

# South Staffordshire Water PLC Annual performance report 2023/24 – summary

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# The year at a glance

Produced an ambitious **£819 million** investment plan for 2025/30



Provided financial support services to **61,752** customers

**More than 11%** of our household customers registered on our **Priority Service Register** to receive additional help



Launched our **'Can for the Cam'** campaign to reduce seasonal high water demand in our Cambridge region

Launched new **family-friendly** policies to create a more inclusive work place



Delivered 100% of our regulatory environmental obligations

**90%** of visible network leaks fixed within 4 days

**Engaged 6,310** young people through our education outreach programme



# A joint welcome from our Chair and Managing Director



Photograph left to right: Andy Willcott –  
Managing Director and Lord Chris Smith – Chair

Welcome to this review of South Staffordshire Water's performance for the year ended 31 March 2024. It covers the fourth year of the five-year planning period to 2025. It highlights some of the initiatives we've carried out during the year. And it looks ahead to the next planning period, which covers the five years from 2025 to 2030.

**The 12 months covered by this review have been as busy as ever for us. As a business, we've focused much of our attention on delivering our latest business plan proposals as part of our regulator Ofwat's PR24 price review process. At the same time, we've continued to work hard to deliver for our customers, our local communities and the environment we all rely on and enjoy. And while we've experienced many successes during the year, some of which we outline in this review, we know there is still much we want to achieve.**

We remain acutely aware of the impact the ongoing war in Ukraine has had on the economy. Rising energy costs and high inflation over the past couple of years has resulted in a cost-of-living crisis that has affected the ability of some customers to pay their bills.

Alongside this, water companies in England and Wales have been the focus of much public criticism, and increased scrutiny from regulators and parliamentarians. Against this backdrop, we've continued to deliver the services our customers expect and pay for. We strive to do our best for all our customers. So, it's always disappointing when we miss some of our key performance targets. And it's fair to say that our performance during the reporting year has been mixed. We've performed very well in some areas, such as the number of customers we're helping with our financial and other support schemes. And in delivering 100% of our regulatory environmental obligations.

But there are other areas where we know we need to do more to meet our customers' – and our – expectations. A top priority for our customers is the delivery of high-quality drinking water. So, we're disappointed to have failed this important target. The main cause of this was a small number of significant compliance failures at our Hampton Loade and Seedy Mill

water treatment works. But we're confident that our upgrade programmes at both works will ensure high-quality drinking water over the long term.

Another area where we need to do more is C-MeX. This is the main regulatory measure of household customer experience. Again, we're disappointed to have fallen short in this area, especially as we achieved our top four target earlier in the current five-year planning period. We're aware of the need to improve in these areas in the coming year. And we have plans in place to help us achieve our targets in the year ahead.

As well as continuing to deliver reliable and affordable services for our customers, we've also launched a number of exciting projects and initiatives during the year. One of these is our innovative 'Water efficiency in faith and diverse communities' project, for which we were awarded £270,000 through Ofwat's Innovation Fund.

The project aims to understand how water is used and valued in different faiths and cultures within the communities we serve. We're working with faith groups, experts and different organisations to deliver the project. And we think it will deliver a number of objectives, including the development of more inclusive and adaptable approaches to water efficiency.

One of the major issues we face is making sure we've always got enough water – particularly in our Cambridge region, which is in one of the driest parts of the country. We're conscious of the work we need to do to protect the precious chalk stream habitats that are a feature of the region. So, to help address this, we ran a successful water use campaign during the summer in our Cambridge region – 'Can for the Cam'.

The aim was to encourage customers to switch from using a hosepipe to a watering can when watering their gardens. This resulted in customers using 940,000 litres of water a day less than they would've done without the campaign. This is a fantastic result.

It makes us immensely proud that this initiative has been shortlisted for two awards: Water Efficiency Project of the Year at the Water Industry Awards – the water sector's 'Oscars' and Behavioural Change Campaign of the Year at the UK Green Business Awards. And although it falls just outside the reporting year, we're delighted to report that in June 2024 the campaign received a 'Highly Commended' at the UK Green Business Awards. We'll share more updates in next year's annual performance report summary.

Looking ahead, our focus is on making sure we continue to provide our customers with high-quality drinking water. We'll also continue working hard to improve the experience our customers have with us. And we're keen to take a leadership role in bringing back trust in the water sector. This includes working with stakeholders to dispel some of the myths we face as the provider of an essential public service.

Finally, we want to recognise our people. Our hard-working people have played a crucial role in helping us overcome the challenges we've faced over the past year. They always strive to deliver for our customers, keeping them at the heart of all our decision-making. We want to thank all our people for delivering our values by being impactful, community focused, trusted and professional. We look forward to achieving more together in the next year.

**Lord Chris Smith**  
Chair



**Andy Willcott**  
Managing Director



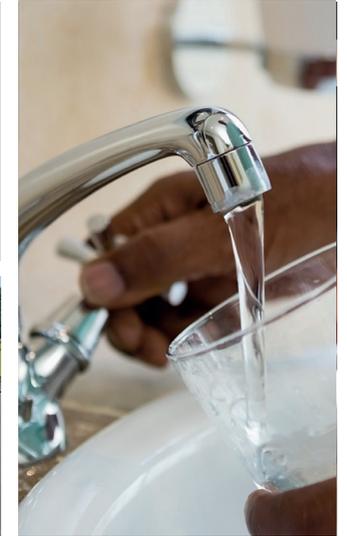
# A bit about us

**We operate  
Cambridge Water  
and South Staffs  
Water**



**We are part of the South  
Staffordshire Plc group of  
companies**

**We are a water only  
company, and do not  
take away and treat  
waste water**



**We are regulated  
by Ofwat, the  
Environment  
Agency and the  
Drinking Water  
Inspectorate**

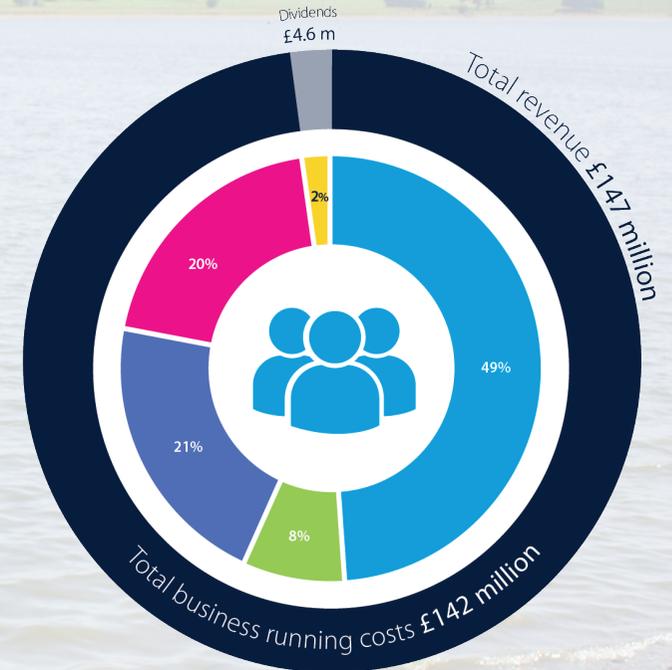
**We have been a successful, privately-  
run business for 170 years. We have  
never been in public ownership**



**We provide clean water to more than 1.7 million  
people and 42,000 businesses every day**



## How we use the money we get from customers' bills



-  Water production, treatment, pumping, network repairs and operations
-  Customer services, meter reading, billing and payment collection
-  Annual costs of capital investment
-  Financing costs and tax
-  Dividends

# What we do

## Collect water

We collect water from 2 surface water reservoirs and 43 borehole sites across our Cambridge and South Staffs regions

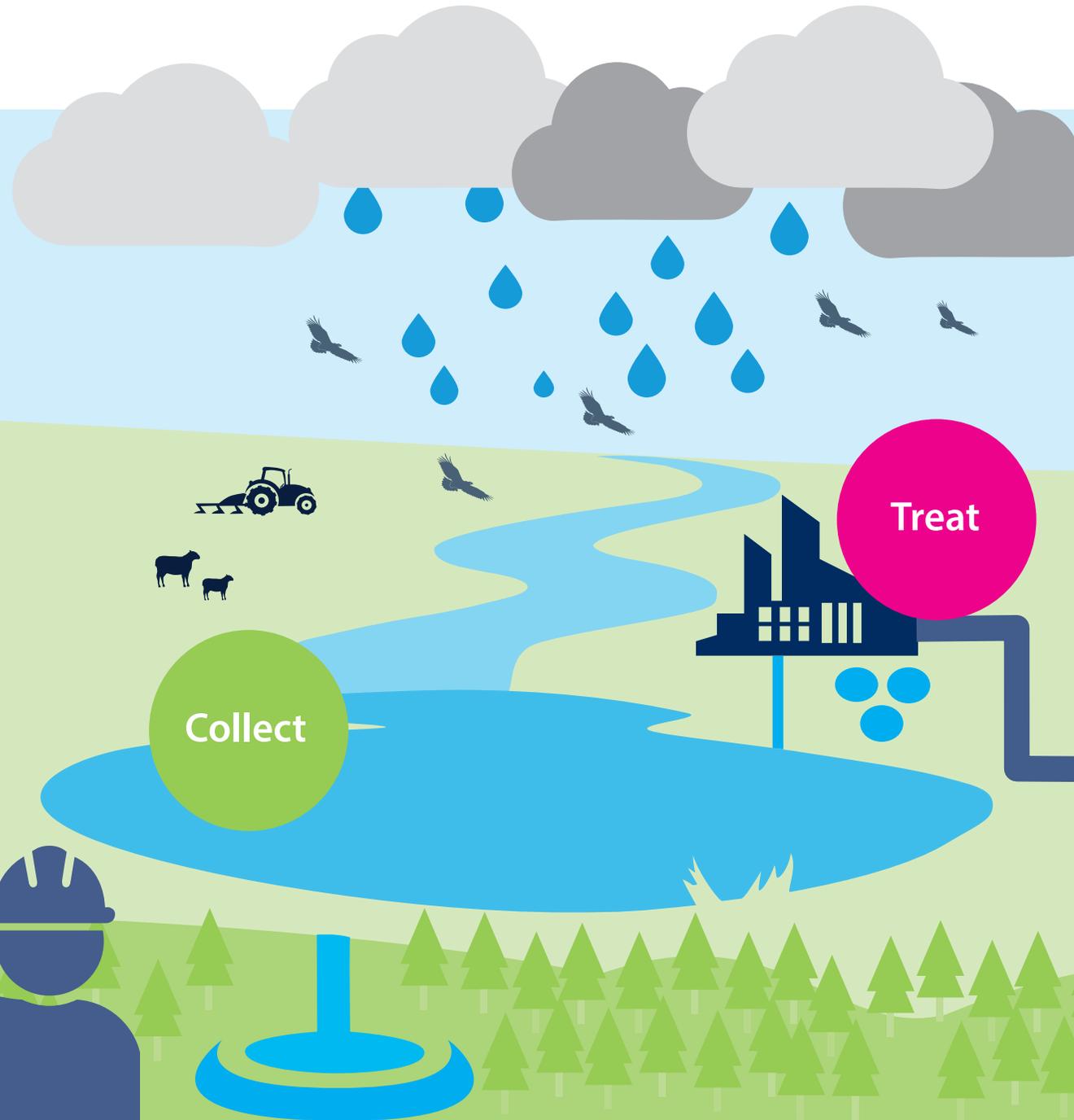
## Treat water

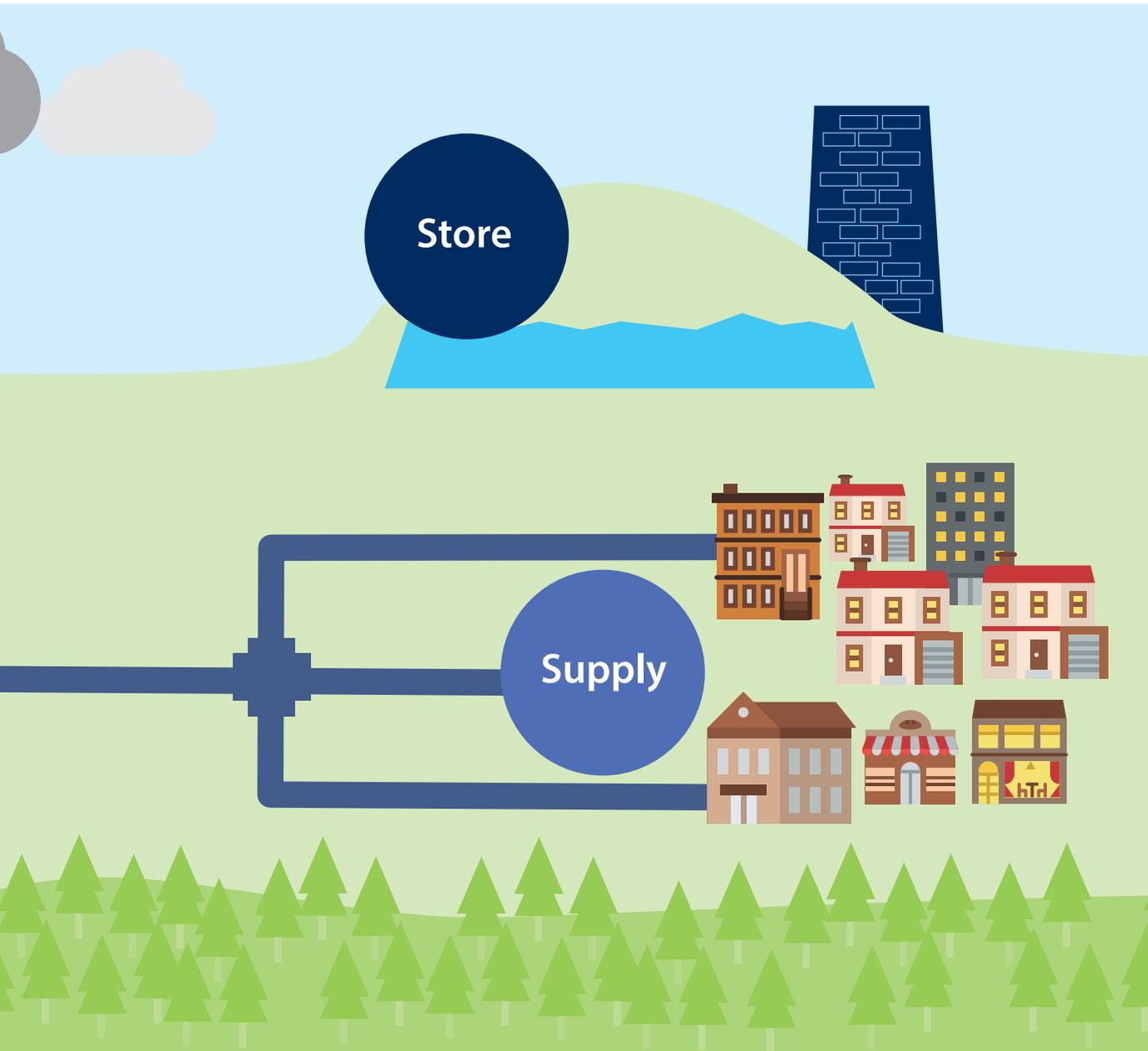
We treat the water we collect at 41 water treatment works

## Test water

Each year, we carry out tests on more than 15,500 compliance samples. This is to ensure the water we supply to our customers is always of the highest quality

Every day, our people work hard to deliver outcomes for our customers, our communities, our service, the environment and our business, in accordance with our vision, purpose and values.





### Store water

Once treated, we store the water in 70 service reservoirs and water storage towers until it is needed

### Supply water

Each day, we put an average of 405 million litres of water into supply (84 million litres in our Cambridge region and 321 million litres in our South Staffs region)

We use 8,748 km of pipes and 113 pumping stations to move water round our networks

We supply water to 717,408 household properties and 42,050 business/non-household properties

Our business comprises wholesale, household retail and non-household retail functions

Wholesale	Household retail	Non-household retail
Water resources	Billing	Billing
Water treatment	Meter reading	Meter reading
Network and asset management	Customer service	Customer service

We also collect wastewater charges on behalf of Anglian Water in our Cambridge region and Severn Trent in our South Staffs region

## Our vision

To deliver clean, affordable water every day



## Our mission

To make sure:

- all our customers have access to high-quality and affordable drinking water every day; and
- we always empower our people to provide an excellent and trusted service.

## Our values

Our mission and purpose are underpinned by our values.

- Professional
- Trusted
- Impactful
- Community focused

These values are reflected in our people’s objectives and the work they do.

## Our purpose

Over the past 170 years, we have provided high-quality water supplies to customers in our Cambridge and South Staffs regions. So that we can keep providing this essential public service, we:

- put customers’ needs at the heart of all our decision making;
- actively work in partnership with local communities;
- act as the guardians of our assets, building resilience with regular investment;
- work hard to protect and enhance the natural environment; and
- run an efficient business, in everyone’s interests.

This is how we are **securing the water future – for our customers, our communities, the environment and our people.**



# Delivering the outcomes our customers want

Our business plan for 2020 to 2025 focuses on the outcomes we will deliver. These are the promises we have made to our customers on the services they want and expect. And they are the areas where they want to hold us to account.



# Our targets for 2023/24

Outcome	Performance commitment	Unit of measurement	2020/21 performance	2021/22 performance	2022/23 performance	2023/2024 target	2023/24 performance	Target met
<b>Our customers</b> 	Great customer service to our household customers	C-MeX score	81.89	83.38	79.87	Upper quartile	76.29	✗
	Great service to developers	D-MeX score	83.59	84.4	87.57	Upper quartile	88.48	✗
	Great customer service to our business market suppliers (retailers)	R-MeX score	76	87.3	82.2	93.3	85.1	✗
<b>Our community</b> 	Financial support for household customers struggling to pay their bills	No. of customers helped	49,279	58,611	55,993	38,000	61,752	✓
	Ensuring customers who need assistance are registered with us	% registered on Priority Services Register	5.8	8.7	10.6	7.5	11.6	✓
	Extra Care support for customers who need assistance	% on PSR receiving extra care support	5.0	5.1	4.7	5.0	5.1	✓
	Education programme, working with schools about the need to use water wisely	No. of pupils engaged	297	2,284	3,672	6,000	6,310	✓
<b>Our service</b> 	Delivering upgraded water treatment works	% completion	8	18	63.2	55.1	92.1	✓
	Always meeting water quality standards – drinking water quality	Compliance Risk Index (CRI) score (water quality measure)	1.09	0.90	1.39	0	10.90	✗
	Always meeting water quality standards – taste, smell and colour	Contacts per 1,000 population	0.98	0.76	0.65	0.95	0.59	✓
	Maintaining a reliable supply – supply interruptions	Average interruptions in minutes and seconds	04:33	03:15	04:29	05:23	03:32	✓
	Maintaining a reliable supply – severe supply restrictions	% of customers at risk	0	0	0	0	0	✓
	Reducing the number of water production failures	Unplanned outage as a % of total production capacity	0.57	0.90	1.47	2.34	1.60	✓
	Finding and fixing visible leaks more quickly	% of visible leaks repaired within set no. of days	90% within six days	90% within five days	90% within four days	90% within four days	90% within four days	✓
	Reducing the number of burst mains	No. of bursts per 1,000 km of mains	130.0	109.6	150.8	124.2	113.3	✓

Outcome	Performance commitment	Unit of measurement	2020/21 performance	2021/22 performance	2022/23 performance	2023/2024 target	2023/24 performance	Target met
<b>Our environment</b> 	Reducing leakage levels – Cambridge region	% reduction from baseline	5.1	13.5	16.7	10.9	18.6	✓
	Reducing leakage levels – South Staffs region	% reduction from baseline	3.0	5.8	9.4	11.4	10.2	✗
	Reducing how much water each person uses (per capita consumption) – Cambridge region	% reduction from baseline	-3.2	-3.5	-5.6	5.0	2.0	✗
	Reducing how much water each person uses (per capita consumption) – South Staffs region	% reduction from baseline	-5.9	-10.3	-14.9	0.8	-11.2	✗
	Not taking too much water from environmentally sensitive sites	Abstraction Incentive Mechanism (AIM) score	-0.07	0	0.19	0	-0.6	✓
	Delivering Water Industry National Environment Programme requirements	Milestones	Not met	Not met	Met	Met	Met	✓
	Protecting wildlife, plants, habitats and catchments	Hectares of land managed	245.8	542	783	592	840	✓
	Supporting water-efficient house building	Volume of water saved (megalitres)	2.2	15.5	16.6	15.3	29.1	✓
	Reducing our carbon emissions	Kilograms per connected property	35.5	46.7	40.5	64.0	47.4	✓
<b>Our business</b> 	Treating all our suppliers fairly and paying small businesses quickly	% of small businesses paid within 30 days	29	69	69	100	79	✗
	Making sure our property records are up to date	% validated	100	100	100	100	100	✓
	Reducing our bad debt so customers do not pay more than they need to	Bad debt as a % of revenue	3.23	3.44	2.52	2.76	3.04	✗
	Making sure all our people love their jobs	Net Promoter Score (NPS)/ Achieving Investors in People (IIP)	IIP achieved. NPS not achieved.	IIP achieved. NPS not achieved.	IIP achieved. NPS not achieved.	IIP achieved & 10pts increase in NPS from baseline	IIP achieved. NPS not achieved.	✗
<b>Core outcomes</b> 	Delivering services that are value for money	% of satisfied customers	74	71	75	83	63	✗
	Making sure customers have a high level of trust in us	Score out of 10	8.16	7.85	7.68	8.25	6.97	✗



# Delivering for our customers

‘We will offer a great customer experience and get their feedback to help us keep improving’



## What we are measuring and how we performed



### Household Customers

The level of satisfaction among our customers as measured by Ofwat’s C-MeX metric. This measures customer service and customer experience.

Target not met ❌

# 76.29

the percentage of customers satisfied that we provide **great service** and **experience**



79.87

Last year



### Developers

The level of satisfaction among developers as measured by Ofwat’s D-MeX metric. This measures the service and experience developers receive from us.

Target not met ❌

# 88.48

the percentage of developers satisfied that we provide **great customer service**



87.57

Last year



### Water retailers

Our performance as a supplier of wholesale water services operating in the non-household (business) water retail market.

Target not met ❌

# 85.1

the percentage of retailers satisfied that we provide **great customer service**



82.2

Last year



## Where we can improve

We are carrying out a review into how we deliver our services for customers. The aim is make sure we keep customers at the heart of all our decision-making. Doing this will help to drive improvements in the experience our customers have with us and the service we deliver.

## Our work in action: delivering an enhanced experience for retailers

Since 2017, non-household customers in England have been able to choose the company they want to supply their water retail services. These are the customer-facing services that water companies provide. They include customer service, billing and meter reading.

To help support these customers (or 'retailers'), our non-household retail market team has launched a new 'day in the life of...' initiative. This is designed to show the journey requests from these retailers go on once they have been raised with us.

As part of the experience, retailers spend time with our dispatch and technical planning teams to see how we plan their requests as part of our business-as-usual activities. They also spend time with our Customer Liaison Officers (or 'CLOs') to see first-hand how we

use the information they give us. Our CLOs are the first face of our business for any customer issue. They are primarily responsible for making sure our networks of pipes, treatment works and pumping stations always run smoothly.

We have received positive feedback from this new engagement approach and are planning more retailer visits for the year ahead.



*It feels good that we're getting our water from a company that is doing well against the others. Our business couldn't survive without water*

Non-household customer, South Staffs region



# Delivering for our community

‘We will offer our customers the right level of support for their individual needs and help everyone learn how to use water wisely’



## What we are measuring and how we performed



### Financial support

The number of household customers we help with their water bills. This could be through our financial assistance schemes, such as our Assure social tariff, payment plans, or Charitable Trust grants. It could also be through other types of help.

Target met ✓

# 61,752

the number of household customers receiving help with their water bills



55,993

Last year



### Priority Services Register

The number of people on our Priority Services Register and the proportion of this number that we validate every two years.

Target met ✓

# 11.6

the percentage of customers on our Priority Services Register



10.6

Last year



### Education

The number of young people we have reached with our education outreach programme. This includes workshops.

Target met ✓

# 6,310

the number of young people who have received our water saving education services



3,672

Last year

## Our work in action: engaging seldom-heard communities to deliver water savings

We always strive to understand all our customers so that we can tailor our services to meet their specific needs. In May, we were awarded £270,000 from Ofwat's Innovation Fund for a diversity-led water efficiency project. The aim of the project is to better understand how water is used and valued in different faiths and cultures within the communities we serve.

We are working with a number of partners to deliver the project. And academic research from the University of Cambridge's Faculty of Divinity is supporting this work. This is giving us insight into the relationship between water and faith, and the practical uses of water. It is also helping us to identify some of the barriers and opportunities to engaging with diverse communities.



We think the research will help us to develop more effective water efficiency measures, behaviour change campaigns and bespoke water saving products. We hope to deliver water savings of around 200,000 litres as a result of the project. And we hope to build trust with our seldom-heard communities.

In March, we launched our first campaign for the project in partnership with Cambridge Central Mosque. The campaign's focus was on saving water during the Islamic practice of Wudu (ablution), the ritual washing performed in preparation for prayer and worship. We are planning to deliver campaigns with other communities during the year ahead.

*“Sometimes people struggle to make ends meet, or maybe they're on benefits or off work sick. Support or discounts can help a lot”*

Household customer, South Staffs region



# Delivering a reliable service

‘We will provide clean, high-quality and reliable water supplies now and in the future’



## What we are measuring and how we performed



### Fixed visible network leaks

The number of days we take to repair 90% of visible leaks on our network. We measure this from the time the leak is found or reported.

Target met ✓

within  
**4 days**

the number of days we take to repair 90% of visible leaks



Last year



### Water supply interruption

The average minutes of interruptions each connected property experiences for interruptions of three hours or more.

Target met ✓

**03:32**

the average interruptions in minutes and seconds



Last year



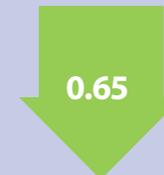
### Drinking water quality

The number of customer contacts we get each year about the taste, smell and colour of the water we supply.

Target met ✓

**0.59**

the number of contacts per 1,000 population



Last year



## Where we can improve

While we have met most of our targets in this important area, we are disappointed to have failed our target for always meeting drinking water quality standards. This is mainly because of a small number of significant compliance failures at our Hampton Loade and Seedy Mill water treatment works. By 'compliance', we mean how we have met very strict drinking water quality regulations. Over the five years to 2025, we are spending £97 million to improve these water treatment works. This will help us to make sure we always supply water of the highest quality to our customers.

## Our work in action: delivering a more responsive service for customers

We are always looking at ways to improve the service we deliver to our customers. During the year, for example, we launched a new scheme designed to encourage a 'right first time' approach. The aim is to deliver benefits to customers and help to deliver efficiencies across our business.

As part of the scheme, we have incentivised our CLOs to carry out repairs on customers' external stop taps where they are able to, instead of sending out a separate team to carry out the work. Stop taps are used to isolate the water supply to customers' homes and businesses.

We are pleased to report that this new scheme is already delivering a number of benefits for us – and for our customers. Having a CLO carrying out a repair

where possible is better for the customer as it means the issue is sorted out the first time we visit a property.

It also means cost savings for us. This is because we do not have to dig up the stop tap and replace it or pay permit costs to the local authority to enable us to carry out the work. We will continue to develop this scheme in the year ahead.



*I've only had to call them out once in the last ten years. They came out immediately and sorted out the problem the same day. What better service than that could you ask for?*

Household customer, Cambridge region



# Delivering for the environment

‘We will protect the environment, reduce leakage and support the building of water-efficient homes’



## What we are measuring and how we performed



### Reducing leakage levels

The levels of leakage in our Cambridge and South Staffs regions.

Target met ✓

Cambridge region

**-18.6**

the percentage reduction in leakage\*



Last year



Target not met ✗

South Staffs region

**-10.2**

\* Three-year rolling average.



### Individual water use

The average volume of water each household customer in our Cambridge and South Staffs regions uses.

Target not met ✗

Cambridge region

**-2.0**

the percentage decrease in household water use (per capita consumption)\*



Last year

Target not met ✗

South Staffs region

**+11.2**

\* Three-year rolling average.



### Reducing carbon emissions

The amount of operational carbon emissions measured in kilograms per connected property.

Target met ✓

**47.4**

kilograms of operational carbon emissions per connected property



Last year



## Where we can improve

We know that reducing how much water leaks from our networks of pipes is important for our customers. We are pleased to have performed better than our target in our Cambridge region. But we know we still have more work to do in our South Staffs region. We will increase our efforts in the year ahead to make sure we can get this target back on track. This includes making sure we continue to fix leaks in the road quickly. It also includes continuing with our programme to replace old pipes with new ones that are less likely to leak.

## Our work in action: changing behaviours to protect local rivers

We have a long-term ambition to help all our customers use water wisely. This includes changing behaviours to deliver reductions in household water use.

Last summer, we ran our ‘Cam for the Cam’ campaign in our Cambridge region. We chose Cambridge for two reasons. First, it is located in one of the driest parts of the country. Second, it has a higher proportion of gardens than the national average (91%). We also typically supply an extra 20 million litres of water a day to customers in our Cambridge region during the summer months.

Our campaign encouraged customers to use watering cans instead of hosepipes in their gardens. The average hose can use up to 1,000 litres of water an hour; but a watering can only uses around 200 litres of water an hour.

We used social media, print and online promotion, podcasts and events to share news about the campaign. It was important for us to make sure customers understood the link between the water they use and the impact this has on the local environment.

We had a target to save 500,000 litres of water a day through the campaign. We nearly doubled this target, with customers using 940,000 litres of water less each day than they would otherwise have done.

We are looking to build on this strong start in the year ahead. We are working with experts from the University of Cambridge to help shape a follow-up campaign so that we can continue to deliver sustained water savings.



*“Educating about water sets the seed at a young age to not waste water and to show them how water shortages can affect them. Many people think it’s just a problem in hot countries”*

Household customer, Cambridge region



# Delivering for our business

‘We will run an efficient business with happy employees, where our suppliers are treated fairly’



## What we are measuring and how we performed



### Employee satisfaction

Achieving Investors in People accreditation and employee satisfaction as reported in an employee survey each year.

Target not met ❌

**Achieved IIP Standard  
Net Promoter Score  
not achieved**



**Last year**



### Treating suppliers fairly

Making sure we pay small businesses within 30 days and signing the Prompt Payment Code.

Target not met ❌

**79**

the percentage of small businesses paid within 30 days



**Last year**



### Up to date property records

The proportion of household properties checked that they are receiving a bill each year.

Target met ✅

**100**

the percentage of properties validated



**Last year**



## Where we can improve

We are looking specifically at ways to improve how quickly we pay bills to small businesses. This is because we value the vital services many small companies provide to us. And we recognise they often need reliable sources of income. So, we are exploring how we can quickly resolve any disputes on bills and invoices. This will help us to make sure we can achieve our target of paying 100% of small businesses within 30 days.

## Our work in action: using technology to deliver efficiencies

We think it is essential that all our people have the tools they need to do their jobs well. During the year, we introduced two new systems to enable our field-based and operational teams to work more effectively.

In January, we implemented a new application to help the planning teams in our Cambridge and South Staffs regions raise permits with local authorities. We are required to apply for a permit whenever we need to fix a leak in the road. The new application is compatible with our internal works management system. It also gives our people greater insight about the status of permits. We are now using the new application widely across the business.

We have also implemented a new Smart Hub system to improve the connectivity of our field-based teams

with our mobile works management system. Many organisations, including the Welsh Ambulance Service, already use Smart Hubs.

We have installed Smart Hubs on a number of our vans. We are already seeing the benefits of this technology. In particular, our field-based teams now have a reliable and flexible Wi-Fi connection in nearly any location. This means they can receive critical information while they are on the move. This helps to streamline communication and improve efficiency.



*All businesses have a responsibility to protect the environment and reduce carbon emissions. This should be at the forefront of all business plans*

Household customer, South Staffs region

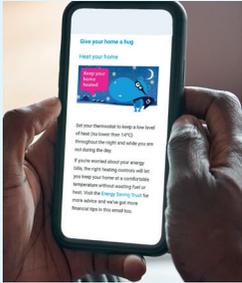
# Looking forward

As we move towards our next five-year planning period, we are looking to the future. We have created five key ambition statements that will form the foundations for our direction of travel.

	<b>Our customers</b> We will innovate to exceed customers' expectations of our service, <b>end water poverty</b> and make sure help is always available.
	<b>Our community</b> We will use partnerships and education to lift our communities, <b>creating space and opportunities</b> to help people work and thrive.
	<b>Our service</b> We will use <b>cutting edge technology</b> and ensure the infrastructure is in place so that customers always receive resilient, high-quality water supplies.
	<b>Our environment</b> We will lead in <b>protecting and enhancing the environment</b> – working with partners to ensure sustainable water supplies and flourishing local habitats.
	<b>Our business</b> We will lead in <b>adapting to climate change</b> and will run a safe, efficient and sustainable business, with a highly-skilled workforce.

# Engaging with us

You can engage with us in a number of ways. And you can play your part to help us achieve our long-term ambitions. Please use the following channels if you would like to get in touch.



## Sign up for our customer email newsletters

Share your email address with us to stay up to date with all our news.

[www.south-staffs-water.co.uk/newsletters](http://www.south-staffs-water.co.uk/newsletters)

[www.cambridge-water.co.uk/newsletters](http://www.cambridge-water.co.uk/newsletters)



## Follow us on social media

Learn more about what's going on in your area, chat with our friendly people, read advice on topics such as saving water, and find out more about our support schemes.



## Join our online community

H2Online is online customer community. It is a place where you can share your views and win prizes. We use feedback from our community members to help us shape our services now and for the future.

[www.cambridge-water.co.uk/community/h2online](http://www.cambridge-water.co.uk/community/h2online)

[www.south-staffs-water.co.uk/community/h2online](http://www.south-staffs-water.co.uk/community/h2online)



## Free water workshops and assemblies for schools

We offer engaging workshops and assemblies on water efficiency and the water cycle to schools across our Cambridge and South Staffs regions. Our education programme covers Early Years Foundation Stage and Key Stage 1, 2 and 3.

[www.cambridge-water.co.uk/education](http://www.cambridge-water.co.uk/education)

[www.south-staffs-water.co.uk/education](http://www.south-staffs-water.co.uk/education)



## Interested in working for us?

We offer a range of exciting career opportunities. Options include engineering, operations, administration and management roles. Visit our careers pages for current vacancies.

[www.cambridge-water.co.uk/careers](http://www.cambridge-water.co.uk/careers)

[www.south-staffs-water.co.uk/careers](http://www.south-staffs-water.co.uk/careers)



## How can we help you?

Visit our website for the answers to our customers' most frequently asked questions.

[www.south-staffs-water.co.uk/help-and-advice](http://www.south-staffs-water.co.uk/help-and-advice)

[www.cambridge-water.co.uk/help-and-advice](http://www.cambridge-water.co.uk/help-and-advice)

How to engage our Cambridge Water community team: [www.cambridge-water.co.uk/community-vehicle](http://www.cambridge-water.co.uk/community-vehicle)

Visit us at our South Staffs Water high street community hub: [www.south-staffs-water.co.uk/community-hub](http://www.south-staffs-water.co.uk/community-hub)

## Cambridge Water

90 Fulbourn Road  
Cambridge  
CB1 9JN

Tel: +44 (0)1223 706050

[www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

## South Staffs Water

Green Lane  
Walsall  
WS2 7PD

Tel: +44 (0)1922 638282

[www.south-staffs-water.co.uk](http://www.south-staffs-water.co.uk)