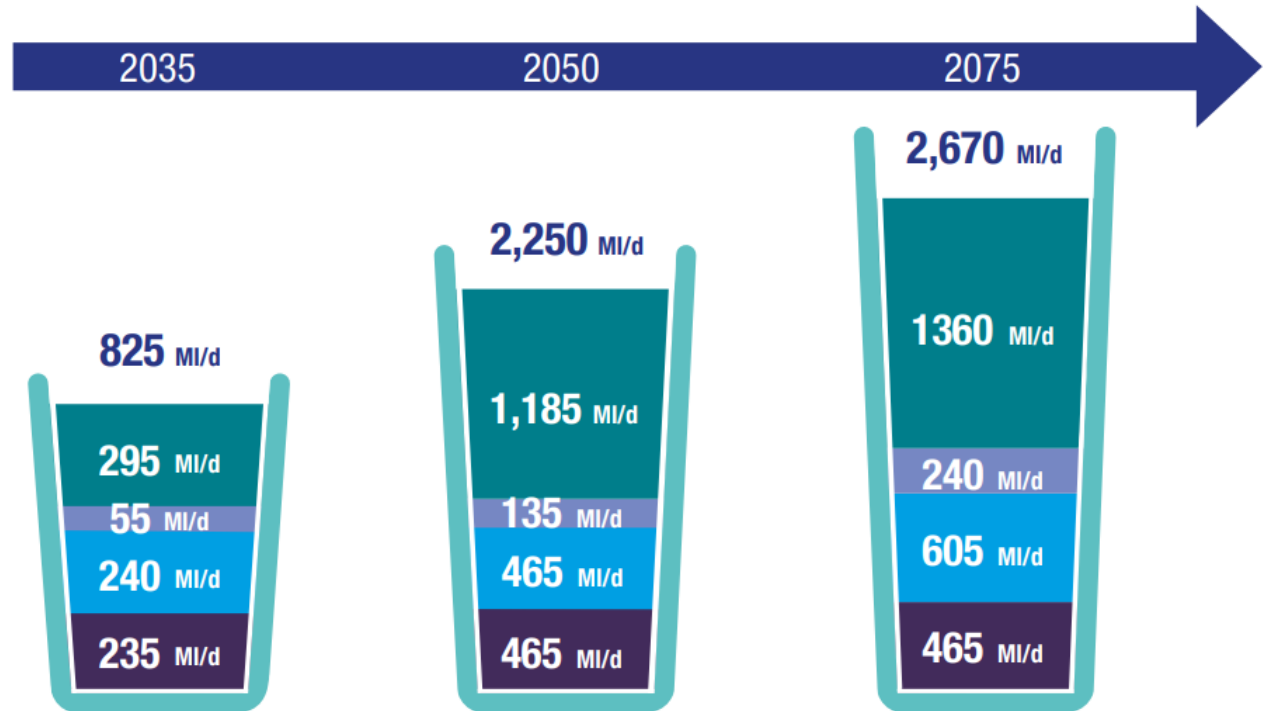


# WHY IS WATER RECYCLING NEEDED?

- Water is **scarce in the South-East**, yet the impacts of **climate change and population growth are increasing**.

Page 19

Key



\*Climate change represents how much water will no longer be available from our existing water sources. The impacts of climate change are also included in the three other areas.

# WHY IS WATER RECYCLING NEEDED?

- Water resources planning is **no longer a local water company issue**.
- The **South-East is a critical location** for several major schemes.
- To protect and restore the natural environment, **licensed abstractions from rivers and boreholes will also reduce**, which will reduce the supply capacity of most water companies.





# WHY WAS WATER RECYCLING NOT IN THE ORIGINAL PLANNING APPLICATION?

- Information was shared about water recycling during the original planning process.
- During the **Planning Committees**, members raised questions about the scheme.
- Information was also shared with **Havant Borough Council's Planning Committee**.
- Much information was publicised ahead of both Planning Committees via **Southern Water's consultation** which ran until 16th April 2021.



# COULD STORMWATER OR UNTREATED WASTEWATER END UP IN THE RESERVOIR?

- **No, the water recycling process would be completely separate from the stormwater releases.**
- These only occur when the wastewater treatment plant is running at full capacity, and storage tanks are full.
- **Stormwater could never end up in Havant Thicket Reservoir or the drinking water network** because the recycling plant takes its water source from the end of the treatment process.
- **Portsmouth Water will be in sole control** of the water entering and leaving the reservoir.



# WHAT WOULD BE THE IMPACT ON THE ENVIRONMENT AT HAVANT THICKET RESERVOIR?

- We anticipate there would be **no impact on the environment** at the reservoir if the water recycling scheme went ahead.
- Initial studies suggest that **recycled water entering the reservoir would be cleaner** than the spring water source.
- Our support for the water recycling scheme is **absolutely dependent on there being no detrimental impact** on the environment.



# WHAT WOULD BE THE IMPACT ON PORTSMOUTH WATER CUSTOMERS?

- If the plans went ahead, Portsmouth Water customers' **water would nearly always come from Bedhampton springs.**
- Our customers would only receive some recycled water mixed with spring water in **drought or emergency** scenarios.
- Recycled water could only be used as a source for drinking water if it meets **the very strict legal standards** set out by the Drinking Water Inspectorate.



# WHY CHOOSE WATER RECYCLING COMPARED TO OTHER WATER RESOURCES OPTIONS?

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- Once the reservoir is built and the surplus water from Bedhampton springs used, the only other sustainable sources of water available in the South-East are **seawater and treated wastewater**.
- Southern Water's initial plan to build a **desalination plant was rejected** for many reasons including its high carbon footprint.
- **Reducing leakage and water consumption** are key to both companies' long term plans but new sources of water are still required.



# WHAT'S THE ENVIRONMENTAL IMPACT OF WATER RECYCLING?

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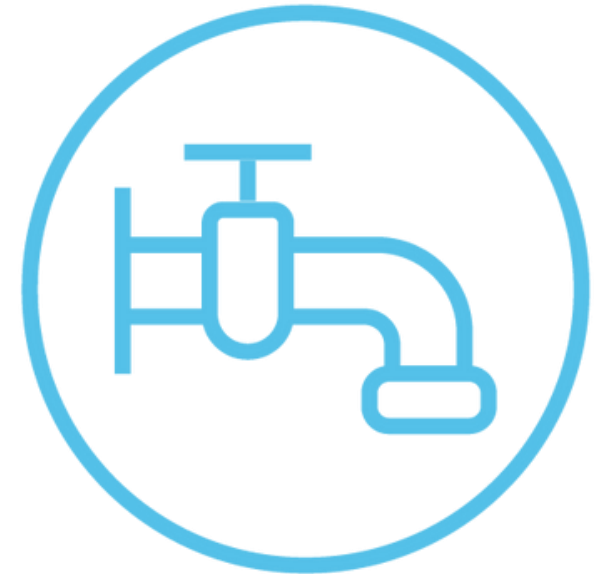
- Water recycling compares favourably with desalination, with regards to **carbon emissions and energy consumption.**
- In 2020 and 2021 Southern Water carried out an options appraisal process to confirm whether the desalination proposal was the right solution.
- It emerged as the **least preferable option.**
- The Hampshire Water Transfer and Water Recycling Project was the most preferable option with regards to **carbon and environmental impact.**



# WILL USING RECYCLED WATER AS A SOURCE CHANGE THE TASTE?

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- The main factor influencing taste is the reservoir being is **open to the elements**.
- **Algal blooms** can sometimes affect the taste of the water.
- The level of **nitrates and phosphates** affects the likelihood of algal blooms developing.
- **Nitrates are lower in recycled water than spring water**, so diluting spring water with recycled water will help prevent algae from growing.
- Issues relating to taste can be controlled at our **Farlington treatment works** if needed.



# WHAT IS THE COST OF THE WATER RECYCLING SCHEME?

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- The Hampshire Water Transfer and Water Recycling Scheme is expected to cost **more than £800m to build.**
- The scheme will be paid for by **Southern Water** and will be reflected in the bills of their drinking water customers.
- **Portsmouth Water customers** will not see an increase in their bills as a result of the scheme.

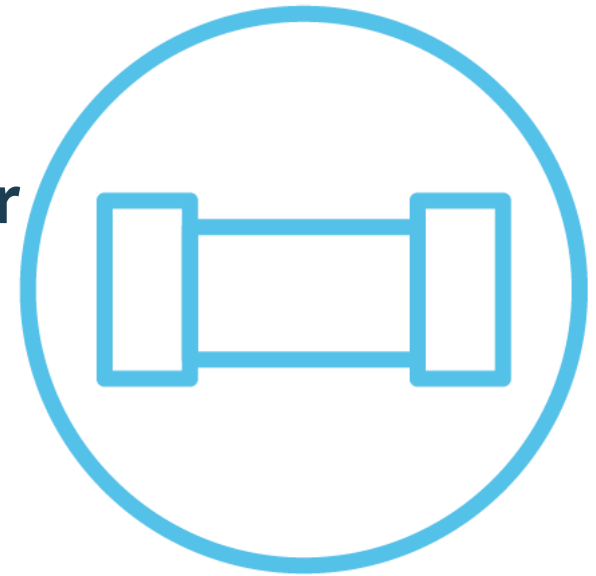




# ALIGNMENT WORKS

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- We will be seeking planning permission for **additional capacity in the pipes** supplying water to and from the reservoir.
- This change will **futureproof the reservoir** with the potential to deliver even greater **environmental benefits**.
- **Ofwat supports this approach**, agreeing that it is in the best interests of Southern Water's drinking water **customers**, reducing impact on the **environment** and disruption to our local **community**.



**THANK YOU FOR  
LISTENING**

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Page 30



# QUESTION AND ANSWER

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Page 31



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# PORTSMOUTH WATER COMPANY

## HAVANT THICKET RESERVOIR

### Question

### Answer

1 When did Southern Water first raise with Portsmouth Water the potential for the Havant Thicket Reservoir to have recycled water pumped into it as part of the 'water mix'?

**Southern Water raised recycled water as a back-up option to desalination in 2020. Portsmouth Water also discussed this with Havant Borough Council and East Hants District Council planning officers in 2020, as the use of recycled water was an option being considered as part of our own Water Resource Management Plan as a long-term solution to pressures on the water balance from 2050 onwards.**

**Water recycling was not selected as Southern Water’s preferred option for the immediate term until late 2021, after Portsmouth Water had submitted its planning application.**

In 2020, it was Southern Water’s plan to build a desalination plant at Hythe on the Solent, which would treat seawater to drinking water standards. This would provide a new source of water, enabling Southern Water to meet its targets for minimising abstraction from the River Test and River Itchen during times of drought. At the same time, water recycling was being actively explored as a viable “back up” option and Portsmouth Water was aware of this. Under this scheme, more water would be available to take from Havant Thicket Reservoir and Southern Water would be able to transfer that water directly to its Water Supply Works in Otterbourne (near Winchester).

The possibility of using recycled water for Portsmouth’s own supply was also included as a long-term solution in the Water Resource planning process, for potential pressures that might be experienced from the 2050’s. Both Southern Water’s option and the inclusion of the long-term options in Portsmouth Plan was discussed with Havant Borough Council and East Hants District Council Planning Officers by Portsmouth Water’s Head of Water Resources in 2020. At that time the planning process for the new Water Resource Management Plans were in the early stages (and will only be concluded at the beginning of 2024). At the time of the conversation, it was made clear that neither Southern Water’s or

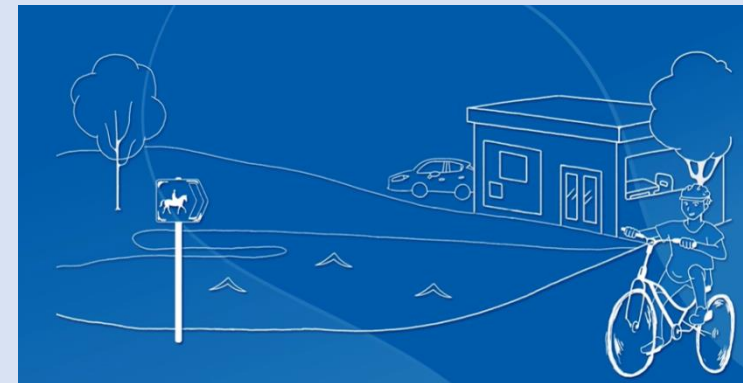
	<p>Portsmouth Water’s possible schemes were part of the companies’ active plans and that should they become active choices in the future, that new planning approval would be required and that it would be separate from the current plans for Havant Thicket Reservoir.</p> <p>Following further investigations and public consultation into desalination, Southern Water found the desalination scheme to be unfavourable in this location, mainly for environmental reasons. As a result, Southern Water put forward water recycling as their active preferred option in late 2021.</p> <p>At the time of Portsmouth Water submitting the planning application for Havant Thicket Reservoir, desalination was still Southern Water’s preferred option. During the planning application process, Portsmouth Water was aware that Southern Water had alternative options to desalination, including recycled water, but at that point they were simply options under consideration.</p> <p>As a result, Portsmouth Water progressed the planning on the basis that it had strong public support for the capture of surplus water from the Havant and Bedhampton springs with storage in the new reservoir at Havant Thicket. Any changes to this approved plan would require further consultation and planning approval.</p>
<p>2 I was for some time the HBC representative on the Havant Thicket Reservoir Stakeholder's Committee, can I ask why at no time during these meetings was the possibility of water recycling discussed or even mentioned as a possibility. It was also not a part of the planning application for the reservoir?</p>	<p><b>Information was shared about water recycling during the original planning process for the Havant Thicket Reservoir. During the Planning Committees, members raised questions about the scheme and it was highlighted that any changes to the current application would require separate planning approval, as is still the case.</b></p> <p>There is a written record of this in the <a href="#">minutes</a> (see pages 4, 10 and 32) and information about the scheme was also shared with Havant Borough Council’s Planning Committee for consideration in this <a href="#">public document</a> (see page 3).</p> <p>Much information was also publicised ahead of both Planning Committees through Southern Water’s <a href="#">consultation</a> which ran until 16<sup>th</sup> April 2021. Portsmouth Water was consistently open and upfront about these proposals, answering questions with the limited information available at the time.</p>

3 At the above meetings, much was made of non motorised water sports being allowed to take place on the reservoir. Residents were told this would in part make up for the inconvenience that the building works would cause. This is now not shown as possibility. Will there be access for water sports and leisure activities on the reservoir for local residents or not?


**The approved planning application includes a recreation strategy that was consulted with stakeholders and the local community. The consultation concluded that water sports should not be allowed, but that there should be footpaths for walking, as well as routes for cycling and horse riding, facilities for bird watching and a visitor centre with a play and picnic area.**

The level of recreation at the reservoir has been agreed with Portsmouth Water’s Havant Thicket Stakeholder forum (which is made up of local community groups, councillors, schools and environmental organisations) after many years of discussions, surveys with local communities and learning from other reservoir sites and public parks. It is important to note that, while different activities were put forward as suggestions, Portsmouth Water did not commit to providing specific water sports as a part of this planning application.

Portsmouth Water has carefully considered a range of potential leisure activities at the reservoir site, including sailing and canoeing. As part of this process, Planning Solutions Ltd, whose team are experts in developing and managing water-based visitor attractions, were asked to review the visitor experience offer at the reservoir.




All three scenarios scoped by Planning Solutions (Low, Medium and High activity levels) were tested extensively with our Havant Thicket Reservoir stakeholder forum. The overwhelming feedback received, both from written surveys and discussions with the local community, has been not to offer large-scale public water sports, including canoeing, at the reservoir. The forum members selected the ‘Medium’ level plan, with the proviso of providing scope for future expansion. This was because it would feel like a much busier place if there was a more intense water sport offer, attract more people and put greater strain on the environment, facilities and local communities.

	<p>Portsmouth Water is now developing a more detailed recreation strategy in consultation with a Recreation Stakeholder Group. Their input will help to finalise the design of recreational facilities Portsmouth Water will offer at the reservoir when it is full and operational. This will include footpaths for walking, as well as routes for cycling and horse riding, facilities for bird watching, picnic and play areas and car parking. There will also be a visitor centre with a café, toilets and space for community and education activities.</p>
<p>4 Why was the ancient woodland felled?                  Why couldn't it have been kept, which could have meant a spit of land sticking out in the reservoir was retained, containing the ancient woodland?</p>	<p><b>The Havant Thicket reservoir was selected over other locations, in part because it had less impact on trees than other sites. The design was optimised during the planning application process to minimise tree loss. A smaller reservoir that protected the Avenue would not have delivered the volume of water required to protect chalk streams.</b></p> <p>Portsmouth Water was granted planning permission for Havant Thicket Reservoir, and the required removal of The Avenue, because of the exceptional need to protect world-renowned habitats, the River Test and the River Itchen, in Hampshire by providing a new sustainable source of water. Chalk rivers are some of the rarest habitats in the world and Southern Water has entered into a long-term agreement to significantly reduce abstraction of water from the rivers.</p> <p>Many years of research went into preparing the planning applications for a new reservoir, including the consideration of more than 70 alternative sites before selecting this one. It was by far the most suitable because of its underlying geology and the fact it is close to a sustainable source of water (springs which currently flow out to sea during winter) of which there are very few available in the country.</p> 



	<p>Other sites were located too far from a sustainable water source, were not large enough to supply the water required or were home to larger areas of woodland.</p> <p>Portsmouth Water also looked closely at eight potential designs for the reservoir. These included building a smaller reservoir, or two separate reservoirs on the site, however they simply wouldn't have provided the amount of water needed. Furthermore, high embankments would have been required on either side of The Avenue which would have resulted in the woodland being in shadow for long parts of the day. This would have adverse impacts upon the vegetation and ecology of the woodland due to greater humidity and a lack of sunlight.</p> <p>As a result of the need to remove this woodland, Portsmouth Water is carrying out extensive environmental mitigation works both on and off site. The environmental works being carried out on site are primarily to compensate for the removal of areas of grassland and wood pasture as it is recognised that saplings and new planting cannot replace well established ancient woodland. Separate off-site environmental works are being carried out to mitigate for the loss of ancient woodland including improvements to Southleigh Forest, working with private landowners to convert 80 hectares of local agricultural land into woodland, wood pasture and grassland and a capital grants scheme for local environmental projects.</p>
<p>5 How has that loss of unique habitat been mitigated? New tree planting is not mitigation</p>	<p><b>Havant Thicket Reservoir is an environmentally led project that will deliver a significant environmental net gain to the area. Mitigation started in 2019, with Portsmouth Water planting over 6,000 trees and creating wildlife corridors on the reservoir site. The project will deliver over 200 hectares of new and improved woodland and wood pasture, to compensate for the loss of 12.5 hectares of ancient woodland.</b></p> <p>In usual circumstances, planning permission would not be granted to remove ancient woodland such as The Avenue. Permission was granted, in this case, because of the exceptional need to protect world-renowned habitats, the River Test and the River Itchen, in Hampshire by providing a new sustainable source of water.</p> <p>The environmental mitigation and compensation works being carried out on site are primarily to compensate for the removal of areas of grassland and wood pasture as it is recognised that saplings</p>

	<p>and new planting cannot replace well established ancient woodland. Separate off-site environmental works are being carried out to compensate for the loss of ancient woodland including improvements to Southleigh Forest, working with private landowners to convert 80 hectares of local agricultural land into woodland, wood pasture and grassland and a capital grants scheme for local environmental projects.</p> <p>In total, we have committed to plant and improve more than 200 hectares of woodland and wood pasture. Portsmouth Water has gone above and beyond with regards to the commitments made in its planning application. In addition to the projects mentioned above, we are working with stakeholders and volunteers to relocate more than 200 young trees from within the reservoir footprint, as well as translocating saplings, bluebells and creating an “acorn nursery” of acorns found within The Avenue.</p>	
<p>6 Previously the residents were promised that non-motorised watercraft and other leisure activities were going to be allowed (on Havant Thicket Reservoir), but why are they now told instead that they were not allowed these leisure activities in the future?</p>	<p><b>The approved planning application includes a recreation strategy that was consulted with stakeholders and the local community. The consultation concluded that water sports should not be allowed, but that there should be footpaths for walking, as well as routes for cycling and horse riding, facilities for bird watching and a visitor centre with a play and picnic area.</b></p> <p>The level of recreation at the reservoir has been agreed with Portsmouth Water’s Havant Thicket Stakeholder forum (which is made up of local community groups, councillors, schools and environmental organisations) after many years of discussions, surveys with local communities and learning from other reservoir sites and public parks. It is important to note that, while different</p>	

<p>Please could Southern Water (and Portsmouth Water) explain why the promised water-based amenities are no longer part of the Havant Thicket proposal? We were originally assured the reservoir would provide a variety of water sports and other activities. Why is this no longer the case?</p>	<p>activities were put forward as suggestions, Portsmouth Water never promised or committed to providing specific water sports.</p> <p>Portsmouth Water has carefully considered a range of potential leisure activities at the reservoir site, including sailing and canoeing. As part of this process, Planning Solutions Ltd, whose team are experts in developing and managing water-based visitor attractions, were asked to review the visitor experience offer at the reservoir.</p> <p>All three scenarios scoped by Planning Solutions (Low, Medium and High activity levels) were tested extensively with our Havant Thicket Reservoir stakeholder forum. The overwhelming feedback received, both from written surveys and discussions with the local community, has been not to offer large-scale public water sports, including canoeing, at the reservoir. The forum members selected the ‘Medium’ level plan, with the proviso of providing scope for future expansion. This was because it would feel like a much busier place if there was a more intense water sport offer, attract more people and put greater strain on the environment, facilities and local communities.</p> <p>Currently a draft Recreation Strategy for the reservoir has been circulated to the stakeholder forum members. Their input will help to finalise the exact recreational provision Portsmouth Water will offer at the reservoir when it is full and operational. This will include footpaths for walking, as well as routes for cycling and horse riding, facilities for bird watching, picnic and play areas and car parking. There will also be a visitor centre with a café, toilets and space for community and education activities.</p>
<p>7 What percentage of Portsmouth Water customers have water meters? How does this compare with one year ago?</p>	<p><b>We currently have 105,875 water meters in use across our network of homes that we supply water to. This equates to 34% of our total network of domestic properties (311,314 households) and won’t have changed much from a year ago.</b></p> <p>Currently we are not allowed to charge household customers on a metered basis without their consent and therefore the demand for ‘optional’ meters has dropped off considerably in recent years. Meter options are usually requested by people living in large houses with a small family as this will save money. From 2025 we hope to have the right conferred by the Secretary of State to compulsory meter in order to roll out meters to all customers over a period of 8 to 10 years. This will help our customers</p>

	to save water and become more water efficient. They will also save on wastewater charges and energy, water heating being the single biggest use of water in the household.
8	<p>What percentage of Portsmouth Water customers are on the Helping Hand Tariff? How does this compare with one year ago?</p> <p><b>We currently have 12,207 customers on the Helping Hand Tariff, this compares to 11,494 customers on the tariff at this time last year. We attribute this to the increased threshold that has been introduced. Previously, households with an income of £17,005 or below could use the tariff - this threshold has now moved to £21,000.</b></p>
9	<p>What percentage of Portsmouth Water customers are on a payment break? How does this compare with one year ago?</p> <p><b>We provide figures to Ofwat each quarter on the number of new customers who are entering a payment break. The data below is for the number of new customers entering a six-month payment break from the past four quarters:</b></p> <p><b>01 July 2022 - 30 September 2022: 27 customers</b></p> <p><b>01 October 2022 - 31 December 2022: 33</b></p> <p><b>01 January 2023 - 31 March 2023: 42</b></p> <p><b>01 April 2023 - 30 June 2023: 31</b></p>
10	<p>The Portsmouth Water web site references the Portsmouth Water 2025-2030 business plan several times. The only document I can find is the Interactive Vision Brochure. When can</p> <p><b>Portsmouth Water will publish the 2025-2030 Business Plan in October 2024, when it will be issued to government for review.</b></p> <p>In September 2022, we published our vision for the future: Excellence in water. Always. This was the first step for us developing our next five-year business plan. Our vision set out what we want to achieve and the investment we need to make to maintain and improve our services.</p>

<p>we see the due to be published Summer 2023?</p>	<p>Customers and stakeholders were invited to have their say on our vision, both by emailing us directly and by survey.</p> <p>Our next step was to better understand what's most important to customers. We carried out a Planned Choices survey, which gave customers the opportunity to choose where we invest to further improve services.</p> <p>We'll take the anonymous results from this survey and combine them with our other customer engagement. This included targeted interviews with specific stakeholders, as well as feedback from our Consumer Barometer Panel which resulted in 700 completed surveys.</p> <p>We'll use all this information to finalise our business plan which we'll submit to government in October. We'll hear back from government in 2024, telling us how much we're able to invest in services between 2025 and 2030.</p>	
<p>11 Portsmouth Water have an excellent local reputation. What are they doing to prevent this being damaged by association with Southern Water?</p>	<p><b>Portsmouth Water is working with Southern Water to investigate the potential to enhance the wider environmental benefit from the reservoir by using recycled water to further reduce the need to abstract water from globally rare chalk streams. Our support for the scheme is absolutely dependent on there being no detrimental impact on the local environment around the reservoir and our ability to maintain excellent drinking water standards. While this has been discussed at Stakeholder Group meetings and in public consultations, we will be increasing public engagement and communications.</b></p> <p>We will be taking a much more proactive approach and will be going out to speak to our customers directly about the Hampshire Water Transfer and Water Recycling proposals.</p> <p>We've already been using a range of channels and methods to communicate with local residents about Havant Thicket Reservoir including drop-in events, community talks, newspaper articles, social media,</p>	

	<p>leaflets and newsletters. We are going to build on this to make sure all our customers can learn about these proposals and ask us questions.</p> <p>We will reassure our customers that Portsmouth Water will not allow the water recycling scheme to progress if we are in doubt over the safety of this water, or the impact it might have on the environment and leisure facilities at Havant Thicket Reservoir.</p> <p>Portsmouth Water will be in sole control of the water entering and leaving the reservoir. We already continuously monitor the quality of water at all of our sites and would do the same here. If there were any issues with the quality of the water, the system would automatically shut down.</p>
<p>12 At present water from Bedhampton Springs is contaminated with nutrients which flow into the harbour. What is Portsmouth Water doing to combat this, will the reservoir have an impact and how would this change if Southern Water build the water recycling plant?</p>	<p><b>Water from the Bedhampton Springs contains high levels of nitrates. At the moment, whilst some of this water is used as a source for drinking, in winter and during times of high rainfall, much of it flows straight out to sea.</b></p> <p><b>Under the approved plans for Havant Thicket Reservoir, this surplus water will be captured and stored in the reservoir for use in periods of drought. This will result in less spring water flowing out to sea and therefore lower levels of nitrates entering Langstone Harbour.</b></p> <p><b>Initial modelling suggests that recycled water would be cleaner than spring water.</b></p> <p>Portsmouth Water abstracts groundwater found within the chalk rock (aquifer) of the South Downs to supply public drinking water in the area. Around 85% of the water comes directly from groundwater, sourced from boreholes or springs, with the remaining 15% being derived from the River Itchen - itself being groundwater fed. Some land practices have increased the levels of nitrogen, which flows into Langstone Harbour.</p> <p>The Downs and Harbours Clean Water Partnership (<a href="http://cleanwater.cleanwaterpartnership.co.uk">Home   cleanwater (cleanwaterpartnership.co.uk)</a>), is a forward thinking initiative between Portsmouth Water, Catchment Sensitive Farming and the Environment Agency which is taking action to tackle water pollution issues affecting the quality of ground, surface and coastal waters in West Sussex and East Hampshire. The Partnership is focused on working with landowners to reduce the amount of polluting nutrients, particularly nitrate, currently entering the water environment.</p>

	<p>A 2021 report estimates that naturally occurring processes in the reservoir will result in a 30% to 45% reduction in nitrogen loading to Langstone Harbour. This translates to a reduction of around 2,500kg of nitrogen a year to the Harbour, which will improve the quality of coastal waters in the area.</p> <p>If the Hampshire Water Transfer and Water Recycling Scheme were to go ahead, spring water would continue to be captured in the reservoir in line with the original approved plans for the scheme.</p> <p>Our support for the water recycling scheme is absolutely dependent on there being no detrimental impact on the environment and our ability to maintain excellent drinking water standards. Southern Water is currently carrying out detailed studies and investigations as it explores this option further, including the impact on nitrate levels in Langstone Harbour. We are keeping an open mind as we await the outcome of these.</p> <p>Recycled water is highly treated, purified water and would be cleaner than the spring water feeding into the reservoir. For example, initial modelling indicates that the average concentration of nitrates in the recycled water put into the reservoir would be significantly lower than the levels found in the spring water – 0.1mg/l (milligrams per litre) in recycled water, compared to 30mg/l in Havant spring water and 34mg/l in the water from Bedhampton springs.</p>
<p>13 How closely is Portsmouth Water’s future coupled to that of Southern Water? If Portsmouth Water do not work with Southern Water on the reservoir, what would the future look like for Portsmouth Water? If Southern Water are refused permission to build an effluent processing facility in</p>	<p><b>Water companies need to work together to share water resources if we are to address the challenges posed by climate change, population growth and the need to protect fragile ecosystems. Portsmouth Water maintains a long-term water resource management plan for our area, and this is integrated with a wider model, the Water Resource Management Plan for the South-East (<a href="#">Home   WRSE - Water Resource South East</a>). We are required to do this by the regulator Ofwat, and it is the right thing to do.</b></p> <p><b>In some of the more extreme scenarios for the future, we may require an additional source of water for ourselves from the late 2040s and water recycling would be one possibility. If Southern Water are refused permission to build the water recycling plant in Havant, it would not affect Portsmouth Water customers in the short-term, but a precedent to refuse applications for such infrastructure could reduce the resilience of our supply in the medium to long-term.</b></p>

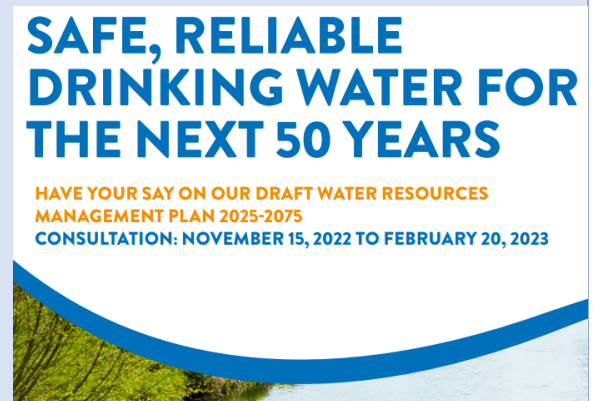
Havant how will this affect Portsmouth Water?

In 2018, following a detailed study completed by the water industry, the National Infrastructure Commission produced an important ‘state of the nation’ report about our national water infrastructure called, ‘Preparing for a Drier Future’ ([\(Preparing for a drier future \(nic.org.uk\)\)](http://Preparing for a drier future (nic.org.uk))). The report observed that England faced a potential shortfall of 4 billion litres of water a day in meeting demand in the 2050s and this resulted in a dramatic change in government policy, to avoid future water shortages. Leakage and demand reduction continued, but in addition there was a need for a ‘*national transfer network in England and new infrastructure, such as reservoirs and water re-use systems.*’

The water supply networks of the two companies are physically connected, with Portsmouth Water currently having the ability to supply up to 15ML/d into Southern Water distribution network both to the West into their Southampton zone and East into their West Sussex zone. Because of this our water resource planning needs to be closely coupled.

The current reservoir, as consented, will enable us to increase our water transfers to Southern Water’s Hampshire Southampton zone with an extra 21ML/d of water in the event of a prolonged period of dry weather. The proposal for recycled water currently under discussion is to provide an additional supply of water to Southern Water’s Otterbourne Water Treatment Works in similar circumstances. In the short term, not getting permission to build this facility would not affect the provision of water to Portsmouth Water customers but would directly affect the security supply of drinking water to Southern Water customers.

However, our mandated strategic planning, encapsulated in our Water Resource Management Plan, requires us to plan for a different scenarios involving variations of population numbers, demand profiles, climate change impacts and environmental considerations. In some of the more extreme scenarios, involving higher populations and environmental considerations, our planning suggests in order to supply enough water to satisfy the demand of our own customers, we would require a water recycling option for ourselves from the late 2040s. Therefore, a precedent



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	<p>against the provision of facilities to allow the use of recycled water to secure the public water supply might impact Portsmouth Water customers in the medium term.</p>
14	<p>Does Portsmouth Water have any concerns about Southern Water drilling boreholes in Bedhampton to investigate the areas where the water processing plant may go? Is there a risk that drilling will contaminate the aquifers?</p> <p><b>Protection of the aquifers which present the source of our water is critical to Portsmouth Water and no drilling will be carried out that would carry a risk of contaminating aquifers.</b></p> <p>Portsmouth Water and Southern Water are working in close consultation over investigations into the proposed location of the water recycling plant and associated pipeline. Before any ground investigations take place, geotechnical investigations are carried out, including desk top studies which draw on previous investigations. These geotechnical investigations include consideration of the location and depth of chalk aquifers in order to identify and mitigate against the risk of contamination of the aquifers. No work will be carried out by Southern Water which would create a risk of contamination to the chalk aquifers.</p> <p>There is potential for Portsmouth Water to provide pipework between Bedhampton and the reservoir, which would have additional capacity to supply recycled water to the reservoir in addition to spring water. Advantages of this would be to reduce the environmental impact and disruption to local residents from potentially two separate pipeline construction projects, and also the delivery of significant cost savings to Southern Water customers (estimated to be around £100m).</p>
15	<p>“We need to work with customers to help them reduce their water use. If we don’t, they may become less clear on the link between their water and the environment it comes from and not support our efforts</p> <p><b>In Portsmouth Water’s supply area, we have a particular issue with high water consumption. Our water is the cheapest in the industry, most customers do not have a water meter and as such Portsmouth Water’s customers are amongst the highest per capita water users in the UK. This is an issue that we will be addressing in the years to come with the help of SMART meters. Rolling out SMART meters will be supported by a customer communications campaign which raise awareness of the need for water conservation, methods of doing so along with using meters to help detect leaks and promote the benefits of reducing water consumption.</b></p>

<p>to reduce leaks and save resources.” I applaud this ambition but how are you doing this?</p>	<p>As we move towards universal metering throughout our area, customers will have the tools to see personalised live water usage, and we’ll be able to identify leaks and fix them using the new technology far quicker than we currently can.</p> <p>Fundamentally, water use is complex and nuanced. We are passionate about working together with our customers and community to bring them on this journey with us. Being community-led will ensure fairness and vulnerable customers who, require higher water usage, will never be penalised.</p> <p>To reduce leaks and improve water efficiency immediately, we are encouraging customers to be proactive and visit our Get Water Fit site to order free water efficiency kit, such as leaky loo tests, water efficient shower heads and discounted water butts.</p>
<p>16 I understand that extracting from the lower reaches of a river (aka Last Weir Extraction) is much less damaging to the environment than the current practice of extracting from the upper reaches of a river. I also understand that Portsmouth Water is planning to look doing this. Can you confirm this and provide an update and timeline please. IS there any chance of this work being done in time to make</p>	<p><b>Portsmouth Water is reviewing options including lower reach river abstraction, but this will not affect the amount of water Southern Water need. We can’t comment on Southern Waters position directly, although they will be going through a similar process as they develop their next Water Resource management Plan and so you may wish to ask them a similar question.</b></p> <p>With regards to river abstraction, Portsmouth Water has one key surface water abstraction point, which is already on the lower reaches of the River Itchen. The rest of our water we take from 20 boreholes drilled around 100 meters into the chalk aquifer and from the 40 or so natural springs in Havant and Bedhampton</p> <p>As part of our preparations for the next round of Water Resource Planning, we have already begun to look at a range of new or previously dismissed options. One of these options is to consider if we can move our abstraction locations to points further down catchment – and therefore leave water in local river systems for longer. Whilst there are environmental benefits to this, we would need to assess new locations for water yield, water quality and the risk of encouraging saline intrusion.</p> <p>This work will be progressing over the next three years and the conclusions of this work will be recognised in our options appraisal work for our next Water Resource Management Plan.</p>

<p>effluent recycling unnecessary?</p>	<p>The outcomes of this work may reduce Portsmouth Water’s need for water recycling in the future but will not affect the amount of water Southern Water need and therefore unlikely to impact the case for Havant Thicket. Whilst we can’t comment on Southern Waters position directly, they will be going through a similar process for their sites as they develop their next Water Resources Management Plan and so you may wish to ask them a similar question.</p>
<p>17 What does Portsmouth Water feel about the speed with which Southern Water is working to impose effluent recycling on Havant?</p>	<p><b>Water is scarce in the South-East, yet the impacts of climate change and population growth are increasing. Southern Water has been instructed to take less water from world-renowned chalk streams, the River Test and the River Itchen, which will leave the company with a daily deficit of 192 million litres in the event of prolonged dry weather. As a company, Portsmouth Water is committed to doing the right thing, and that includes helping our neighbours to supply their customers with water.</b></p> <p>Water recycling would provide Southern Water with up to an additional 90 million litres per day during periods of prolonged dry weather, as opposed to 21 million litres per day from the current approved proposals, and we will support this solution on the basis that it is safe and has no detrimental impacts on environment or leisure facilities at Havant Thicket Reservoir. If proven to be safe and effective, the Hampshire Water Transfer and Water Recycling scheme would be a valuable and sustainable new source of water for the water-stressed South-East.</p> <p>We are working closely with Southern Water to ensure enough time is spent explaining the scheme to the public, reassuring them of the safety of the water, and that all the water quality checks and modelling have taken place, before the scheme could become operational.</p> <p>To be clear, if Southern Water secures planning permission for these proposals, then nearly all of the time the water supply to Portsmouth Water customers would come directly from Bedhampton springs via Farlington Water Treatment Works and therefore remain unchanged. In prolonged dry weather or emergency conditions, Portsmouth Water customers would receive some recycled water mixed with spring water (blended water), treated to meet our usual, regulated, high standards at the Farlington Water Treatment Works. At all other times, the situation would remain as it is today. If there is any change to the taste of the water as a result of us taking water from the reservoir, this can be controlled</p>

through the treatment process at Farlington and the use of activated carbon (it is well known that natural processes in open bodies of water such as algal blooms, can impact the taste of the water).

18 Commendably, Portsmouth Water acknowledge the need to make water affordable for all and also the importance of making everyone appreciate that it is a priceless asset. Could you explain how Portsmouth Water will achieve both these aims?

**For many years, Portsmouth Water has been in the fortunate position to able to supply its customers with plentiful, high-quality water, at the lowest cost in the country. This has resulted in high water consumption, in fact, our customers are amongst the highest per capita water users in the UK.**

**However, the water resources situation is changing. Water is scarce in the South-East, yet the impacts of climate change and population growth are increasing. Portsmouth Water’s supply area is now classed as “water stressed.”**

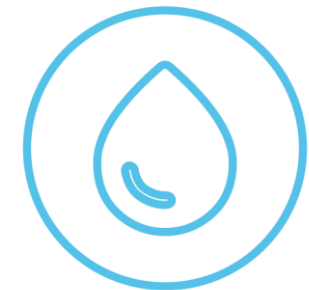
**Having said this, we remain committed to ensuring our bills continue to stay the lowest in the country but recognise we must do more ensure our customers appreciate the importance of water and in turn, reduce their consumption.**

Our bills currently average 33p per day. We have also recently increased eligibility of our Helping Hand Social tariff to customers with incomes of £21,000 or below per year. This was previously set at incomes of £17,005 or below.

In order to reduce water consumption, we will be rolling out SMART meters, supported by a customer communications campaign to raise awareness of the need for water conservation. This will focus on how customers can achieve lower water usage via meters to help detect leaks, as well as promoting the benefits of reducing water consumption.

We are also looking at more options for innovative support tariffs that link Per Capita Consumption to water tariffs in a move to help customers become more engaged with their usage and understand what is beyond essential water use.

We remain committed to help customers become more water efficient, as well as educate from an early age through education initiatives. We are increasingly aware there is a need for us to do more in



	<p>these areas; through more targeted campaigning to higher usage households, tailored support for high-usage businesses and more interactive educational resources.</p>
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## Challenge Session with Portsmouth Water Company on the future Use of Havant Thicket Reservoir – 5 July 2023

### Supplementary Questions -

	Question	Answer
L1	<p>Why is Portsmouth Water Company going along with the use of Havant Thicket Reservoir as an environmental buffer lake for effluent recycling when the modelling and environmental impact assessments have not yet been completed and published, so the environmental risks to the reservoir and Langstone Harbour SPA/SAC are not yet understood?</p>	<p><b>As a company, Portsmouth Water is committed to doing the right thing, and that includes helping our neighbours to supply their customers with water.</b></p> <p><b>Water is scarce in the South-East, yet the impacts of climate change and population growth are increasing. Southern Water has agreed to take less water from world-renowned chalk streams, the River Test and the River Itchen, which will leave the company with a daily deficit of 192 million litres in the event of prolonged dry weather.</b></p> <p>Water recycling would provide Southern Water with up to an additional 90 million litres per day during periods of prolonged dry weather, as opposed to 21 million litres per day from the current approved proposals.</p> <p>Recycled water is highly treated, purified water and would be cleaner than the spring water feeding into the reservoir. For example, initial modelling indicates that the average concentration of nitrates in the recycled water put into the reservoir would be significantly lower than the levels found in the spring water – 0.1mg/l (milligrams per litre) in recycled water, compared to 30mg/l in Havant spring water and 34mg/l in the water from Bedhampton springs.</p> <p>Our support for the water recycling scheme is absolutely dependent on there being no detrimental impact on the environment and our ability to maintain excellent drinking water standards. Southern Water is currently carrying out detailed studies and investigations as it explores this option further, including the impact on nitrate levels in Langstone Harbour. We are keeping an open mind as we await the outcome of these.</p> <p>If proven to be safe and effective, the Hampshire Water Transfer and Water Recycling scheme would be a valuable and sustainable new source of water for the water-stressed South-East.</p>
L2	<p>Portsmouth Water Company have a much lower frequency of hose pipe bans than Southern Water</p>	<p><b>Temporary usage bans (hosepipe bans) can only legally be implemented if water companies reach stage two of their drought plans. These plans are agreed with the</b></p>

<p>(PW 1 in 20, SW 1 in 5). Could P.W plan for a higher rate of hose pipe bans (TUBs), as that would reduce demand in dry periods and help educate the public as to the value of water, encouraging them to use water more wisely?</p>	<p><b>Secretary of State. As a result, Portsmouth Water cannot introduce these measures by choice.</b></p> <p>The criteria for reaching stage two of our drought plan is set in consultation with our customers and has been the same for a long time.</p> <p>The possibility and possible benefits of changing this is something we are planning to explore with our customers in preparation for our next Water Resources Management Plan (2029), but in our view the benefits must be carefully weighed against the potential impact on customers.</p>
<p>L4 Climate change is forecast to give us wetter winters and dryer summers with more storm events. Apart from Havant Thicket Reservoir, what are Portsmouth Water Company planning to do to collect and store more water?</p>	<p><b>We currently rely on the chalk geology under the South Downs to capture and store winter rainfall – this is in effect a large natural underground reservoir. We then take that water from boreholes (wells), springs and via River Itchen when we need it most in Summer.</b></p> <p><b>The environment is also under pressure from climate change and as a result, in the future we are going to be required to take less water from the chalk. Therefore, our current focus is not how to trap more water, but how we can help our customers each use a little less water, so collectively we need to take less from the environment.</b></p> <p>Reducing leakage and supporting customers to use less water are fundamental to our long-term plans. Portsmouth Water’s draft Water Resources Management Plan would see us halving our leakage by 2050 and installing smart meters in all homes to reduce water usage by 2040. However, these measures alone would not be enough to supply the water needed and new, sustainable sources of water are still required.</p> <p>Consequently, and as part of our next Water Resources Management Plan, we will review any opportunity for additional storage reservoirs.</p>
<p>L5 Is storage in confined aquifers being considered to top them up in winter, so the water is available in dry summers?</p>	<p><b>We have explored the option of storing water in confined aquifers. Our geology presents two possibilities for the creation of these: within confined chalk and within confined greensand. Unfortunately, both of these options present significant challenges.</b></p>



L6

Are any more winter storage reservoirs being investigated?

Our studies to date have shown the confined chalk in our supply region is either unproductive, or has karstic features allowing rapid flows, such that any injection of water will be very difficult to store as the water will be rapidly lost to the harbours.

The confined Lower Greensand is hundreds of metres deep and therefore boreholes would be very expensive, and we might find that it is unproductive and/or has water quality issues.

However, notwithstanding the above, we do plan to review our work to date on the feasibility of aquifer storage and recovery for the next round of water resource planning.

**We currently rely on the chalk geology under the South Downs to capture and store winter rainfall. We then take that water from boreholes (wells), springs and the River Itchen when we need it most in Summer.**

**The environment is also under pressure from climate change and as a result, in the future we are going to be required to take less water from the chalk. Therefore, our current focus is not how to trap more water, but how we can help our customers each use a little less water, so collectively we need to take less from the environment.**

Reducing leakage and supporting customers to use less water are fundamental to our long-term plans. Portsmouth Water's draft Water Resources Management Plan would see us halving our leakage by 2050 and installing smart meters in all homes to reduce water usage by 2040. However, these measures alone would not be enough to supply the water needed and new, sustainable sources of water are still required.

Consequently, and as part of our next Water Resources Management Plan, we will review any opportunity for additional winter storage reservoirs.

L7 The loss of Ancient Woodland was only permitted by the LPA and supported by Natural England after Portsmouth Water Company demonstrated the wider benefits of the reservoir proposal in terms of;

a) Biodiversity net gain largely generated by fluctuating water levels in the retained wetland, as well as the unique biodiversity opportunity created by a chalk spring fed reservoir. Instead the water chemistry, salinity, temperature will be changed by the introduction of recycled effluent, with the added increased risk of pollution and bioaccumulation/ sediment accumulation.

Southern Water have said they will keep the reservoir topped up which will have an adverse impact, reducing seasonally fluctuating water levels to the detriment of biodiversity.

b) Reduction in the nitrate levels going in to Langstone harbour as spring water. would be diverted to fill up the reservoir after the summer evaporation losses, or any drawdown. Instead Southern Water plan to keep the reservoir topped up with recycled effluent so less spring water will need to be diverted to the reservoir, reducing the benefit of the reservoir to Langstone Harbour.

How will these important benefits be delivered if effluent recycling goes ahead?

**Portsmouth Water was granted planning permission for Havant Thicket Reservoir, and the required removal of The Avenue, because of the exceptional need to protect world-renowned habitats, the River Test and the River Itchen, in Hampshire by providing a new sustainable source of water. Chalk rivers are some of the rarest habitats in the world and Southern Water has entered into a long-term agreement to significantly reduce abstraction of water from these rivers.**

As a result of the need to remove this woodland, Portsmouth Water is carrying out extensive environmental mitigation works both on and off site. The environmental works being carried out on site are primarily to compensate for the removal of areas of grassland and wood pasture as it is recognised that saplings and new planting cannot replace well established ancient woodland.

Separate off-site environmental works are being carried out to mitigate for the loss of ancient woodland including improvements to Southleigh Forest, working with private landowners to convert 80 hectares of local agricultural land into woodland, wood pasture and grassland and a capital grants scheme for local environmental projects.

We anticipate there would be no impact on the environment at the reservoir, including the wetland, if the water recycling scheme was to go ahead. There would be a daily flow of recycled water into the reservoir and an equal daily flow of water from the reservoir directly to Southern Water's drinking water treatment plant at Otterbourne, near Winchester. This would allow seasonal fluctuations in water level to occur as planned.

Spring water would continue to be stored in Havant Thicket Reservoir in the same volumes as originally planned if the water recycling proposals were to go ahead.



Our support for the water recycling scheme is predicated on there being no detrimental impact on the environment and our ability to maintain the legal drinking water standards. Southern Water is currently carrying out detailed studies and investigations as it explores this option further, including the impact on nitrate levels in Langstone Harbour. Similarly, we are modelling the impact of regular flows of recycled water into and out of the reservoir on issues such as algae growth. We are keeping an open mind as we await the outcome of these investigations.

Subject to any new information gained from the ongoing studies and investigations, the commitments we have made through the planning process will be delivered irrespective of whether the recycling project goes ahead or not.

I understand that the water recycling option was not 'just an idea' when the planning meeting was held. It was the second option after the Fawley desalination plan and HBC had been informed. Is that correct?

**Water recycling was Southern Water's back-up option to desalination and was raised in 2020. Portsmouth Water also discussed this with Havant Borough Council and East Hants District Council planning officers in 2020, as the use of recycled water was an option being considered as part of our own Water Resource Management Plan as a long-term solution to pressures on the water balance from 2050 onwards.**

Water recycling was not selected as Southern Water's preferred option for the immediate term until late 2021, after Portsmouth Water had submitted its planning application.

In 2020, it was Southern Water's plan to build a desalination plant at Hythe on the Solent, which would treat seawater to drinking water standards. This would provide a new source of water, enabling Southern Water to meet its targets for minimising abstraction from the River Test and River Itchen during times of drought. At the same time, water recycling was being actively explored as a viable "back up" option and Portsmouth Water was aware of this. Under this scheme, more water would be available to take from Havant Thicket Reservoir and Southern Water would be able to transfer that water directly to its Water Supply Works in Otterbourne (near Winchester).

Information was shared about water recycling during the original planning process for the Havant Thicket Reservoir. During the Planning Committees, members raised questions about the scheme and it was highlighted that any changes to the current application would require separate planning approval, as is still the case. There is a written record of this in the [minutes](#) (see pages 4, 10 and 32) and information about the scheme was also shared with Havant Borough Council's Planning Committee for consideration in this [public document](#) (see page 3). Much information was also publicised ahead of both Planning Committees through Southern Water's [consultation](#) which ran until 16<sup>th</sup> April 2021. We were consistently open and upfront about these proposals, answering questions as best we could with the limited information available at the time.

There is plenty of evidence that the recycled water is safe to drink. The problem is that many customers may turn to bottled water. In Singapore 70% buy bottled water and they have a huge recycling problem. What modelling has been carried out in terms of changes in customer behaviour and any switch to bottled water?

**We know some of our customers have concerns about drinking recycled water and before we could start using it as a source of drinking water, they would need confidence that it is safe. Over the next few months, Portsmouth Water will be speaking directly to our customers about recycled water, giving them the facts, and offering them opportunities to ask us questions.**

We have always had a close, trusting relationship with our customers, and we hope that in time, they will have the information they need to feel confident that recycled water is a safe, sustainable source of drinking water. Customers should rest assured that whatever happens, Portsmouth Water will be in sole control of the water that enters and leaves the reservoir.

We recently surveyed 80 Portsmouth Water customers at community events in Bedhampton and Havant. Of the 80 questioned, 56 said they felt very positive, positive or neutral about the water recycling proposals.

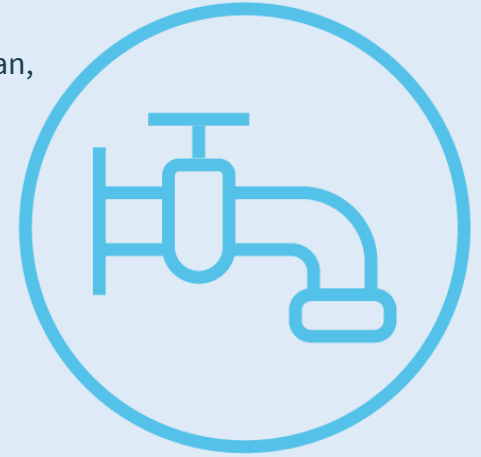
We'll be drawing on the experiences of other countries where recycled water is already used successfully, including Singapore. You can read more about one of the schemes here: <https://www.pub.gov.sg/watersupply/fournationaltaps/newater>. Recycled water is branded as Newater in Singapore and visitors to the treatment plant are provided with bottles of it to drink, such is the high level of public confidence in this water.



This was the first occasion we've heard a figure of 5% given as the local (current PW customer) use of recycled water. It was said this would be solely in emergency or extreme drought situations where existing PW customers would receive recycled water. Could this figure increase in time and, again, how has it been modelled?

**Under the current, approved plans for Havant Thicket Reservoir, in drought or emergency conditions, water from the reservoir will be piped to Portsmouth Water's Farlington Water Treatment Works, be treated to drinking water standards and used to supply some of our customers in Hampshire. This would free up water to the west of our supply area which we would share with Southern Water.**

Portsmouth Water's strategic planning, which is encapsulated in the Water Resource Management Plan, requires the company to plan for different scenarios involving variations of population numbers, demand profiles, climate change impacts and environmental considerations. In some of the more extreme scenarios, involving higher populations and environmental considerations, the planning suggests a new source of water would be required from the late 2040s, this could be provided by water recycling.



In the meantime, Portsmouth Water customers would only receive water from the reservoir during a drought or an emergency scenario. At all other times, the situation would remain as it is today, with water supplied to Portsmouth Water customers coming directly from Bedhampton springs via Farlington Water Treatment Works. Any differences in the taste of the reservoir water (relative to the usual spring water source) will be managed through the treatment process at Farlington so that customers should not notice any change.

On ecological net gain we could do with more clarity on the points made about fluctuating levels at the reservoir and spring water entering the harbour. If less spring water is sent to the reservoir the nitrate level in Langstone Harbour will not reduce. Please could you provide more detail on this?

**If the Hampshire Water Transfer and Water Recycling Scheme were to go ahead, the same quantities of spring water would continue to be captured in the reservoir in line with the original approved plans for the scheme.**

**We anticipate there would be no impact on the environment at the reservoir, including the wetland, if the water recycling scheme was to go ahead. There would be a daily flow of recycled water into the reservoir and an equal daily flow of water from the reservoir directly to Southern Water's drinking water treatment plant at Otterbourne, near Winchester. This would allow seasonal fluctuations in water level to occur as planned.**

Our support for the water recycling scheme is absolutely dependent on there being no detrimental impact on the environment and our ability to maintain excellent drinking water standards. Southern Water is currently carrying out detailed studies and investigations as it explores this option further, including the impact on nitrate levels in Langstone Harbour. We are keeping an open mind as we await the outcome of these.



What we do know already is that the recycled water will have lower nitrate levels than the spring water. We also know that the retention of water in the reservoir reduces nitrate levels over time. So, when the reservoir is in use, nitrate levels of water sent to wastewater treatment from our customers and then discharged after treatment to the local environment will be lower.

In terms of the reservoir mix we were told this would be 50% recycled and 50% spring, but I believe that Tracey Viney said that it would be mainly recycled water to keep the reverse osmosis equipment running at peak performance. Please could you clarify?

**The ratio of spring water and recycled water in Havant Thicket Reservoir would depend on many factors including the time of year, level of rainfall, and whether a drought is in place. We are still carrying out modelling based on these different scenarios and will provide more detailed information once this process is complete.**

The pipeline from the reservoir to Southern Water's Otterbourne water treatment works would always require a 'sweetening flow' of water to maintain good water quality by replacing water in the pipes regularly. This sweetening flow would be provided from the reservoir. In order to maintain the volume of water in the reservoir, this sweetening flow from the reservoir to Otterbourne water treatment works would be matched by an equal input of recycled water of up to 20 million litres per day.

In the winter, when we have an excess of water from Bedhampton and Havant springs, we would use surplus spring water to top up the reservoir.

In drought or emergency scenarios during summer periods, Southern will require a larger supply of water from the reservoir. This would be supplied in two ways:

- The 'Bedhampton to Farlington' route uses the normal direct feed of spring water from Bedhampton to Farlington and in addition blended spring and recycled water would be taken from the reservoir to Farlington too. This water would be treated at Farlington for supply locally, releasing capacity for us to supply Southern at our western boundary.
- The 'SWS Direct Pipe' route would draw on the reservoir and send water to Otterbourne through a new pipeline. Southern Water's needs in the future are forecast to require a supply of up to 90 million litres per day, which would require up to 60 million litres of recycled water to be supplied to the reservoir each day during this period of operation.

In the event of a drought or emergency event during the winter, operation would be the same as a summer drought event, with one difference: during the winter, surplus water from Bedhampton springs would be used to top up the reservoir.



Please could you confirm that the new reservoir will almost always be used to supply Southern Water customers, except in an emergency or extreme drought conditions, while PW customers will normally continue to receive drinking water from the current spring water supply.

**If Southern Water secures planning permission for these proposals, then nearly all of the time the water supply to Portsmouth Water customers would come directly from Bedhampton springs via Farlington Water treatment Works and therefore remain unchanged. Portsmouth Water customers would receive some recycled water mixed with spring water in drought or emergency scenarios (blended water). At all other times, the situation would remain as it is today.**

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