

We invest millions of pounds in our South Staffs and Cambridge regions each year to ensure the homes and businesses in your area receive safe, reliable and affordable water supplies.

Making plans for the future

We listened to customers to find out what is important to them. We then identified the main areas for investment. Then we asked customers again to make sure we had made the right decisions.

In 2017 and 2018, we used an independent research agency and contacted more than 3,000 household and business customers to find out which service areas they wanted us to invest in and how much we should spend in these areas between 2020 and 2025.

Main areas of focus for customers...

Continuing to make sure water is always safe to drink and is not discoloured

Reducing the number of properties that receive water through a lead pipe

Engaging with customers to help them manage the impact of hard water



Water quality

Reliable supply

Minimising the chance of unexpectedly being without water

Preventing burst pipes from causing flooding

Reducing the number of properties with low water pressure



Reducing the level of leakage from pipes

Using more energy to pump water that comes from renewable sources

Installing more water meters for customers who would benefit from having one



Environment

Community

Providing more support for customers who need extra help if the water goes off – such as bottled water

Investing in more local community projects, including places where customers can talk to us face-to-face



We've used the feedback to identify where to invest customers' money to best meet their needs. This will form a key part of our business plan for the period 2020 to 2025.

