

People Panel sessions 6-7 (DWMP Parts 1 and 2)



Topline results v1 – DWMP Topics - October 2022

Overview of sessions

The draft Drainage Wastewater Management Plan (DWMP) is a large project which aims to explore views to inform PR24 planning. The DWMP sessions comprised two deliberative workshop discussions, People Panel online groups, four face to face discussion groups, as well as in depth interviews with nine non-household customers and eight customers who had experience of a wastewater failure, however these findings will be reported in a separate DWMP report. The draft Drainage Wastewater Management Plan (DWMP) was also discussed as a topic, across two parts, for the five groups of People Panels. This report provides a topline overview of the findings across the People Panels sessions only.

People Panel session dates

Sessions were conducted with each of the People Panels for **DWMP Part 1 of 2** on the following dates:

- **Monday 1st August: Employees**
- **Monday 1st August: Northumbrian**
- **Wednesday 3rd August: Essex**
- **Monday 8th August: Suffolk**
- **Wednesday 10th August: Young**

Sessions were conducted for the seventh round with three of the five People Panels for **DWMP Part 2 of 2** on the following dates:

- **Monday 5th September: Employees**
- **Monday 5th September: Northumbrian**
- **Wednesday 7th September: Essex**

Attendee profile

The number of attendees per session were as follows:

People Panel #6 (Part 1)	Total no. of attendees	'Defining the Future'
Employee	4	n/a
Northumbrian	13	2
Essex	14	3
Suffolk	12	2
Young	8	2
PP DWMP Part 1 total:	51	9
People Panel #7 (Part 2)	Total no. of attendees	'Defining the Future'
Employee	5	n/a
Northumbrian	13	2
Essex	10	2
PP DWMP Part 2 total:	28	4

Session	Total no. of attendees
Deliberative workshop (original)	21
Deliberative workshop (revised)	14
F2F – Thornaby, Amble, Blyth, Consett	29
In depth interviews – with customers who have experienced a wastewater failure	8
In depth interview – with non-household customers	9
DWMP Part 2 total:	81

People Panel: DWMP Part 1 of 2 – Page by page review

Upon **first impression**, across all groups, panellists generally felt the document was corporate and may need to be read more than once to digest the information. Some panellists highlighted that they **did not understand the business problem** of why Northumbrian Water needed to make this plan and wanted to see this at the beginning of the document.

Regarding the first page of '**our environmental responsibility**', panellists generally wanted to have **information signposted** when reading about '32 of 34' bathing waters to heighten transparency. Some panellists suggested that clearer wording to clarify some points, such as referencing 'coastal' bathing waters to prevent confusion.

On the second page of ‘**our environmental responsibility**’, all panels felt confused as to why the **text references nine pledges, but the image does not**. Visual elements, such as a small **font size** of the graphic, was also highlighted, as well as wording of ‘only’ which implies NWG underplaying their role.

In the ‘**working with others**’ section, some employee panellists **questioned whether some information presented was factually correct**. Readers generally felt that some phrases, such as SUDs and manholes, could be confusing for some, therefore suggested a **glossary of definitions** or box with explanations to ensure accessibility.

Thinking about ‘**long term resilience**’, panellists held the view that some words, such as ‘collaboratively’ and ‘resilience’ were difficult for some readers. One panellist highlighted that, at this point, they would want **more information projecting number of flushes** in 25 years’ time. Similarly, more information such as economical flushes and surface water separation weren’t mentioned, which employee panellists suggested was **misleading**.

The pages asking ‘**what is a draft DWMP**’ led panellists to question why a 40 year plan is needed if the Government requirement is 25 years. Some panellists felt the **language could be clearer and more concise**. The statement about **fairness to communities also generated confusion** about its meaning.

When considering ‘**why a draft DWMP is useful**’, most panellists agreed that **too much jargon** was used, and suggested language needed to be kept clearer. The page explaining ‘**how we developed out draft DWMP**’ was thought to use words where, rather, **visualising the areas on maps** would make the page more appealing.

The section about ‘**storm overflows**’ was an area where numerous panellists felt they would have wanted to have **more information presented as an educational guide**, with **illustrations** (rather than actual images) of items which are incorrectly flushed and the consequences, as well as information on how this happens and **data on how often**. Some wording was considered **inaccurate** by employee panellists, whilst non-employee panellists highlighted the page had too many **acronyms**.

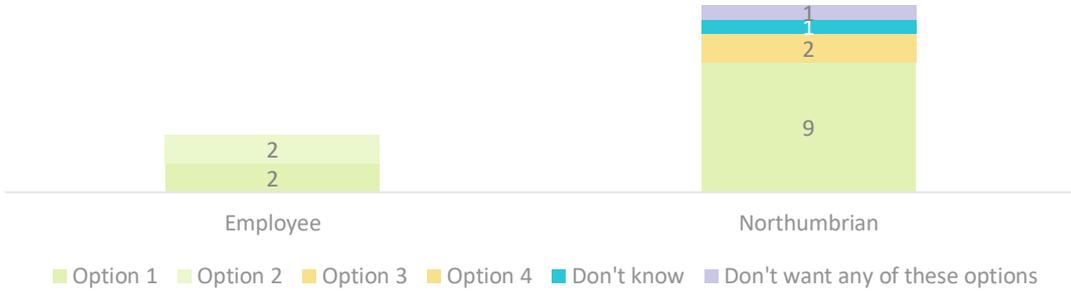
People Panel: DWMP Part 2 – Four options

Overall, panellists generally felt that there was **not enough information on the four options** to make an informed decision. Feedback referred to **unclear distinctions** between the four options, and a **preference to have an overview of the information** presented visually or in a summarised format.

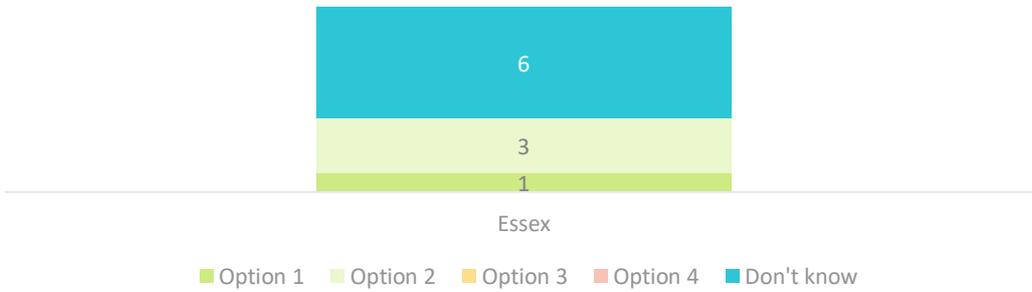
At this point, the decision was made not to continue with the ‘Part 2 – Four options’ topic for the People Panels of Suffolk and Young. The People Panel sessions therefore form part of **phase one** of the DWMP project.

Results of four options preference:

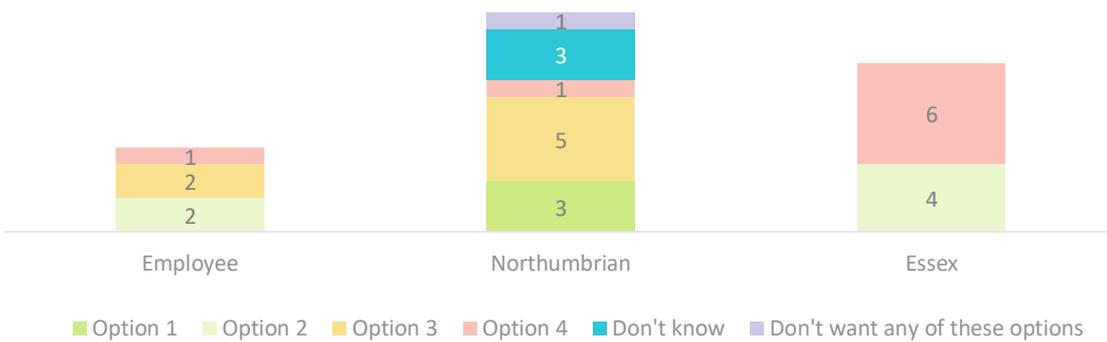
Based on the information shared, which of the four options do you think is the most affordable?



Based on the information shared, which of the four options are you currently leaning towards?



Based on the information shared, which of the four options do you think offers the best value for money?



NORTHUMBRIAN WATER *living water*

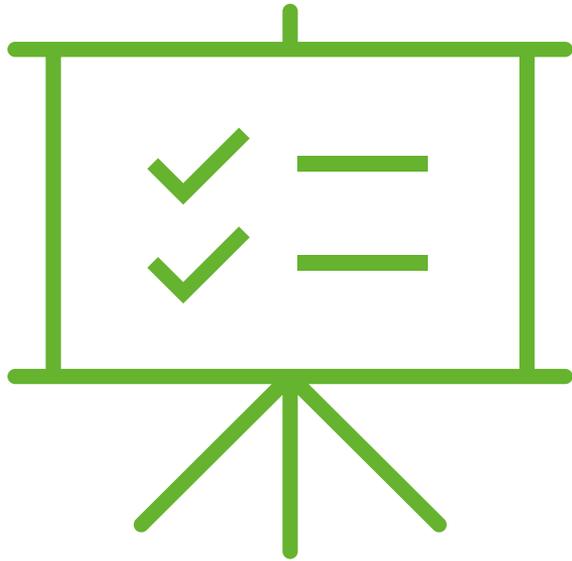
Northumbrian People
Panel Slides

NORTHUMBRIAN WATER *living water*

Welcome to the
Northumbrian People Panel

SESSION SUM UP

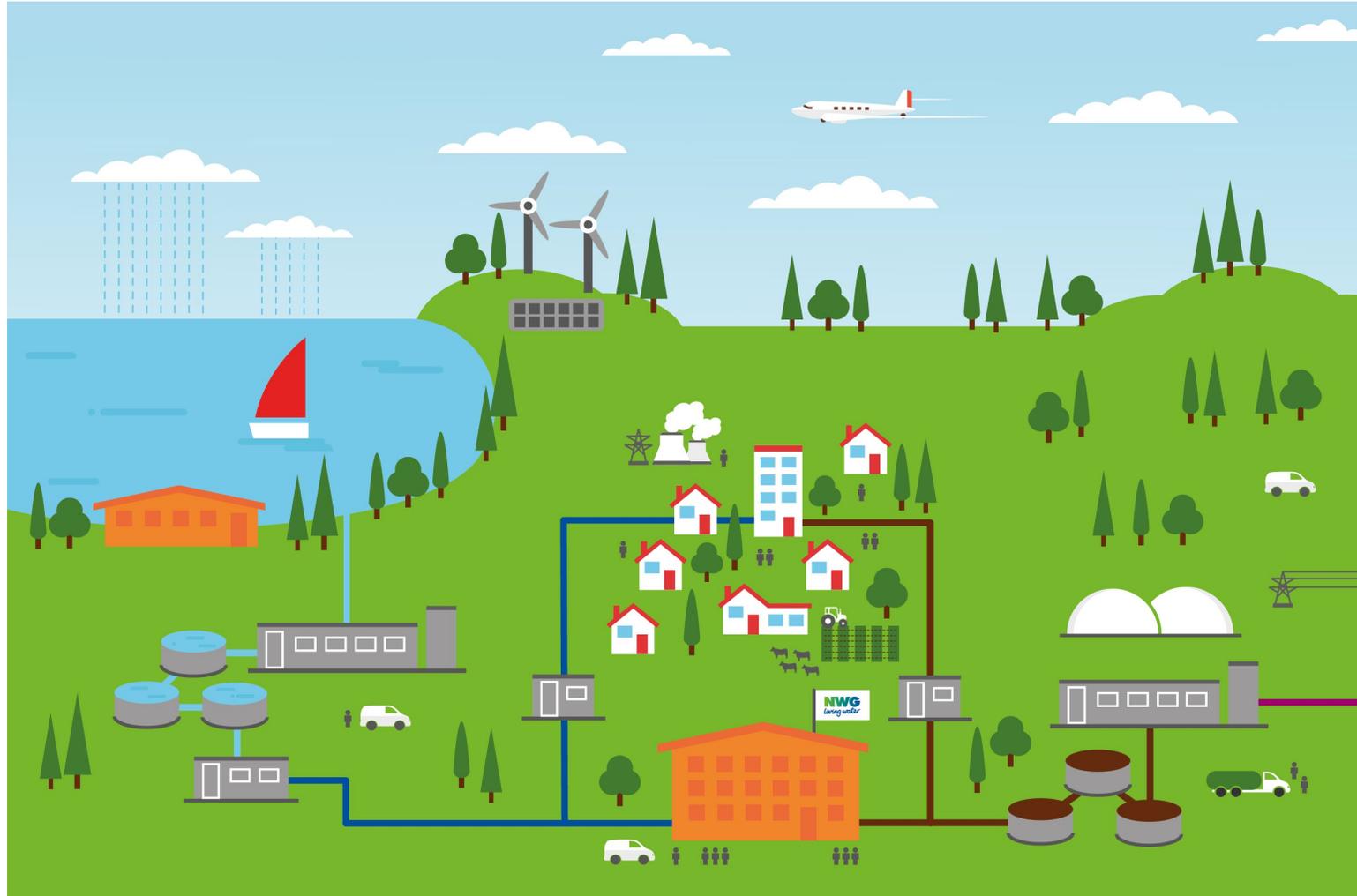
TODAY AND IN THE NEXT SESSION WE WILL...



- ...Think about plans for the **future of your wastewater services** (NW's running of your local sewerage system)
- Specifically, we'll be looking at Northumbrian Water's **draft Drainage and Wastewater Management Plan (DWMP)**
 - We shared this with you in advance, and will be walking through this together
- They have some decisions to make about their future plans for their wastewater services – we want to hear your opinions to help them in making those decisions

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

REMINDER OF NORTHUMBRIAN WATER'S ROLE



WE PROVIDE WASTEWATER SERVICES... REMINDER OF NW'S ROLE

- In addition to being responsible for getting clean, clear drinking water that tastes good to your tap...
- In the North, we also take away wastewater through our sewer network, treat it to make it safe and clean enough to release into the environment and then feed the cleaned water back into rivers and the sea.
- We are developing a plan to outline how we will manage and deliver our wastewater services in the future...

This is our Drainage and Wastewater Management Plan (known as DWMP).



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AN INTRODUCTION



- The **DWMP** is a critical document as we aim to make sure we can continue to deliver your wastewater (sewerage) services in the future.



- In sharing these plans in draft form, we hope to get views from as many of our customers as possible.

- In our DWMP we are proposing some big **changes** to the ways in which the sewerage system operates to allow us to better cope with **future challenges** such as **climate change** and **population growth**, and to protect the **environment**.



- These changes will require some **investment** and we must now try to understand which decisions will provide the **best balance** between **environmental** protection and lessening **flood** risk, with maintaining **affordable** bills for customers.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AN INTRODUCTION



- **The water industry cannot solve these issues alone.** Work towards this plan has therefore been carried out in collaboration with a range of partners to seek multiple benefits for our communities.



- A huge amount of work has gone into these plans so far, and groups of our customers, stakeholders, and our customer challenge group, known as The Water Forum, have all been involved in shaping this draft DWMP.



- It's therefore **important that you share your thoughts** on the different options, laid out in the summary we will share today, to **have your say** on what wastewater services you want from us.

Your views will help us to take the right decisions and shape the final DWMP, which we need to submit to our regulator, Ofwat, in March 2023.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

WHAT WE NEED TO KNOW FROM YOU

On the draft plan summary:

Is the information in the draft plan **clear**?

Does the draft plan give you **confidence** in NW to deliver the improvements needed?

On the four options:

Of the four, which do you think NW should choose?

Which option(s) do you consider affordable?

Which option(s) do you consider to deliver best value?

For today, we'll mostly be focusing on the questions in pink, but keep the blue ones in mind as we will be asking for your thoughts on these in due course!

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THINGS TO KEEP IN MIND

- When we look at the four DWMP options, alongside each we will tell you the expected **impact** of that option on the **average NW water bill**
- We'll look at these more closely in the next session
- When considering these options, do **keep in mind**...



LET'S PAUSE FOR QUESTIONS



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

Now, we're going to go through the summary draft DWMP, using the wording used in the document shared as part of the consultation.

It's important we do this so that we can get your feedback on the language, and particularly the clarity of the information.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OUR ENVIRONMENTAL RESPONSIBILITIES

- The role we have in providing you with such an essential service is one we take very seriously.
- We rely on the **environment** around us for our raw material (water) and we work hard to make sure it's clean, clear, and great tasting.
- **We're proud of our environmental track record.** In the North East, 32 out of 34 bathing waters are classed as excellent or good.
- The Environment Agency (EA) rates us as four star (its highest assessment), and we've been industry leading in **reducing pollution** in the last few years, something our customers tell us is very important to them.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OUR ENVIRONMENTAL RESPONSIBILITIES

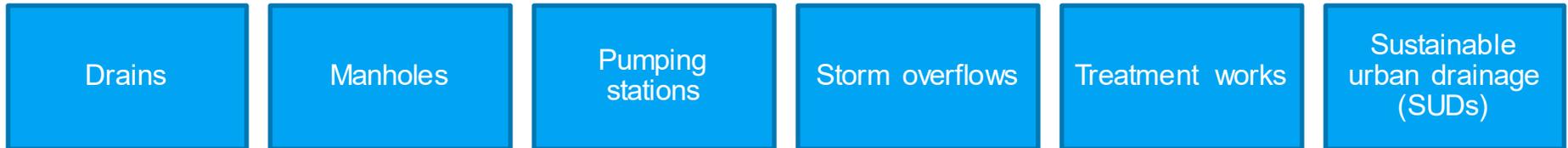
- Earlier this year, we published **A Vision For Our Coasts and Rivers**, containing nine ambitious pledges to contribute to further improvement of our water environment to benefit local communities.
- We are only one of many organisations that are responsible for drainage, preventing flooding and protecting the environment and whose operations can influence river water quality.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

WORKING WITH OTHERS

- We are **specifically responsible for the wastewater system**, which includes things like



- We recognise **there are others who can have an impact**, often a greater impact than we can, on the quality of rivers and beaches.
- With this in mind, **we lead and support partnership activity** that can collaboratively develop the best and most innovative solutions.
- We all need to work together to make sure everyone can continue to enjoy the natural environment for years to come.

Our care and respect for our natural environment goes far beyond any legal requirements. We work constantly to protect and enhance your local coasts, rivers, and watercourses.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

NEED FOR LONG TERM RESILIENCE

- **Population growth** and changes to our **climate** are presenting big challenges for the water industry.
- We want to make sure our drainage and wastewater system will be able to cope in the future.
- We call this **long-term resilience**.
- A resilient system will continue to treat and dispose of wastewater effectively despite the pressures the next decades bring.

1950 =



253m
flushes a day!

2022 =



342.5m
flushes a day!

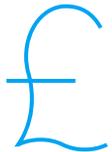
DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

WHAT IS A DRAFT DWMP?



- The Government requires us to plan for the next 25 years.

- **We've chosen to look ahead 40 years**, which is the same long term planning period we consider for the rest of our business operations, for example, our Water Resources Management Plan (which looks at how we can make sure there will be enough water in the future).



- **Our DWMP outlines the level of investment (money) needed** to make sure the drainage and wastewater system can cope in the future.



- We must be careful to work at a pace that is **affordable** to our customers, and **fair** to our communities, while seeking the **highest environmental performance**.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

WHY IS A DWMP USEFUL?

- While we can't predict the future, we can plan for certain **scenarios**.
- Our long-term plan will show how we plan to **manage the risks** to our network from a range of different or uncertain future pressures.
- These include:

Flooding

Our ambitious goal is to eradicate sewer flooding in the home as a result of our assets and operations.

Environment

Our ambitious goals are to demonstrate leadership in catchment management to enhance natural capital and deliver net gain for biodiversity, and to have the best rivers and beaches in the country.

Compliance

Our ambitious goal is to have zero pollutions as a result of our assets and operations.

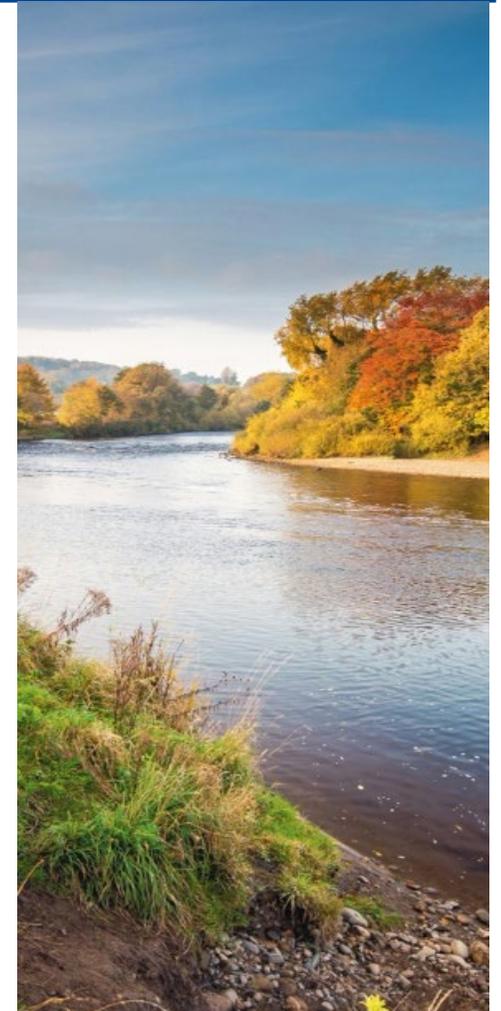
DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

HOW WE DEVELOPED OUR DRAFT DWMP

- Our Drainage and Wastewater Management Plan covers:



- We have spent the last year investigating:
 - The scale of the problems
 - The timing of the problems
 - The costs and benefits.
- We analyse data along with modelling and surveys to find the potential challenges and risks to identify which area is most at risk.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- At times of **heavy rainfall**, our pipes can reach full capacity and there's a risk that rainwater, wastewater and other items incorrectly flushed into our network can be forced back into customers' homes.
- **Sewer flooding** is the worst service failure our customers can experience.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- **Storm overflows (SOs) act as a relief valve**, releasing this heavily diluted mix (mostly rainwater) back into the environment, protecting homes from sewer flooding.
- **The EA permits how and when we can use SOs.**
- The Government is currently consulting on its Storm Overflows Discharge Reduction Plan (SODRP).
 - The plan from Defra sets out targets for water companies to reduce the harm caused by pollution from SOs.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- The frequency of discharges from SOs has increased over time because of **climate change**, **population growth** and **changes in customer behaviours**, i.e. increased use of plastics being put into the system and causing blockages.
- We share the views of Government and the public that we need to address the issues with SOs, made greater by climate change and population growth, as a priority.
- Our draft DWMP does this, while recognising that to **tackle** an issue of such a large scale as this, we would need a **significant amount of financial investment** in the future.
- We have taken account of the SODRP within our draft plan, however, it remains a live consultation and we are keen to hear customer views on the options in this plan.

Has anyone seen a Storm Overflow before? What do you think one looks like?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – EXAMPLES



THE FOUR OPTIONS

To help our regulators take a balanced view of the costs and benefits of our DWMP, we have set out four options.

Here is a basic summary of each of these options...

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION ONE – WHAT WILL WE DO AND HOW MUCH WILL IT COST?

1

Our plan will work to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) in the cheapest way possible.

This is predominantly by building concrete tanks underground to temporarily store rainwater.

No other benefits are achieved so this option includes little flood risk reduction benefits to local properties.

We estimate this option will increase the average bill by 13% (around £49 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT WILL WE DO?

As in option 1...

Our plan will work to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) in the cheapest way possible.

This is predominantly by building concrete tanks underground to temporarily store rainwater.



In addition...

We would join up our SO activity to Northumbria Integrated Drainage Partnership schemes.

NIDP is an innovative partnership approach. It brings the North East councils, the Environment Agency and us, to work collaboratively to reduce flooding risk from our operations together.

NIDP partners jointly fund integrated flood risk studies and joint delivery schemes, to tackle flooding from sewers, rivers, and surface water, so not just our operations alone.

2

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT IMPACT WILL THIS HAVE?

2

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for 2,464 properties from 2025-2030.

Although the exact number of properties to benefit after 2030 can't be calculated exactly, we estimate this to be between 2,200 and 2,500 every five years.

We estimate this option will increase the average bill by 17% (around £64 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION THREE – WHAT WILL WE DO?

3

Our plan will look at the best value way to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) by looking at the cost against each drainage community.

These are typically an area around a storm overflow, sewage pumping station or wastewater treatment works.

Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems, rather than built infrastructure (such as creating natural habitats such as swales and ponds to store water).



As in option 2...

We would also work collaboratively.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION THREE – WHAT IMPACT WILL THIS OPTION HAVE?

3

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:

- 8,084 properties in 2025-30
- 4,560 properties in 2030-35
- 9,884 properties in 2035-40
- 5,475 properties in 2040-45

We estimate this option will increase the average bill by 34% (around £123 a year) by 2045.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT WILL WE DO?

4

As in option 3...

Our plan will look at the best value way to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) by looking at the cost against each drainage community.

In addition...

We would include interventions to work towards our ambitious goal of having zero internal property flooding by 2040.

We would deliver the targets proposed by the Government faster than in their SODRP.

As in option 2...

There would be opportunities to work collaboratively with the EA and local authorities to reduce flooding risk from all our operations.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT IMPACT WILL THIS OPTION HAVE?

4

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:

- 11,527 properties in 2025-30
- 10,786 properties in 2030-35
- 11,285 properties in 2035-40

Beyond 2040, we would need to consider the impact of climate change.

We estimate this option will increase the average bill by 38% (around £138 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

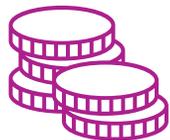
NORTHUMBRIAN WATER WOULD LIKE YOUR VIEWS ON...



Which of the four options do you think is the most acceptable to you?



Would you support an increase in your water and wastewater bill to reduce the risk of flooding and enhance your local environment?



How much extra would you be willing to pay for each of the options?

DWMP CONSULTATION

NEXT STEPS

Consultation closes in September 2022. We will then reflect on customer and stakeholder feedback on the draft DWMP before publishing our final DWMP in March 2023.

- This will involve some detailed work, including comparing with plans from other organisations, and reviewing the latest climate change data.
- We will also want to consider if customers think our plan is affordable and how to get ready to start such a large programme of construction work.

Every five years we write a Business Plan and submit it to our regulator, Ofwat. They decide what charges we can collect from customer bills and what level of service we must provide customers with, in return.

The DWMP forms part of our Business Plan for 2025-30 and we need to submit this to Ofwat in October 2023.

Ofwat reviews our plans and gives us its final determination in December 2024.

We begin carrying out the plans we set out in the DWMP in April 2025.

ZOOM POLL

Based on the information shared, which of the four options are you currently leaning towards?

- 1
- 2
- 3
- 4
- Not sure
- Don't want any of these options



**NORTHUMBRIAN
WATER** *living water*

WHAT'S NEXT?

WHAT'S NEXT?

LOOKING AHEAD TO THE NEXT SESSION

- In the next session, we'll be looking at the **four DWMP options** in more detail and **we'll be asking you to select the option you want to see NW choose** – please reflect on this between now and then.
- We'll be in touch about the next session which will take place **Monday 5th September** - please look out for an email from us with the information.



THANK YOU

**See you for our next session on Monday 5th
September!**

ESSEX & SUFFOLK
WATER *living water*

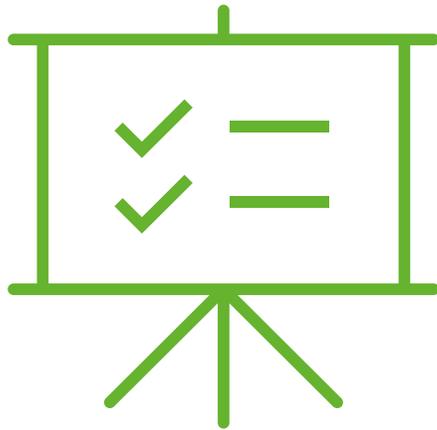
Essex and Suffolk Slides

ESSEX & SUFFOLK
WATER *living water*

Welcome to the
Suffolk People Panel

SESSION SUM UP

TODAY AND IN THE NEXT SESSION WE WILL...



- ...Think about plans for the **future of wastewater services** – specifically, Northumbrian Water’s running of their sewerage system in the North East
- We’ll be looking at Northumbrian Water’s **draft Drainage and Wastewater Management Plan (DWMP)**
 - We shared this with you in advance, and will be walking through this together
- They have some decisions to make about their future plans for their wastewater services – we want to hear your opinions to help them in making those decisions

As you know, your wastewater service is most likely managed by Anglian Water, but as ESW customers, we are still very interested in your opinions on Northumbrian Water’s draft plan for these services.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

REMINDER OF NORTHUMBRIAN WATER'S ROLE



WE PROVIDE WASTEWATER SERVICES... REMINDER OF NW / ESW'S ROLE

- In addition to being responsible for getting clean, clear drinking water that tastes good to your tap...
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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AN INTRODUCTION



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AN INTRODUCTION



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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

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On the draft plan summary:

Is the information in the draft plan **clear**?

Does the draft plan give you **confidence** in NW to deliver the improvements needed?

On the four options:

Of the four, which do you think NW should choose?

Which option(s) do you consider affordable?

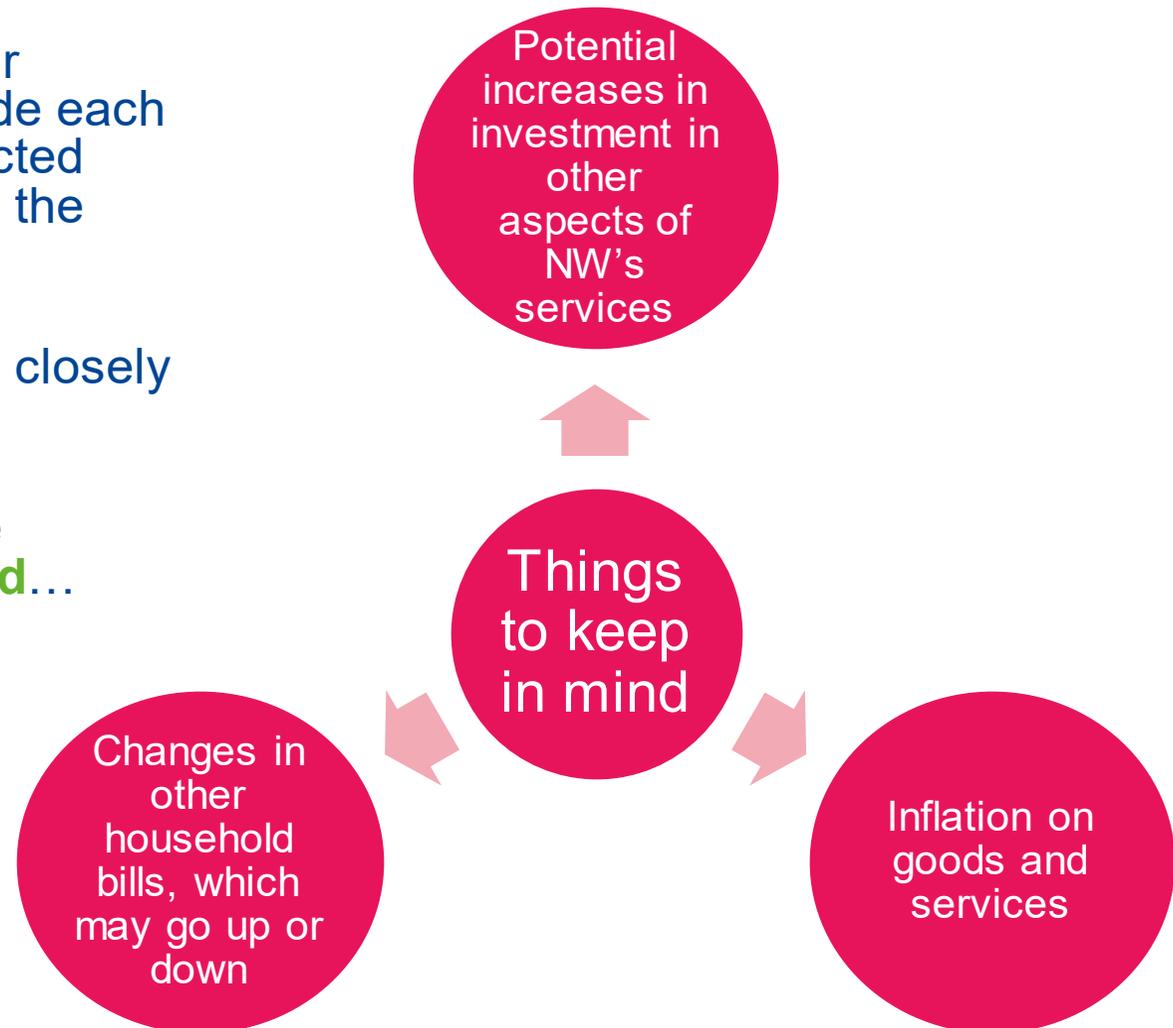
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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THINGS TO KEEP IN MIND

- When we look at the four DWMP options, alongside each we will tell you the expected **impact** of that option on the **average NW water bill**
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- When considering these options, do **keep in mind...**



LET'S PAUSE FOR QUESTIONS



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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OUR ENVIRONMENTAL RESPONSIBILITIES

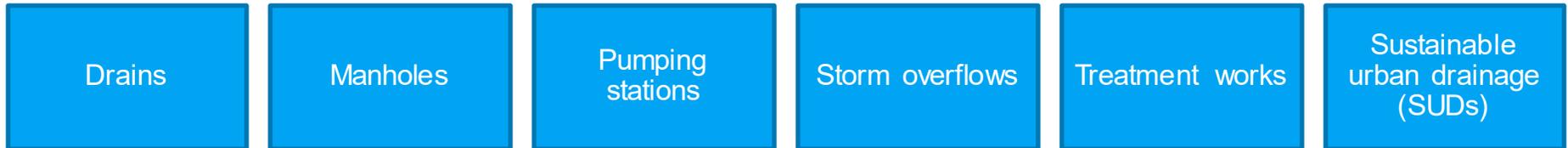
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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

WORKING WITH OTHERS

- We are **specifically responsible for the wastewater system**, which includes things like



- We recognise **there are others who can have an impact**, often a greater impact than we can, on the quality of rivers and beaches.
- With this in mind, **we lead and support partnership activity** that can collaboratively develop the best and most innovative solutions.
- We all need to work together to make sure everyone can continue to enjoy the natural environment for years to come.

Our care and respect for our natural environment goes far beyond any legal requirements. We work constantly to protect and enhance your local coasts, rivers, and watercourses.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

NEED FOR LONG TERM RESILIENCE

- **Population growth** and changes to our **climate** are presenting big challenges for the water industry.
- We want to make sure our drainage and wastewater system will be able to cope in the future.
- We call this **long-term resilience**.
- A resilient system will continue to treat and dispose of wastewater effectively despite the pressures the next decades bring.

1950 =



253m
flushes a day!

2022 =



342.5m
flushes a day!

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

WHAT IS A DRAFT DWMP?



- The Government requires us to plan for the next 25 years.

- **We've chosen to look ahead 40 years**, which is the same long term planning period we consider for the rest of our business operations, for example, our Water Resources Management Plan (which looks at how we can make sure there will be enough water in the future).



- **Our DWMP outlines the level of investment (money) needed** to make sure the drainage and wastewater system can cope in the future.



- We must be careful to work at a pace that is **affordable** to our customers, and **fair** to our communities, while seeking the **highest environmental performance**.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

WHY IS A DWMP USEFUL?

- While we can't predict the future, we can plan for certain **scenarios**.
- Our long-term plan will show how we plan to **manage the risks** to our network from a range of different or uncertain future pressures.
- These include:

Flooding

Our ambitious goal is to eradicate sewer flooding in the home as a result of our assets and operations.

Environment

Our ambitious goals are to demonstrate leadership in catchment management to enhance natural capital and deliver net gain for biodiversity, and to have the best rivers and beaches in the country.

Compliance

Our ambitious goal is to have zero pollutions as a result of our assets and operations.

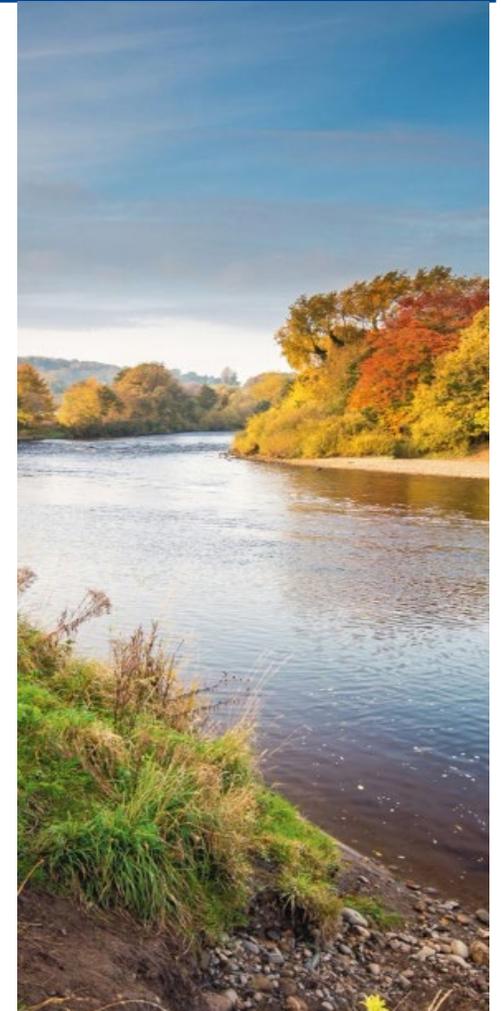
DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN (DWMP)

HOW WE DEVELOPED OUR DRAFT DWMP

- Our Drainage and Wastewater Management Plan covers:



- We have spent the last year investigating:
 - The scale of the problems
 - The timing of the problems
 - The costs and benefits.
- We analyse data along with modelling and surveys to find the potential challenges and risks to identify which area is most at risk.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- At times of **heavy rainfall**, our pipes can reach full capacity and there's a risk that rainwater, wastewater and other items incorrectly flushed into our network can be forced back into customers' homes.
- **Sewer flooding** is the worst service failure our customers can experience.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- **Storm overflows (SOs) act as a relief valve**, releasing this heavily diluted mix (mostly rainwater) back into the environment, protecting homes from sewer flooding.
- **The EA permits how and when we can use SOs.**
- The Government is currently consulting on its Storm Overflows Discharge Reduction Plan (SODRP).
 - The plan from Defra sets out targets for water companies to reduce the harm caused by pollution from SOs.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – WHAT ARE THEY AND WHY ARE THEY IMPORTANT?

- The frequency of discharges from SOs has increased over time because of **climate change**, **population growth** and **changes in customer behaviours**, i.e. increased use of plastics being put into the system and causing blockages.
- We share the views of Government and the public that we need to address the issues with SOs, made greater by climate change and population growth, as a priority.
- Our draft DWMP does this, while recognising that to **tackle** an issue of such a large scale as this, we would need a **significant amount of financial investment** in the future.
- We have taken account of the SODRP within our draft plan, however, it remains a live consultation and we are keen to hear customer views on the options in this plan.

Has anyone seen a Storm Overflow before? What do you think one looks like?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

STORM OVERFLOWS – EXAMPLES



BREAKOUT DISCUSSION – FEEDBACK

- Now we've looked more closely at the information and the plan together, what do you think about the document?
 - Overall, is the information **clear**?
 - If not, which elements aren't clear? Are there particular sections? Words/terms?
 - What would improve the overall clarity of the document?
 - Does it give you enough information to **understand** the draft plan?
 - If not, what else do you feel you need to know?
 - Is there anything missing?
 - Does the summary give you the **confidence** in Northumbrian Water that they will deliver the improvements needed?
 - If no, why? What is needed to give you this confidence?
- We're going to look at the four options more closely in the next session, but from the discussions and information today, is there an option which you are currently leaning towards? Which do you think NW should go for? Why?



ESSEX & SUFFOLK
WATER *living water*

WHAT'S NEXT?

WHAT'S NEXT?

LOOKING AHEAD TO THE NEXT SESSION

- In the next session, we'll be looking at the **four DWMP options** and we'll be **asking you to select the option you want to see Northumbrian Water choose** – please reflect on this between now and then.
- We'll be in touch about the next session which will take place **Monday 12th September** - please look out for an email from us with the information.



THANK YOU

**See you for our next session on Monday 12th
September!**

NORTHUMBRIAN
WATER *living water*

ESSEX & SUFFOLK
WATER *living water*

Welcome to the
Northumbrian People Panel

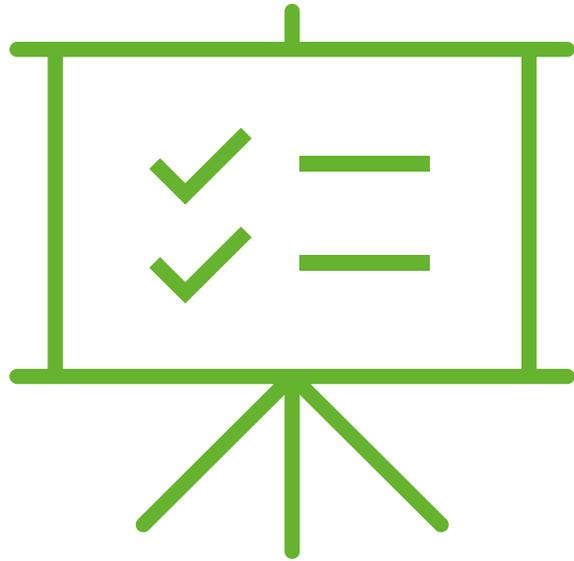
NORTHUMBRIAN
WATER *living water*

ESSEX & SUFFOLK
WATER *living water*

Northumbrian People Panel - Slides for session 2

SESSION SUM UP

TODAY WE WILL...



- ...Continue to think about plans for the **future of your wastewater services** (NW's running of your local sewerage system)
- Specifically, we are looking at Northumbrian Water's **draft Drainage and Wastewater Management Plan (DWMP)**
 - In the previous session, we asked for your thoughts about the document itself. In this session, we want to ask you more about your thoughts on the four options presented in the draft DWMP
- They have some decisions to make about their future plans for their wastewater services – we want to hear your opinions to help them in making those decisions

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

REMINDER OF NORTHUMBRIAN WATER'S ROLE



WE PROVIDE WASTEWATER SERVICES... REMINDER OF NW'S ROLE

- In addition to being responsible for getting clean, clear drinking water that tastes good to your tap...
- In the North, we also take away wastewater through our sewer network, treat it to make it safe and clean enough to release into the environment and then feed the cleaned water back into rivers and the sea.
- We are developing a plan to outline how we will manage and deliver our wastewater services in the future...

This is our Drainage and Wastewater Management Plan (known as DWMP).



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AN INTRODUCTION



- The **DWMP** is a critical document as we aim to make sure we can continue to deliver your wastewater (sewerage) services in the future.
- In sharing these plans in draft form, we hope to get views from as many of our customers as possible.



- In our DWMP we are proposing some big **changes** to the ways in which the sewerage system operates to allow us to better cope with **future challenges** such as **climate change** and **population growth**, and to protect the **environment**.



- These changes will require some **investment** and we must now try to understand which decisions will provide the **best balance** between **environmental** protection and lessening **flood** risk, with maintaining **affordable** bills for customers.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AN INTRODUCTION



- **The water industry cannot solve these issues alone.** Work towards this plan has therefore been carried out in collaboration with a range of partners to seek multiple benefits for our communities.



- A huge amount of work has gone into these plans so far, and groups of our customers, stakeholders, and our customer challenge group, known as The Water Forum, have all been involved in shaping this draft DWMP.



- It's therefore **important that you share your thoughts** on the different options, laid out in the summary we will share today, to **have your say** on what wastewater services you want from us.

Your views will help us to take the right decisions and shape the final DWMP, which we need to submit to our regulator, Ofwat, in March 2023.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

WHAT WE NEED TO KNOW FROM YOU

On the draft plan summary:

Is the information in the draft plan **clear**?

Does the draft plan give you **confidence** in NW to deliver the improvements needed?

On the four options:

Of the four, which do you think NW should choose?

Which option(s) do you consider affordable?

Which option(s) do you consider to deliver best value?

Last time, we discussed the questions in pink.

Today, we will focus on the questions in blue, your thoughts on the four options presented in the draft DWMP.

LET'S PAUSE FOR QUESTIONS



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN – THE FOUR OPTIONS

Now, we're going to go through each of the four options presented in the summary draft DWMP.

Like last time, we will use the wording in the document shared as part of the consultation. It's important we do this so that we can get your feedback on the language, and particularly the clarity of the information.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THE FOUR OPTIONS

Conversation one

Your thoughts on the clarity of the wording. Does it make sense to you? Is there anything else you would like to know?



Conversation two

Your thoughts on which option is the most acceptable to you?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION ONE – WHAT WILL WE DO AND HOW MUCH WILL IT COST?

1

Our plan will work to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) in the cheapest way possible.

This is predominantly by building concrete tanks underground to temporarily store rainwater.

No other benefits are achieved so this option includes little flood risk reduction benefits to local properties.

We estimate this option will increase the average bill by 13% (around £49 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT WILL WE DO?

As in option 1...

Our plan will work to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) in the cheapest way possible.

This is predominantly by building concrete tanks underground to temporarily store rainwater.



In addition...

We would join up our SO activity to Northumbria Integrated Drainage Partnership schemes.

NIDP is an innovative partnership approach. It brings the North East councils, the Environment Agency and us, to work collaboratively to reduce flooding risk from our operations together.

NIDP partners jointly fund integrated flood risk studies and joint delivery schemes, to tackle flooding from sewers, rivers, and surface water, so not just our operations alone.

2

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT IMPACT WILL THIS HAVE?

2

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for 2,464 properties from 2025-2030.

Although the exact number of properties to benefit after 2030 can't be calculated exactly, we estimate this to be between 2,200 and 2,500 every five years.

We estimate this option will increase the average bill by 17% (around £64 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION THREE – WHAT WILL WE DO?

3

Our plan will look at the best value way to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) by looking at the cost against each drainage community.

These are typically an area around a storm overflow, sewage pumping station or wastewater treatment works.

Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems, rather than built infrastructure (such as creating natural habitats such as swales and ponds to store water).



As in option 2...

We would also work collaboratively.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION THREE – WHAT IMPACT WILL THIS OPTION HAVE?

3

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:

- 8,084 properties in 2025-30
- 4,560 properties in 2030-35
- 9,884 properties in 2035-40
- 5,475 properties in 2040-45

We estimate this option will increase the average bill by 34% (around £123 a year) by 2045.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT WILL WE DO?

4

As in option 3...

Our plan will look at the best value way to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) by looking at the cost against each drainage community.

In addition...

We would include interventions to work towards our ambitious goal of having zero internal property flooding by 2040.

We would deliver the targets proposed by the Government faster than in their SODRP.

As in option 2...

There would be opportunities to work collaboratively with the EA and local authorities to reduce flooding risk from all our operations.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT IMPACT WILL THIS OPTION HAVE?

4

This option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:

- 11,527 properties in 2025-30
- 10,786 properties in 2030-35
- 11,285 properties in 2035-40

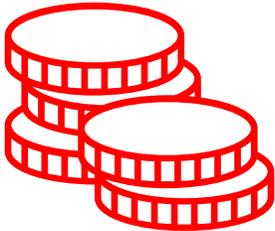
Beyond 2040, we would need to consider the impact of climate change.

We estimate this option will increase the average bill by 38% (around £138 a year) by 2045. This doesn't include the rate of inflation.



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AFFORDABILITY AND VALUE FOR MONEY



We have presented some information about how we think each of the four options will **impact on the average bill.**

We would now like to focus on which option you think represents the **best value for money** and which you think is the most **affordable**

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THINGS TO KEEP IN MIND - AFFORDABILITY AND VALUE FOR MONEY

- When considering these options, do **keep in mind...**



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

A REMINDER OF THE OPTIONS

	Option 1	Option 2	Option 3	Option 4
Achieves the targets in the government's Storm Overflow Discharge Reduction Plan (SODRP) in...	...Yes.	...Yes.	...Yes.	...Yes. We would deliver the targets proposed by the Government faster than in their SODRP.
Number of properties this option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:	Little flood risk reduction benefits to local properties.	2,464 properties from 2025-2030 Between 2,200 and 2,500 properties every five years after 2030.	8,084 properties in 2025-30 4,560 properties in 2030-35 9,884 properties in 2035-40 5,475 properties in 2040-45	Work towards our ambitious goal of having zero internal property flooding by 2040. Numbers are: <ul style="list-style-type: none"> • 11,527 properties in 2025-30 • 10,786 properties in 2030-35 • 11,285 properties in 2035-40
Join up our SO activity to Northumbria Integrated Drainage Partnership scheme?	No	Yes	Yes	Yes
Water storage solutions	This is predominantly by building concrete tanks underground to temporarily store rainwater.	This is predominantly by building concrete tanks underground to temporarily store rainwater.	Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems (e.g. ponds and swales).	Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems (e.g. ponds and swales).
Estimated bill increase by 2045 compared to now (excluding inflation)	Increases the average bill by 13% by 2045 (around £49 a year in total by 2045)	Increases the average bill by 17% by 2045 (around £64 a year in total by 2045)	Increases the average bill by 34% by 2045 (around £123 a year in total by 2045)	Increases the average bill by 38% by 2045 (around £138 a year in total by 2045)

ZOOM POLL

Based on the information shared, which of the four options do you think offers the **best value for money**?

- 1
- 2
- 3
- 4
- Not sure
- Don't want any of these options

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the zoom poll? Why?

ZOOM POLL

Based on the information shared, which of the four options do you think is the most affordable?

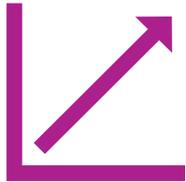
- 1
- 2
- 3
- 4
- Not sure
- Don't want any of these options

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the zoom poll? Why?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

YOUR OVERALL PREFERENCE ON THE FOUR OPTIONS



Given everything we have learned today, can you please rank the options in order of preference for you?

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the poll? Why?
- Are you prepared to pay more on your water and wastewater bill to reduce the risk of flooding and enhance your local environment?



NORTHUMBRIAN
WATER *living water*

ESSEX & SUFFOLK
WATER *living water*

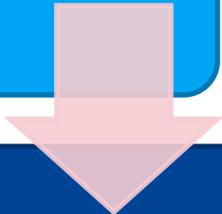
WHAT'S NEXT?

DWMP CONSULTATION

NEXT STEPS

Consultation closes in September 2022. We will then reflect on customer and stakeholder feedback on the draft DWMP before publishing our final DWMP in March 2023.

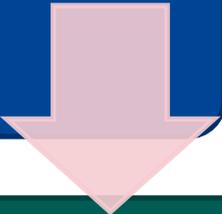
- This will involve some detailed work, including comparing with plans from other organisations, and reviewing the latest climate change data.
- We will also want to consider if customers think our plan is affordable and how to get ready to start such a large programme of construction work.



Every five years we write a Business Plan and submit it to our regulator, Ofwat. They decide what charges we can collect from customer bills and what level of service we must provide customers with, in return.

The DWMP forms part of our Business Plan for 2025-30 and we need to submit this to Ofwat in October 2023.

Ofwat reviews our plans and gives us its final determination in December 2024.



We begin carrying out the plans we set out in the DWMP in April 2025.

WHAT'S NEXT?

LOOKING AHEAD TO THE NEXT SESSION

- In the next session, we will be looking at your water bills and how they may change in the future.
- We'll be in touch about the next session which will take place **Monday 3rd October**.



THANK YOU

**See you for our next session on Monday 5th
September!**

ESSEX & SUFFOLK
WATER *living water*

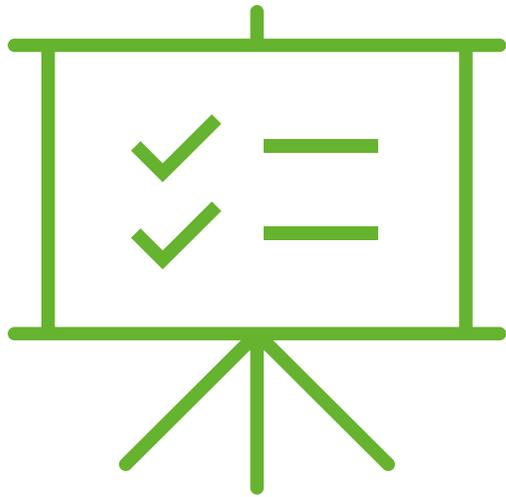
Essex and Suffolk People
Panel - Session 2

ESSEX & SUFFOLK WATER *living water*

Welcome to the
Essex People Panel

SESSION SUM UP

TODAY WE WILL...



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- Specifically, we are looking at Northumbrian Water's **draft Drainage and Wastewater Management Plan (DWMP)**
 - In the previous session, we asked for your thoughts about the document itself. In this session, we want to ask you more about your thoughts on the four options presented in the draft DWMP
- They have some decisions to make about their future plans for their wastewater services – we want to hear your opinions to help them in making those decisions

As you know, your wastewater is most likely managed by Thames Water, but as ESW customers, we are still very interested in your opinions on Northumbrian Water's draft plan for these services.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

REMINDER OF NORTHUMBRIAN WATER'S ROLE



WE PROVIDE WASTEWATER SERVICES...

REMINDER OF NW /ESW'S ROLE

- In addition to being responsible for getting clean, clear drinking water that tastes good to your tap...
- **In the North**, we also take away wastewater through our sewer network, treat it to make it safe and clean enough to release into the environment and then feed the cleaned water back into rivers and the sea.
- We are developing a plan to outline how we will manage and deliver our wastewater services in the future...

This is our Drainage and Wastewater Management Plan (known as DWMP).



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AN INTRODUCTION



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Your views will help us to take the right decisions and shape the final DWMP, which we need to submit to our regulator, Ofwat, in March 2023.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

WHAT WE NEED TO KNOW FROM YOU

On the draft plan summary:

Is the information in the draft plan **clear**?

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Of the four, which do you think NW should choose?

Which option(s) do you consider affordable?

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Now, we're going to go through each of the four options presented in the summary draft DWMP.

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THE FOUR OPTIONS

Conversation one

Your thoughts on the clarity of the wording. Does it make sense to you? Is there anything else you would like to know?



Conversation two

Your thoughts on which option is the most acceptable to you?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION ONE – WHAT WILL WE DO AND HOW MUCH WILL IT COST?

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT WILL WE DO?

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION TWO – WHAT IMPACT WILL THIS HAVE?

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION THREE – WHAT WILL WE DO?

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT WILL WE DO?

4

As in option 3...

Our plan will look at the best value way to achieve the targets the Government has proposed in its Storm Overflow Discharge Reduction Plan (SODRP) by looking at the cost against each drainage community.

In addition...

We would include interventions to work towards our ambitious goal of having zero internal property flooding by 2040.

We would deliver the targets proposed by the Government faster than in their SODRP.

As in option 2...

There would be opportunities to work collaboratively with the EA and local authorities to reduce flooding risk from all our operations.

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

OPTION FOUR – WHAT IMPACT WILL THIS OPTION HAVE?

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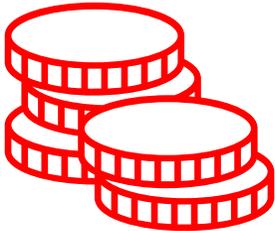
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DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

AFFORDABILITY AND VALUE FOR MONEY



We have presented some information about how we think each of the four options will **impact on the average bill.**

We would now like to focus on which option you think represents the **best value for money** and which you think is the most **affordable**

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

THINGS TO KEEP IN MIND - AFFORDABILITY AND VALUE FOR MONEY

- When considering these options, do **keep in mind...**



DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

A REMINDER OF THE OPTIONS

	Option 1	Option 2	Option 3	Option 4
Achieves the targets in the government's Storm Overflow Discharge Reduction Plan (SODRP) in...	...Yes.	...Yes.	...Yes.	...Yes. We would deliver the targets proposed by the Government faster than in their SODRP.
Number of properties this option would see the risk of internal sewer flooding (during a 1 in 20-year storm) being reduced for:	Little flood risk reduction benefits to local properties.	2,464 properties from 2025-2030 Between 2,200 and 2,500 properties every five years after 2030.	8,084 properties in 2025-30 4,560 properties in 2030-35 9,884 properties in 2035-40 5,475 properties in 2040-45	Work towards our ambitious goal of having zero internal property flooding by 2040. Numbers are: <ul style="list-style-type: none"> • 11,527 properties in 2025-30 • 10,786 properties in 2030-35 • 11,285 properties in 2035-40
Join up our SO activity to Northumbria Integrated Drainage Partnership scheme?	No	Yes	Yes	Yes
Water storage solutions	This is predominantly by building concrete tanks underground to temporarily store rainwater.	This is predominantly by building concrete tanks underground to temporarily store rainwater.	Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems (e.g. ponds and swales).	Communities are more likely to enjoy the societal benefits of using natural solutions to solve problems (e.g. ponds and swales).
Estimated bill increase by 2045 compared to now (excluding inflation)	Increases the average bill by 13% by 2045 (around £49 a year in total by 2045)	Increases the average bill by 17% by 2045 (around £64 a year in total by 2045)	Increases the average bill by 34% by 2045 (around £123 a year in total by 2045)	Increases the average bill by 38% by 2045 (around £138 a year in total by 2045)

ZOOM POLL

Based on the information shared, which of the four options do you think offers the **best value for money**?

- 1
- 2
- 3
- 4
- Not sure
- Don't want any of these options

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the zoom poll? Why?

ZOOM POLL

Based on the information shared, which of the four options do you think is the most affordable?

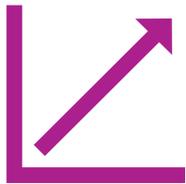
- 1
- 2
- 3
- 4
- Not sure
- Don't want any of these options

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the zoom poll? Why?

DRAFT DRAINAGE AND WASTEWATER MANAGEMENT PLAN

YOUR OVERALL PREFERENCE ON THE FOUR OPTIONS



Given everything we have learned today, can you please rank the options in order of preference for you?

DISCUSSION – FEEDBACK

- Do you agree with the overall results of the poll? Why?
- Are you prepared to pay more on your water and wastewater bill to reduce the risk of flooding and enhance your local environment?



NORTHUMBRIAN
WATER *living water*

ESSEX & SUFFOLK
WATER *living water*

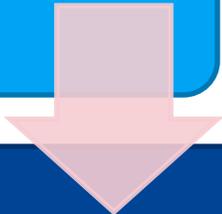
WHAT'S NEXT?

DWMP CONSULTATION

NEXT STEPS

Consultation closes in September 2022. We will then reflect on customer and stakeholder feedback on the draft DWMP before publishing our final DWMP in March 2023.

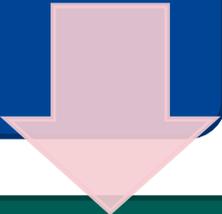
- This will involve some detailed work, including comparing with plans from other organisations, and reviewing the latest climate change data.
- We will also want to consider if customers think our plan is affordable and how to get ready to start such a large programme of construction work.



Every five years we write a Business Plan and submit it to our regulator, Ofwat. They decide what charges we can collect from customer bills and what level of service we must provide customers with, in return.

The DWMP forms part of our Business Plan for 2025-30 and we need to submit this to Ofwat in October 2023.

Ofwat reviews our plans and gives us its final determination in December 2024.



We begin carrying out the plans we set out in the DWMP in April 2025.

WHAT'S NEXT?

LOOKING AHEAD TO THE NEXT SESSION

- In the next session, we will be looking at your water bills and how they may change in the future.
- We'll be in touch about the next session which will take place **Monday 3rd October**.



THANK YOU