



**South West
Water**

Mid Devon District Council Scrutiny Committee

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Overview

In this presentation I will cover the following:

Our priorities

Pollutions and Storm Overflows

Our investment

We can address other questions following this.



PR24

Our priorities

Feedback from our customers has shaped our new business plan and our four priorities.



1: Water quality and resilience

Continue to deliver top quality water to all our regions, safely and securely, whilst protecting the environment.



3: Net zero and environmental gains

To do our bit to protect and enhance nature and the environment, working with our partners to improve land, rivers and seas.



2: Storm overflows and pollutions

Transform our sewer network by 2040, starting with all sites which affect our most loved places.



4: Delivering for customers and addressing affordability

To maintain affordable bills for all, whilst making transformative levels of investment.



We're doing this

Our performance

Pollutions

- There were 6 minor water pollutions in MDDC in 2024.

Storm overflows

- We have 100% monitoring of all storm overflows, ahead of the government target.
- The Environment Agency publish the storm overflow annual review in March each year.
- You can see where investment is being made by looking at our Storm Overflow Action Plan..
- The National Storm Overflow action Plan provides an overview of our investment to 2040.
- Our investment will focus on bathing waters and shellfish water in the first instance.
- We will deliver our overall programme by 2040 (10 years ahead of the Government target of 2050)..

Sewage Treatment Works

- We have 655 wastewater treatment work in South West Water.
- All wastewater treatment works in MDDC were compliant with their permit conditions.

- **subject to EA confirmation.

Our performance

Public information

- WaterFit Live provides information on the operation of our storm overflows in near real time.
- The National Storm Overflow Action Plan (SOAP) shows where and when we plan to improve each storm overflow.

River water quality

- South West Region RBMP provides the detailed analysis on causes and is 'owned' by the EA.
- Overall South West Water operations contribute c.12% towards the Reasons for Not Achieving Good (RNAG) ecological status.
- Main catchments include: River Exe, River Culm, River Creedy .
- Reasons for not achieving good ecological status form the basis of our Environmental Programme.

Bathing water quality

- Achieved 100% compliance with bathing water standards across bathing beaches in 2024.
- There are no bathing waters in MDDC.

Shellfish waters quality

- There are no shellfish waters in MDDC.

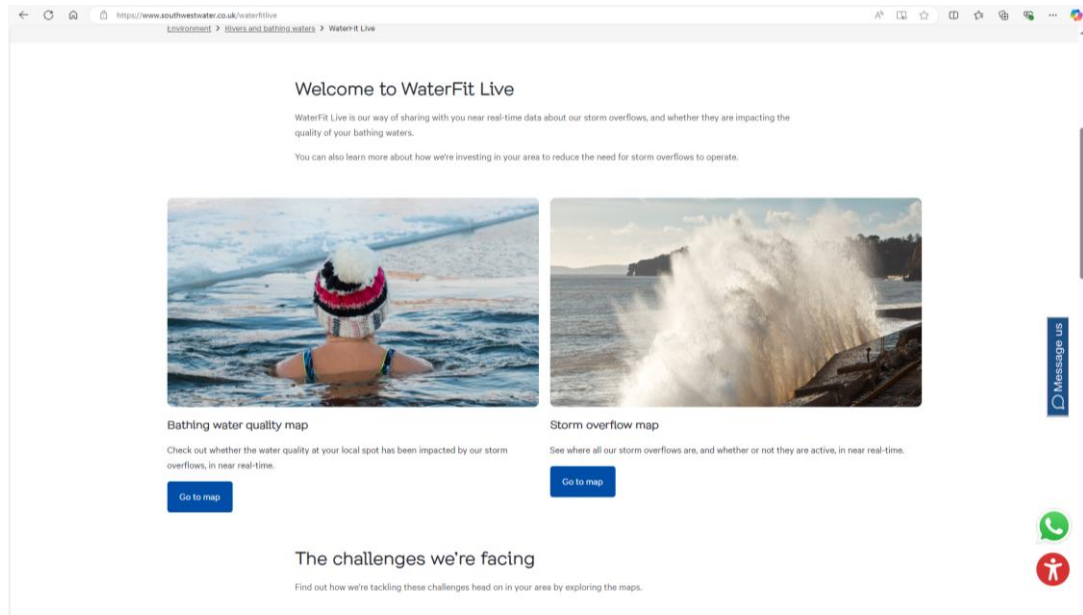
Environment programme

- Peatland restoration, fish migration, catchment management

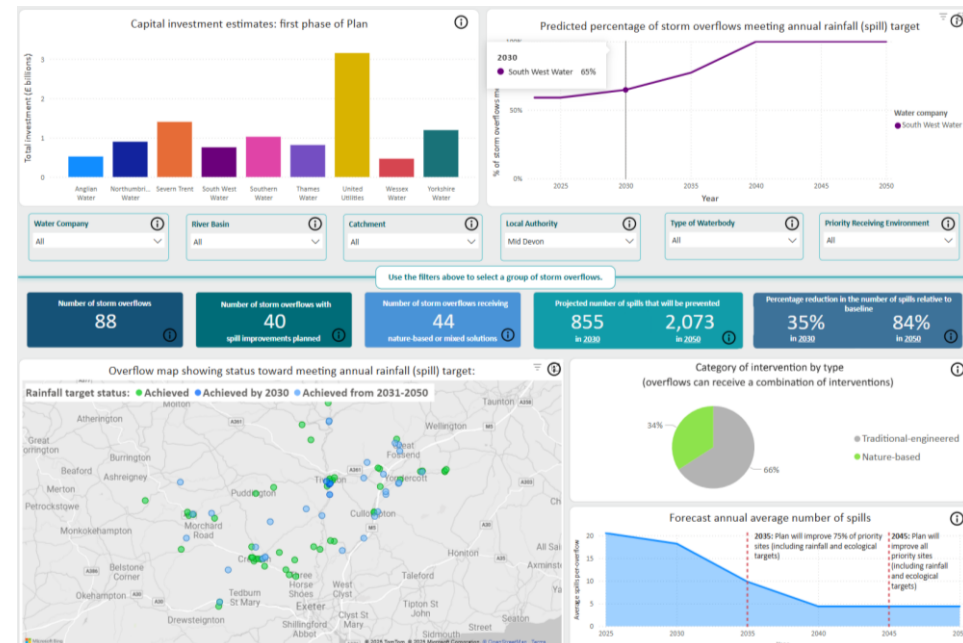
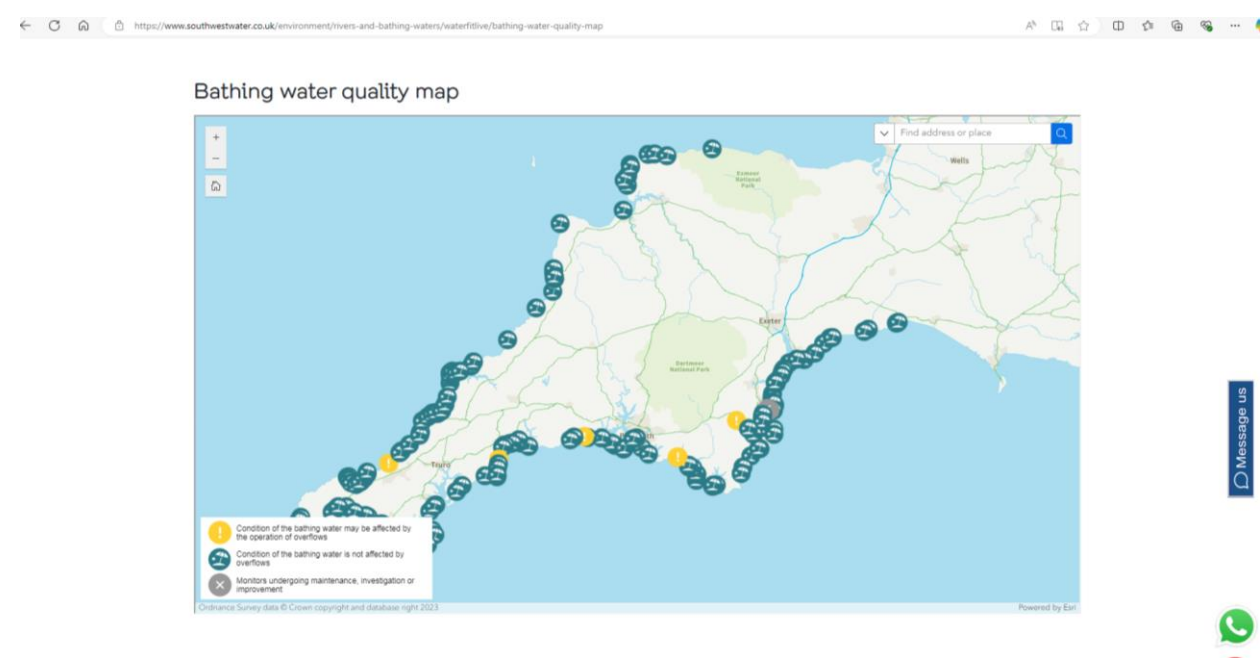
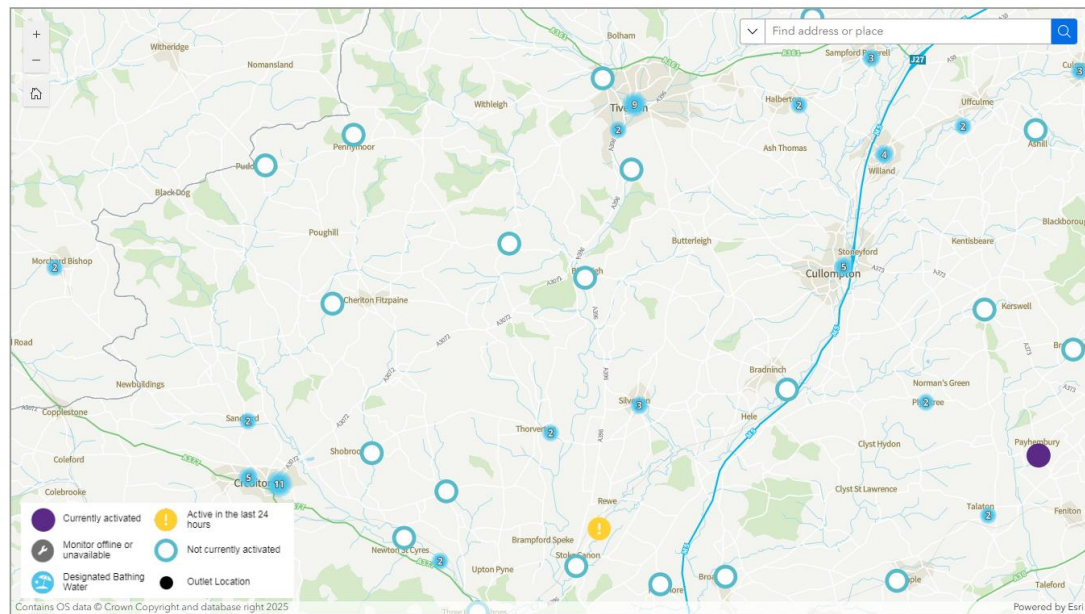
Leakage

- Achieved target for 21/22, 22/23 and 23/24.

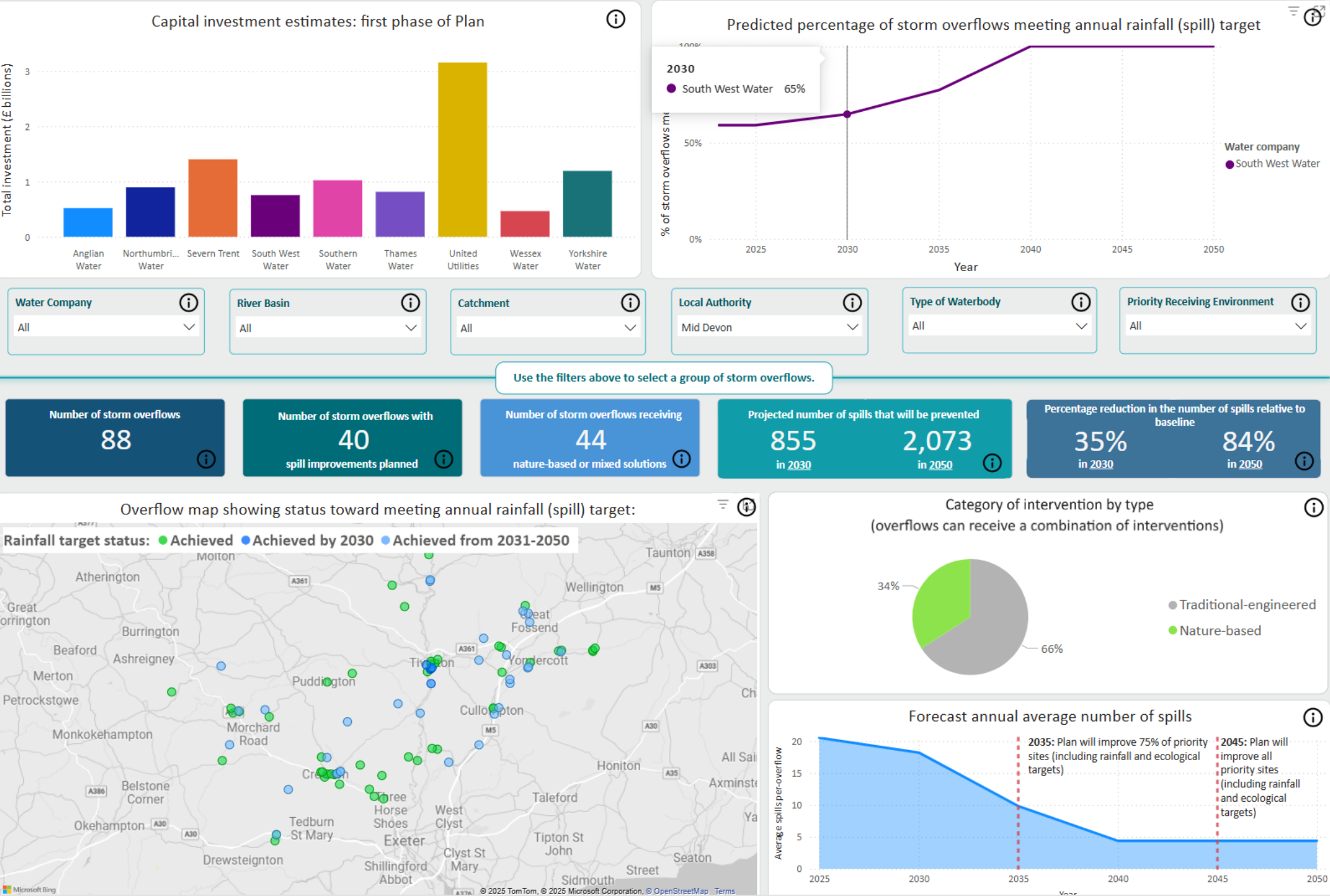
Our performance



Storm overflow map



Our investment



Our investment

Environmental improvement programme

- We shared our DRAFT programme with your MDDC officer (Tristan Peat) on 10 March 2025.
- The programme included storm overflow investment and nutrient reduction for 2025 to 2030 (AMP8).
- OWFAT provided their Final Determination on 19 December 2024.
- We are currently working through the details of this.
- It has highlighted the following:
 - 8 storm overflow improvement schemes
 - 8 water body improvement schemes
 - 20 environmental investigations
 - 4 water flow installations

Storm Overflow Improvements	8	
J/O BAMPION ST/NEWPORT ST_CSO_TIVERTON_		Reduce # of spills inline with Environment improvement requirements. Improve sewerage drainage systems including intermittent discharges.
WESTEXE SPST_PSCSOEO_TIVERTON_		
WEAVER CRESCENT_CSO_TIVERTON_		
TIVERTON STW_SSO_TIVERTON_		
THORVERTON STW_SSO_THORVERTON_		
THE WALDRONS NO 101_CSO_TIVERTON_		
BRIDGE HSE_CSO_TIVERTON_		
LITTLE SILVER SPST_PSCSOEO_TIVERTON_		
Improvements to Water Bodies Quality	8	
Eel Abstraction - River Exe (Bolham Pump House, Bolham)		Combination of works; Improve sewage treatment works, modify engineering structure & assist natural channel recovery.
Creedy catchment crayfish		
BICKLEIGH_STW_BICKLEIGH		
STOODLEIGH_STW_STOODLEIGH		
HEMYOCK_STW_HEMYOCK		
MORCHARD BISHOP_STW_MORCHARD BISHOP		
ZEAL MONACHORUM_STW_ZEAL MONACHORUM		
HALBERTON_STW_HALBERTON		
Environmental Investigations	20	
BRIDGE HSE_CSO_TIVERTON		Environmental investigations to assess environemtnal degree of impacts - informing AMP9 works.
BAMPION STW_SO_BAMPION		
LITTLE SILVER SPST_PSCSOEO_TIVERTON_SS95441208		
WEAVER CRESCENT_CSO_TIVERTON		
WESTEXE SPST_PSCSOEO_TIVERTON		
WASHFIELD STW_SO_TIVERTON		
TIVERTON STW_SSO_TIVERTON		
THORVERTON STW_SSO_THORVERTON		
THE WALDRONS NO 101_CSO_TIVERTON		
STOODLEIGH STW_SO_STOODLEIGH		
SILVERTON SPS_PSCSOEO_SILVERTON		
NEWTON ST CYRES STW_SO_NEWTON ST CYRES		
LORDS MEADOW STW_SSO_CREDITON		
LORDS MEADOW STW_SO_CREDITON		
J/O BAMPION ST/NEWPORT ST_CSO_TIVERTON		
EXETER ROAD SPST_PSCSOEO_TIVERTON		
BULLEN ST_CSO_THORVERTON		
NOMANSLAND STW, BLACK DOG STW		
POUGHILL STW		
SPRATFORD STREAM (SAMPFORD PEVERELL)		
Water Flow Monitor Installations	4	
LAPFORD_STW_LAPFORD		Flow monitors to be installed at operational overflow and final effluents at WWTW.
LAPFORD_STW_LAPFORD		
MORCHARD BISHOP STW		
MORCHARD BISHOP STW		
Total	40	

WHAT IS A WATER RESOURCES MANAGEMENT PLAN?

Planning for the future is an important part of managing water supply. Population in our area is growing. Water availability is likely to reduce due to climate change and we want to ensure we are not taking too much water from the environment. By looking ahead, we identify the challenges we will face and the action we must take to maintain a reliable and sustainable water supply to our customers.

Our Water Resources Management Plan forecasts how much water will be available for us to abstract, treat and supply to our customers over the next 25 years. It compares this to a forecast of future demand for water from households and businesses in our region to create a supply-demand balance.

The supply-demand balance highlights any risk of supply not being sufficient to meet demand in the future. We then plan for interventions that will either reduce the demand for water or increase the water available for supply. Through timely investment, we ensure we maintain a secure and sustainable supply of water for our customers.

All water companies are required by Government legislation to produce Water Resources Management Plans and submit to Defra. We revise and republish our plan every five years as the needs change over time and it is vital our plan is up-to-date.

Our most recent plan is our Water Resources Management Plan 2024 (WRMP24). It considers the 25-year period from 2025 to 2050 and is currently in draft status. We have developed our plan in consultation with our customers and followed regulatory guidelines.

This is our customer summary of our WRMP24, and our full plan is available here:

www.southwestwater.co.uk/about-us/what-we-do/improving-your-service/water-resources-management-plan



Our WRMP development process: customer and stakeholder engagement, supply and demand forecasting, supply-demand balance, develop options, develop best value and adaptive plans, public consultation, complete final plan.

REGIONAL PLANNING

The challenges we face impact on other water companies and water users as well as the environment. We are a core member of the West Country Water Resources Group (WCWRG). As part of this group, we are working collaboratively with others to develop plans and strategies with cross sector benefits and addressing the environmental impacts of water abstraction.

Our WRMP24 has been developed in parallel with Wessex Water's and Bristol Water's WRMPs and is aligned with the WRWRG's objectives. The first WCWRG Regional Plan has identified strategic regional options that will benefit our supply area and create future opportunities for water sharing across the region.

We are looking for ways to partner with retailers and local communities to reduce demand for water. This reduces the volume we take from the environment and reduces carbon emissions if we are treating less each day.

We are also working with environmental groups and landowners to co-deliver nature-based solutions, such as constructing wetlands and planting trees. This helps improve river water quality and restore habitats. These actions will help protect the environment and meet our net zero carbon emissions target.

Further information on the WCWRG Regional Plan can be found here:

www.wcwr.org/our-work/draft-regional-plan



OUR SUPPLY AREA

For water resources planning, our supply area is divided into five water resource zones. These are Colliford, Roadford, Wimbleball, Isles of Scilly and Bournemouth. The zones are defined by water supply connectivity and geographical boundaries. Customers in each zone receive the same level of service and are impacted by the same risks to water supply.

Three of our zones, Colliford, Roadford and Wimbleball are centred around a strategic supply reservoir. We operate these three zones in conjunction with each other, transferring water between them. The Bournemouth zone is not geographically connected to these three areas and is operated independently.

The Isles of Scilly zone has no connection to our mainland zones and there is no connectivity between the individual islands.



OUR BEST VALUE PLAN

Demand management will benefit all our water resource zones but the scale of activity and benefit varies across each zone. New supplies are considered for individual water resource zones using a range of future scenarios. The scenarios are used to create a plan that can be adapted if the future is different to our baseline forecasts.

WIMBLEBALL WRZ

Our Wimbleball WRZ includes parts of north Devon, the whole of east Devon, and extends into parts of Somerset and Dorset. We supply customers with water from our Wimbleball Reservoir, which is also used by Wessex Water. We supplement supply from groundwater sources.

We release water from the reservoir to compensate the downstream watercourse, the River Exe. During the winter we can pump water back into the reservoir from the Exe.

The rolling landscape supports a flourishing agriculture, with much of the land given to grassland for livestock as well as growing food crops and forestry.

The population is around 360,000 and is centred in Exeter, Tiverton, Exmouth, Sidmouth, Honiton, Lyme Regis. Average demand for the Wimbleball zone is 80 ML/d.

The Jurassic Coast between Exmouth and Lyme Regis is a World Heritage Site, and the entire coast can be walked on the South West Coastal Path. There are Areas of Outstanding Natural Beauty in the Blackdown Hills and East Devon.

Population served:

C. 365,760

Population centres

Exeter, Tiverton, Exmouth, Sidmouth, Honiton, Lyme Regis



KEY CHALLENGES

To further protect the environment, we have to reduce the amount of water we are taking from the Otter groundwater licences, the River Exe and East Devon groundwater sources. To provide a sustainable abstraction regime and meet our Environmental Destination we must reduce the volume we abstract in this zone by 14 ML/d.

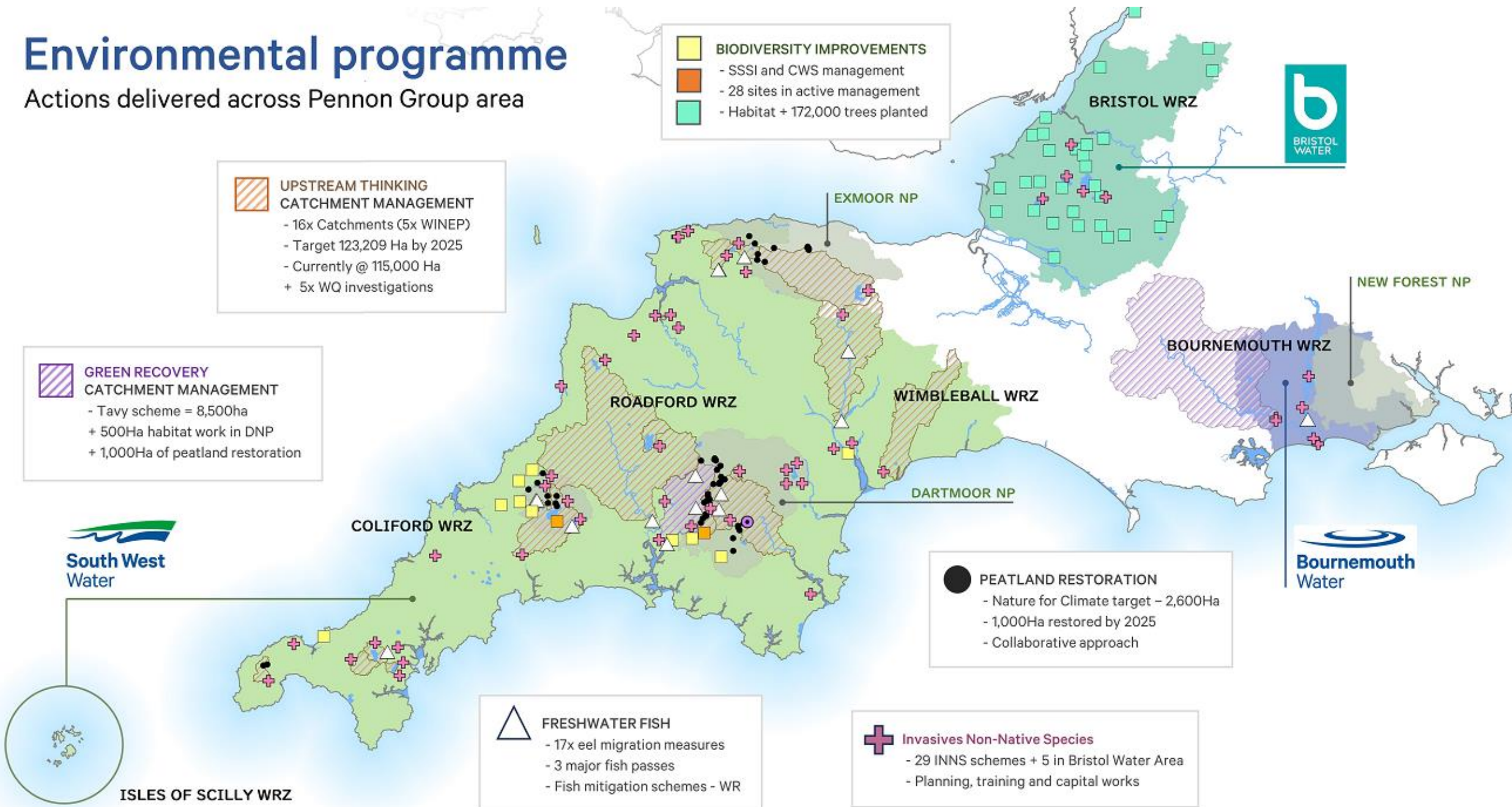
HOW OUR PLAN WILL BENEFIT WIMBLEBALL WRZ

We are aiming to reduce leakage and overall demand so that there is less pressure on our resources. Network improvements in our Wimbleball zone will allow the movement of more treated water around the zone, delivering a 3.00 ML/d supply benefit. We are also investing in a further regional strategic option to deliver the Cheddar 2 reservoir in 2035/36 to provide an average benefit of 13 ML/d. Water from the new reservoir will be made available to the Wimbleball zone through the use of Wessex Water's distribution network.

Our investment

Environmental programme

Actions delivered across Pennon Group area



Q & A

