

DRAFT QUESTIONS FOR SEVERN TRENT

ENVIRONMENT AND CLIMATE CHANGE OVERVIEW AND SCRUTINY COMMITTEE

The Environment and Climate Change Overview and Scrutiny Committee would like to understand the Environment Agency’s, Severn Trent and Anglian Water’s approach to river, water courses and water body quality and water resource management. This includes issues such as Leicestershire’s (excluding Leicester) rivers ecological and chemical status, storm overflows, raw sewage, and water leakage, especially in relation to climate change and nature recovery.

In particular the Committee would welcome a response to the following questions:

Background

1	What are your respective roles and responsibilities in regard to river, water course, water body quality and water resource management within the water/river sector.
<p>STW provides water and waste water services across the majority of Leicestershire with Anglian Water providing services along the border in the East.</p> <p>Across the Severn Trent region we supply 2.0 billion of litres of treated drinking water and take 3.1 billion litres of wastewater away from homes and businesses every day, including drainage from roads, highways, and public spaces and once cleaned return it back to nature.</p> <p>This waste water flows through approximately 93,000km of pipes and goes to our treatment works, of which we have more than 1,000.</p> <p>The Environment Agency (EA) sets strict permits to limit the impact of storm overflows on the environment. If permits are breached, then action will be taken against those responsible. For context we are generally not responsible for rivers or water courses. They are looked after by the Environment Agency (EA) or private riparian owners.</p> <p>Severn Trent monitors its storm overflows to identify how often and for how long they are used, this is called Event Duration Monitoring (EDM). The data is used to track their performance and allowing us to respond to any issues to make sure they are working correctly. This data is available on our website here: https://www.stwater.co.uk/get-river-positive/event-duration-monitor-edm-report-5/</p>	

In addition, we share data on our overflow performance with the Environment Agency who also assess and review wider environmental performance. The EA also publishes sector environmental performance which you may find helpful - <https://www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2021>

We welcome the **Government's Storm Overflows Discharge Reduction Plan** published in August 2022. This aligns with our [Get River Positive commitments](#) published in March 2022 that are underpinned by five key pledges that pave the way for the restoration and revitalisation of the region's rivers. We have committed to;

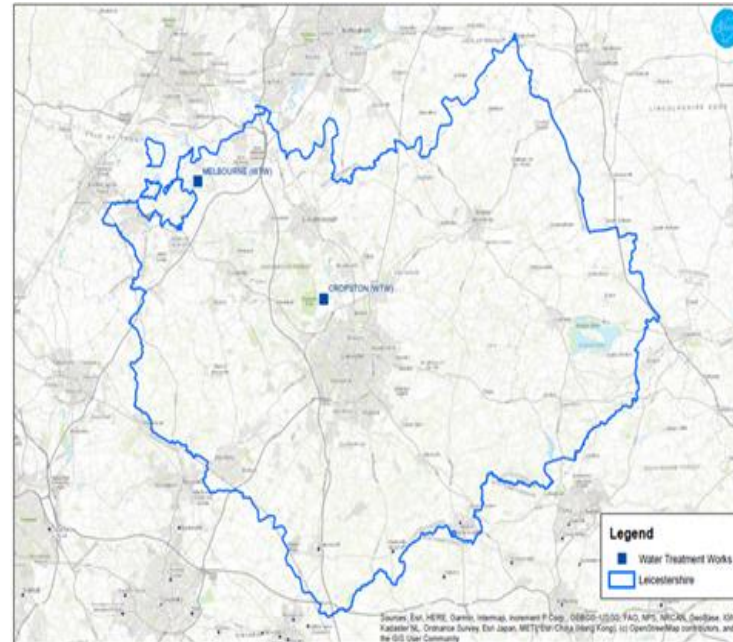
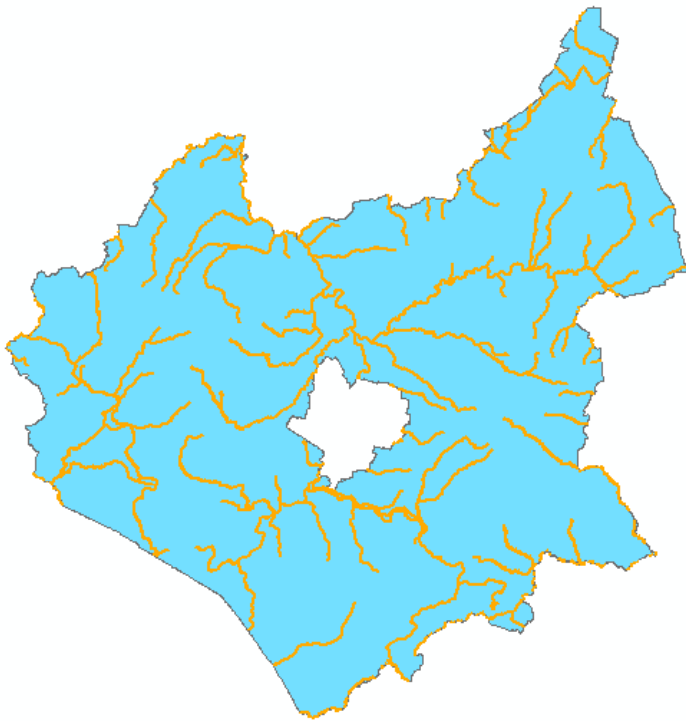
1. Ensure storm overflows and sewage treatment works do not harm rivers
2. Create more opportunities for everyone to enjoy our region's rivers
3. Support others to improve and care for rivers
4. Enhance our rivers and create new habitats so wildlife can thrive
5. Be open and transparent about our performance and our plans

We believe these commitments go further and faster than any comparable company we know of in Europe.

Reducing storm overflow use is important, but it is only about 3-4 percent of the problem. To really improve the health of rivers, we need to:

- a. Reduce agricultural pollution (which is around 40 percent of the problem)
- b. Reduce run-off from built up areas
- c. Make better use of nature-based solutions to help prevent pollution.

2	Please set out local Leicestershire context, facts and figures, different metrics, historic trends, sources of pollution, relative contributions, how data is gathered and collated.
<p>We work with other stakeholders on our water and wastewater management plans. These are outlined to a 25 year period and are call the ‘Water Resource Management Plan’ (WRMP) and the ‘Drainage and Wastewater Management Plan’ (DWMP). Although each focus on either the supply of water or the safe drainage of wastewater there are clear overlaps at certain geographical locations and time periods.</p> <p>Our Water Resources Management Plan sets out how we intend to provide supplies of water to our customers over the next 25 years and beyond. It consists of several elements, including:</p> <ul style="list-style-type: none">• A 25 year demand forecast. This describes how much water customers will need in the future, considering factors such as climate change and population.• A 25 year supply forecast. This sets out how much water is available for use now and how this may change in the future. We consider the impact of climate change and potential reductions in the volume of water we are allowed to take from rivers and groundwater.• An assessment of the options to manage demand including leakage reduction. <p>Our Drainage and Wastewater Management Plan sets out how we intend to ensure there is future capacity over the next 25 years. These sets out long-term plans to accommodate future challenges associated with climate change, population growth, increases in rainfall run-off associated with paving over permeable areas, and our environmental destination.</p> <p>This consists of several elements, including;</p> <ul style="list-style-type: none">• A 25 year flood, storm overflow and treatment work compliance Best Value Plan. This outlines our current risk position and how this may change in the future. We consider the climate change impact in terms of the increase in rainfall run-off along with future growth projections to understand what is our core pathway for improvements and to create our adaptive plan options.• How we will work towards the new government Storm Overflow Discharge Reduction Plan published in 2022 with targets outlined for each 5 year investment period• How and where we will work together with the EA, Lead Local Flood Authorities (LLFAs) and local councils to manage joint flood risks and drainage capacity improvements <p>We operate within 837km of river length wholly or mostly in Leicestershire. The Leicestershire region is within the Soar Strategic Planning Area (SPA).</p>	



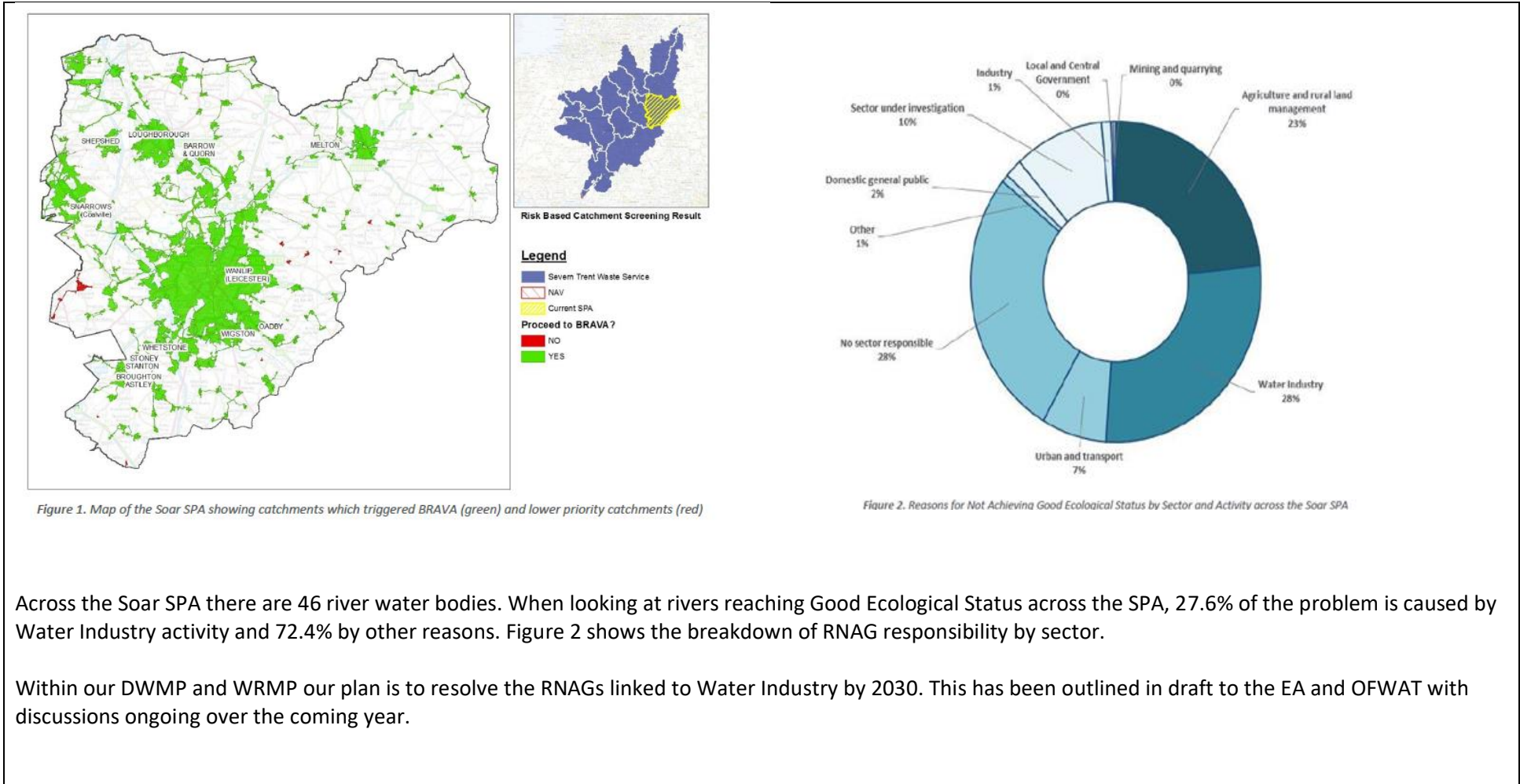
Water Resources Management Plans Summary:

We supply over 1,000,000 people in over 560,000 homes and businesses across Leicestershire with clean water, mainly from our water treatment works in Cropston. We also have Melbourne water treatment works which also supplies part of the area. The water is a blend of ground water and surface water from rivers and reservoirs. For more specific information on the water make up and quality for your postcode, you can check on our website here - <https://www.stwater.co.uk/my-supply/water-quality/check-my-water-quality/>

Drains and Wastewater Management Plans Summary

Within the Severn Trent area of the Soar SPA there are 58 Wastewater Treatment Works (WwTW) catchments serving a residential population nearing 1,038,809 people and 382,756 properties. This makes it the 4th largest SPA across Severn Trent region, serving 10.0% of the company's total population.

ST Classification: OFFICIAL COMMERCIAL



Severn Trent Water / Anglian Water

<p>9</p>	<p>What is the data for water leakage in Leicestershire and what are the response times that residents can expect? To include any information on fines.</p>
<p>We are passionate about reducing leakage. We are targeting a 15% reduction by 2025, and 50% by 2045 to meet the needs of our long-term water management plans and the expectations of our customers. Our focus is on finding and fixing leaks whilst driving down the time to fix each significant leak. To date we have achieved a 11% year-on-year improvement in our speed of response.</p> <p>From 2019/20 to 2020/21 we reduced the average time it takes for our teams to fix customer reported, significant, visible leaks and get everything back to normal by 35%. We are continuing to make this process even quicker and currently averaging 3.9 days which is well on track for our target to improve the speed of response by 50% by 2025 (from 7.7 days). During September 2021, we launched our live ‘work in progress report’ in Power BI. This interactive report makes better use of data and technology to improve data led decisions on our workload prioritisation and resource optimisation. One example of this includes the identification of shift patterns not being optimised leading to a longer overall job duration resulting in the introduction of increased resource at certain times to ensure priority job gets the same focus. We have also entered a new contract partnership which aims to improve the prioritisation and speed of reinstatement work.</p> <p>As an industry we are regulated by Ofwat, who define our targets with these being measured through Outcome Delivery Incentives that carry a financial penalty or reward dependant on performance. For leakage that reward, or penalty is £325,000 for every Megalitre of water above or below our target. During the last 2 years we have reduced leakage by 3.4% and are on track to hit the 15% AMP7 reduction target.</p>	
<p>10</p>	<p>Can you explain how you are tackling the issue of leakage from the water supply system?</p>
<p>As a leading company with consistently strong performance, leakage reduction gets incrementally harder each year and we recognise that the traditional approach focused on the balance of mains renewal and active leakage control will not drive the required outcome. Innovation, investment and alternative ways of working are key to the next phase of our leakage reduction plan with these including:</p> <p>Our 161 Water Network Technicians are proactively targeted to locate 25,000 leaks this year, compared to 20,000 during 2021. We are currently on track to locate 27,000, a record high excluding leaks reported by our customers (typically 50% of our total leaks).</p> <p>We have invested in our people by creating a leakage apprenticeship scheme, with 75 apprentices joining us over a 3-year period.</p>	

We are also investing in innovation and new technology to help us to find more leaks and fix them faster including;

- New leakage operating model being implemented and improving point performance and engagement.
- Improved leak targeting through a deployment of 30,000 listening devices, covering 19,550 individual postcodes across our region.
- Trailing a new mobile data technology called NB-IoT (Narrow Band – Internet of Things) which will give us a more reliable signal enabling us to deploy more acoustic loggers into our network, particularly in rural areas where we struggle for phone signal.
- Satellite technology that can detect small amounts of chlorine and point us to leaks from space.
- Using Drones with various cameras that detect leaking pipes through something as subtle as a temperature change.
- Development and deployment of an analytics application to support field operatives which utilises modelling and logger outputs.
- Increasing repair and maintenance team productivity and reducing suspended work and repeat repairs to drive an improved speed of response and faster fixes.

Using meters and loggers to monitor our pipework and the water that flows through it will help us identify the tell-tale signs of a leak, deal with it early and locate it more effectively. We will be rolling out new technology including:

- Installing at least 325,000 meters by 2025 to better understand property leakage and household use with 59% of our customers currently having a water meter
- Pressure management and network calming.
- Vacuum excavation tool to aid excavation productivity
- Pipe microphones to listen to our pipework and improved tools to improve effective valve management.

Not only are we planning on finding and fixing leaks faster, but we are also replacing pipework in specific areas to proactively prevent leaks.

Approximately a third of all leaks are on customer premises and we are undertaking 30,000 home visits to help identify issues like leaky loos that can waste between 200-400 litres per day a potential saving 38% of water in each household.

With data on our water network performance gained from our pressure, flow and acoustic loggers - and access to cloud-based analytics capability we are able to create sophisticated machine-learning and predictive, analytic models to target, predict and prevent leakage.

<p>11</p>	<p>What data do you have for sewer overflow discharges (eg. events, dates per year, volume treatment flow and event duration) in Leicestershire?</p>
<p>The combined sewer network is designed to accommodate some storm-water runoff, but not large amounts. When more storm and ground water enters the sewer system than the pipes were designed for, storm overflows act as relief valves to avoid homes and properties being flooded. Climate change, population growth and an increase in hard landscaping such as paved driveways are contributing to more intense rainfall, increased runoff and more sewage ultimately increasing the pressure on the sewer system. With Storm Overflows operating after heavy rainfall we know that the vast majority of water coming out of the overflow is rainwater.</p> <p>As of December 2022, we have installed Event Duration Monitors (EDM) at 100% of our storm overflows. This has been implemented over the last six years with Severn Trent annually reporting our spill frequency and duration of discharge to the EA since 2016. This information is available on our website for 2019 onwards.</p> <p>https://www.stwater.co.uk/get-river-positive/event-duration-monitor-edm-report-1/</p> <p>EDM Monitors are installed in the network at CSOs or on a sewage treatment works in the overflow chambers where a discharge could start. The EDM continuously monitors the level of wastewater in the chamber. A discharge event is considered to have begun when the level reaches the height that it would spill over an overflow wall. EDM data is the key component of Environment Agencies Storm Overflow Assessment Framework or SOAF. The purpose of the SOAF is to drive improvements across the sewage network to protect our Rivers. The SOAF investigations are part of our DWMP and contribute to the implementation and our alignment to the Governments Storm Overflow Discharge reduction plan.</p> <p>Our monitoring around treatment works has also been increased since 2020 with monitors being installed within our main flow routes and other key internal bifurcations. This will be completed within Leicestershire by March 2025. This information is annually reported to the EA.</p> <p>From our EDM 2021 submission we have the following summary information for the Leicestershire region. This identified that the 332 storm overflows within the Leicestershire region activated at a similar average value to the full company total storm overflow average. Monitors were on average, online and active (operational) for greater than the 90% aim outlined by the Environment Agency.</p> <p>As part of our river pledges, we are aiming for our average spill activation to reduce to 20 spills per year by 2025 for our full asset base. We have also outlined through our DWMP our plan to reach 10 activations per average year for each individual storm overflows by 2050. This is in line with the governments Storm Overflow Discharge Reduction Plan.</p>	

EDM Performance - County and Unitary Authority



County and Unitary Authority Leicestershire	Year 2021	Average spills per overflow (All CUAs) 25	Average spills per overflow (Selected CUAs) 26
County and Unitary Authority CSO Count Average Spills Leicestershire 332 26.04	Average duration per overflow (hrs) (All CUAs) 192	Average duration per overflow (hrs) (Selected CUAs) 189	Number of Sites 332
Average Time Monitor Operational 91.71%		CSOs within county and unitary authority boundaries	

Site Name	Permit No.	Spill Count	Total Duration (Hours)	Comments
SOUTHFIELD ROAD STORM OVERFLOW	7/19/22033/O	40	29.99	
FOREST ROAD CSO	7/19/20148/O	14	11.94	
BRODICK ROAD CSO	7/19/20299/O	19	20.42	
HINCKLEY - HARROWBROOK ROAD CSO	7/19/35414/O	19	427.15	
COVENTRY ROAD - NUTTS LANE CSO	7/19/35416/O	23	22.49	
HINCKLEY SEWAGE TREATMENT WORKS	7/19/36495/R	227	4,111.01	
SLEEPY PUMPING STATION	7/20/00779/O	19	209.25	
OOSTONE SEWAGE PUMPING STATION	7/20/00916/O	40	934.34	
PUMPING STATION	7/20/01553/O	18	144.41	
SUNNYSIDE CSO 1	7/20/02148/O	10	4.63	
SHEWTON SEWAGE PUMPING STATION	7/20/02399/O	60	985.09	
THE HOLLOW	7/20/02775/O	6	9.26	
OSBASTON HOLLOW PUMPING STATION	7/20/02941/O	0	0.00	
BELCHERS BAR PUMPING STATION	7/20/02945/O	0	0.00	
PARK PUMPING STATION	7/20/03106/O	5	2.86	
STOKE GOLDING SEWAGE PUMPING STN	7/20/03180/O	28	57.47	
SINOPE SEWAGE PUMPING STATION	7/20/03553/O	5	7.10	
ROSEWAY STREET CSO	7/20/03817/O	40	82.58	
COALVILLE - LONDON ROAD CSO	7/20/12234/O	24	23.36	
STATION ROAD CSO	7/20/12734/O	14	7.17	
RATCLIFFE CULEY - MAIN ROAD CSO	7/20/14463/O	19	135.94	

One of the commitments within our river pledge includes being open and transparent about our performance and our plans. As part of this commitment, we will work with NGOs to ensure we provide the information people want and need to see. We are working on improving our visibility of our storm overflow performance on our website with plans to roll out a GIS based platform during 2023.

In relation to pollutions the table below summarises the Category 1-3 incidents that have take place in Leicestershire during 2021. We have a strong track record on reducing pollutions and our ambition is to halve the number of pollutions in water and waste by 2025 as demonstrated within our pollution improvement reduction plan (fig1). There were zero significant pollutions during 2021.

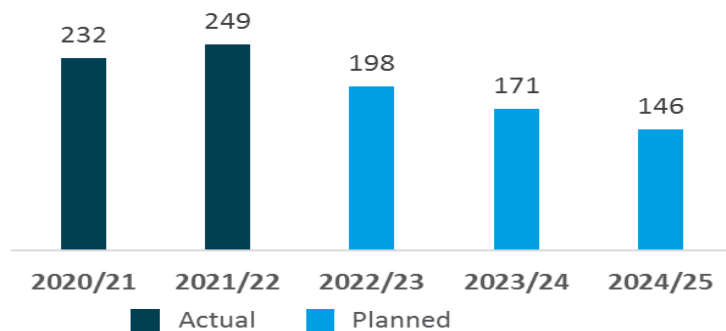


Figure 1. Total cat 1-3 pollutions 50% ambition glidepath to 2025.

Row Labels	Leicestershire
Combined Sewer Overflow (CSO)	2
Foul Sewer	21
Pumping station	3
Rising Main	5
Sewage Treatment Works	6
Water Distribution Main	7
Grand Total	44

We are on an improvement journey, we have focussed heavily on improving the rigour in understanding root causes, asset maintenance, people skills and training and trialling new approaches.

Each asset class across water and waste requires bespoke interventions and technical expertise to manage and operate them. To deliver our improvement we have set out our 'on POLE' (Prevent, Operate, Learn, Engage) improvement strategy. Our strategy builds on our past learning and best practice to help us focus on targeted interventions and investment on the assets that pose the greatest risk.

12

What programmes, plans, actions and investment are being undertaken and planned to prevent leakages and storm overflows within Leicestershire?

Our 25yr Drainage and Wastewater Management Plan (2025 – 2050) collates our current understanding of our storm overflows performance, wider flood risk and our treatment works performance and outlines our future projected risks for these assets. Within this it shows for the published draft what our emerging preferred plan is for future improvements and in March 2023 we intend to publish our final DWMP Best Value plan that gives further detail of the improvements we're proposing for AMP8 onwards. Our DWMP outlines how we will work towards the new government Storm Overflow Discharge Reduction Plan published in 2022 with targets outlined for each 5-year investment period.

Our draft DWMP is held on this page on our website under the 'Drainage and Wastewater Management Plan' tab

<https://www.severntrent.com/about-us/our-plans/>

This outlines our information at three different levels – Water Company, River Basin, and individual treatment work. Please use the map available to link any area of interest to the relevant plan.

From a leakage point of view, we have very ambitious plans as part of our WRMP, which you can see here - <https://www.severntrent.com/about-us/our-plans/>.

We have reduced leakage by over 300MI/d since the mid-90s and have achieved leakage targets set by Ofwat in 10 of the last 11 years. We currently have a leakage reduction target of 15% by 2025 and we're on track to deliver. In our new plan we propose to continue this path and deliver a further 16% reduction by 2030, and 50% by 2045.

We tackle leakage in number of ways: we find and fix leaks, manage pressure and proactively replace old and leaking pipes. Our renewal programme is challenging now, but from 2025 to 2030 we are nearly tripling our activity, replacing nearly 2,000km of mains.

Our metering strategy is also key to us delivering our long-term ambition to half leakage.

Both

13	How do partners work together to reduce water pollution, improve river water quality and tackle the areas of the biggest concern to the public such as storm overflow, raw sewage and water leakage?
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We continue to be leaders in the Environment and were proud to have our 4* EPA status awarded by the Environment Agency for 2021 confirmed earlier this year. This performance is delivered against targets which require us to improve our performance every year.

We recognise that there is more we can do as a sector to protect rivers in England and Wales. In March 2022, we announced our commitment to ‘Get River Positive’. This is not just an ambition or an aspiration. It is a firm commitment. In considering each of our pledges, we engaged with all of our stakeholders, including shareholders, customers, local communities and campaign groups, to listen to and understand their views. Our five pledges were developed in full consideration of these discussions and are highlighted below.

We’re working hard to prevent river pollution. As part of our Get River Positive approach, we will ensure that our storm overflows and sewage treatment works do not harm rivers, based on the Environment Agency RNAGS measure. The sector has made good progress in improving river health over the last 30 years. The water industry accounts for 27% of the remaining quality issues in England’s rivers and other sectors, including agriculture, housing and transport, accounting for 73% of the reasons for rivers failing to achieve good ecological status.

We recognise that transparency on river quality is critical and have therefore established a new Get River Positive Advisory Panel, including representatives from wildlife and river trusts, the NFU, and Swim England to help oversee our progress against each commitment. We have also established a new Get River Positive newsletter, available to all through our website.

Alongside our pledges, we have introduced a dedicated team of River Rangers Team who are protecting the region’s waterways and helping them to thrive. The Team works closely with our partners, including regional wildlife trusts, community groups, river users and others, to focus on improving river health and boosting biodiversity along stretches of our region’s rivers. In addition, they also work to educate communities on sewer misuse, preventing

wipes and sanitary products from reaching rivers. The Team carries out a programme of operational, monitoring and sampling activities, allowing us to better understand the quality of rivers in our region and what's needed to protect and improve them.

Improving river health is a team game and we are committed to doing all we can to take leadership on many of the issues our region's rivers face and to partner with others to make our region's rivers the healthiest they can be. Our commitment to the environment is not new. We believe that for every £1 we spend to reduce runoff of phosphates, nitrates and other agricultural chemicals, we can save up to £20 in treatment costs and also provide around £4 in environmental benefits. By working with our natural environment, we not only improve biodiversity across our region, we also encourage nature to do some of the hard work for us. As example, in the Cropston catchment we have a well-established relationship working with 28 farmers, with 100% signed up to our flagship Farm to Tap reduction scheme for metaldehyde. Our engagement includes working cooperatively with Natural England and the Trent Rivers Trust providing an opportunity to share key catchment updates.



Cropston Catchment Update – Meeting & Meal

On Wednesday 30th November 2022
 At Lingdale Golf Club, Joe Moores Lane, Woodhouse Eaves, Loughborough LE12 8TF
 6.00 pm for a 6.30pm start

Come along to this FREE event to:

- Hear from your new Catchment Sensitive Farming Officer, Phil Hukin, about the Countryside Stewardship grants NOW available in your area
- Understand the benefits of Natural Flood Management from Nick Wilding, Trent Rivers Trust
- Learn about the work that has been happening at Cropston reservoir to improve this SSSI - Ben Young, Senior Ecologist, Severn Trent
- Find out more about the launch of Charnwood's Corridor Club from Kim Turner
- Check in with your local Agricultural Adviser, Louise Richmond, on latest schemes available in the Cropston & Swithland reservoirs catchment

To book your FREE place please call Louise Richmond on 07825 556404 or email louise@trentriverstrust.org by 23rd November

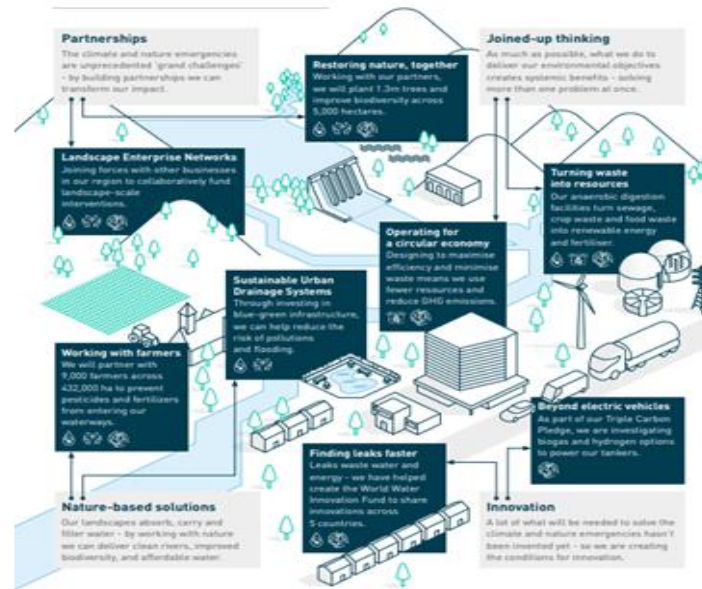


A FREE buffet meal will be served around 8pm - please advise of any dietary requirements.

BASIS & NRsO points have been applied for.

Working across the landscape

Our approach to the environment integrates initiatives across our region - from wild moors to urban areas - delivering our climate and biodiversity goals, and clean water for our customers.



Our approach to the Environment is built on four pillars that recognise that the environment integrates into every part of our business:

- Ensuring a sustainable water cycle;
- Enhancing our natural environment;
- Making the most of our resource, and;
- Mitigating climate change.



CORE PLEDGES:

OUR RIVER PLEDGES

Improving the health of our regions' rivers is a team game. We believe that water companies need to show more leadership. We need to listen, be transparent and set out a credible way forward. And that is why we are committing to Get River Positive: our five step plan to the healthiest rivers in the UK.

Get River Positive is underpinned by five key pledges that pave the way for the restoration and revitalisation of our regions' rivers.



Ensure storm overflows and sewage treatment works do not harm rivers



Create more opportunities for everyone to enjoy our region's rivers



Support others to improve and care for rivers



Enhance our rivers and create new habitats so wildlife can thrive



Be open and transparent about our performance and our plans

<p>14</p>	<p>How will the water elements within the Environment Act 2021 affect future responsibilities and actions on water and river quality?</p>
<p>The Environment Act 2021 goes beyond the duties imposed by legacy EU legislation by imposing significant new duties on the water industry (and others). These new duties are now being implemented predominately as statutory duties for Water Companies.</p> <p>The key elements of this are</p> <ul style="list-style-type: none"> • Reduce phosphorus loadings from treated wastewater by 80% by 2038 against a 2020 baseline (Defra, 2022. Environmental targets consultation summary of responses and government response) • Implementation of the 2022 Storm Overflow Discharge Reduction Plan (Defra, 2022. Storm Overflows Discharge Reduction Plan) • Reduce the use of public water supply in England per head of population by 20% from the 2019/2020 baseline reporting year figures, by the end of the reporting year 2037/2038 (Defra, 2022. Environmental targets consultation summary of responses and government response) • Implementation of Drainage and Wastewater Management Plans (section 79 of the Environment Act) • River Quality monitoring duty (section 82 of the Environment Act) <p>The first three have either been outlined in further planning documentation from Defra or in the process of being completed in the coming months with links provided to current documentation. We are still working with Defra, Ofwat and the EA alongside the other water companies on the enacting of section 79 and 82 of the Environment Act. While we are working through this detail, we have continued to create our first DWMP implementing the ‘spirit’ of the act with final publication planned for 31st March 2023 including trialling options for river monitoring within our ongoing Green Recovery programme.</p>	
<p>15</p>	<p>What are your mitigation and adaption plans in respect of the impacts of climate change?</p>
<p>In 2021 we published our Climate Change and Adaptation report: https://www.stwater.co.uk/content/dam/stw/about_us/documents/stw-climate-change-adaptation-report-2021.pdf</p> <p>The changing climate poses a particular challenge to us as a water company. Our natural environment catches, holds, carries and helps purify our water and the climate drives many of our critical functions; from the filling of our reservoirs to the ways in which our customers use water. In parallel with our efforts to mitigate climate change by delivering our ambitious carbon targets, it will be important to increase resilience to expected changing climate conditions and more frequent extreme events.</p>	

We have a strong understanding of our key climate risks and we use the latest climate models to inform our long-term strategic asset and operational plans. Our plans for ensuring the longevity of the water sources in our region are set out in our comprehensive 25-year Water Resources Management Plans (WRMPs). We are also developing our first Drainage and Wastewater Management Plan (DWMP) the draft of which was published earlier this year.

Climate considerations have long been central to our strategies and investment plans with more detail included in our published climate change and adaptation report 2021.

16 **Is there anything the County Council can do by working with partners to help address any concerns?**

Maintaining a positive working relationship with the Council is key to ensure effective management of flooding issues that we work in partnership to deliver, understanding future growth requirements, maintaining river water quality and repairing our network where required.

Within our draft DWMP on our website there are a number of current schemes we are developing with Leicestershire council. This are mentioned by name within the River Soar SPA document. For the final DWMP we are adding in further detail on the following schemes with Leicestershire councils support.

- Appleby Magna Sewerage Strategy
- Hol Brook, Leicester and Oadby – (Leicester and Leicestershire councils)
- Burbage, Hinckley
- Stoney Stanton

The DWMP outlines our next steps on improving the drainage system within this area and we welcome further discussions on other areas where we can continue to work together.

One general area of support is helping residents to understand the impact that the wrong things being put into our sewer network have. Sewers are not designed to take wet wipes, plastics, sanitary products and fat, oils and grease. They are designed for the 3 P's. Pee, Poo and Paper only. We do a huge amount of customer education and engagement and reached 6 million customers last year with messages on sewer use and how to prevent sewer blockages. We would welcome the Council's help to help educate the communities we serve with information available on our website here:

<https://www.stwater.co.uk/my-supply/waste-water/looking-after-your-sewers/avoiding-blockages/>

17	What is the best way that residents can contact you to report or highlight incidents they are aware of in terms of water pollution and leakages?	
<p>We have a range of ways customers can contact us: https://www.stwater.co.uk/help-and-contact/contact-us/</p> <ul style="list-style-type: none">• 0800 783 4444 (24 hour)• Via Twitter (24 hour)• Via Webpages – online reporting and virtual appointments to report leaks• Via WhatsApp• Via Facebook		

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