Consumer Issues Workshop

Professor Bernard Crump
Chair
CCWater Central & Eastern Committee

27 September 2016

Flooding

- What can customer's expect from their water company if the area in which they live is subject to flooding?

- How might this response develop in the future as the climate becomes "less predictable"?

Who we are and what we do

Environment Agency

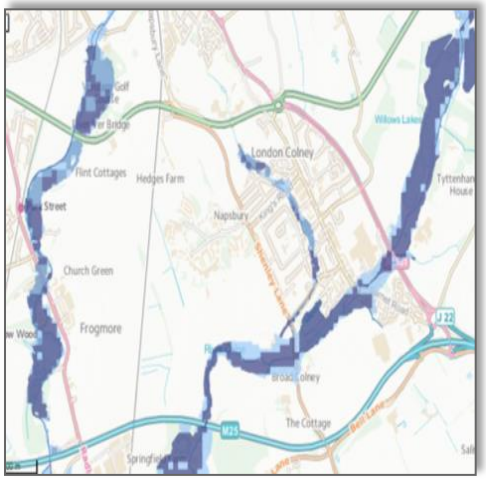
The Environment Agency

Largest environmental regulator in Europe and national flood risk agency for England

- 10,000 staff
- The government invested over £3.2 billion in FCERM over the parliamentary period 2010/11 to 2014/15.
- main responder for flood and environmental incidents

Environment Agency

Our role in Flood Risk Management



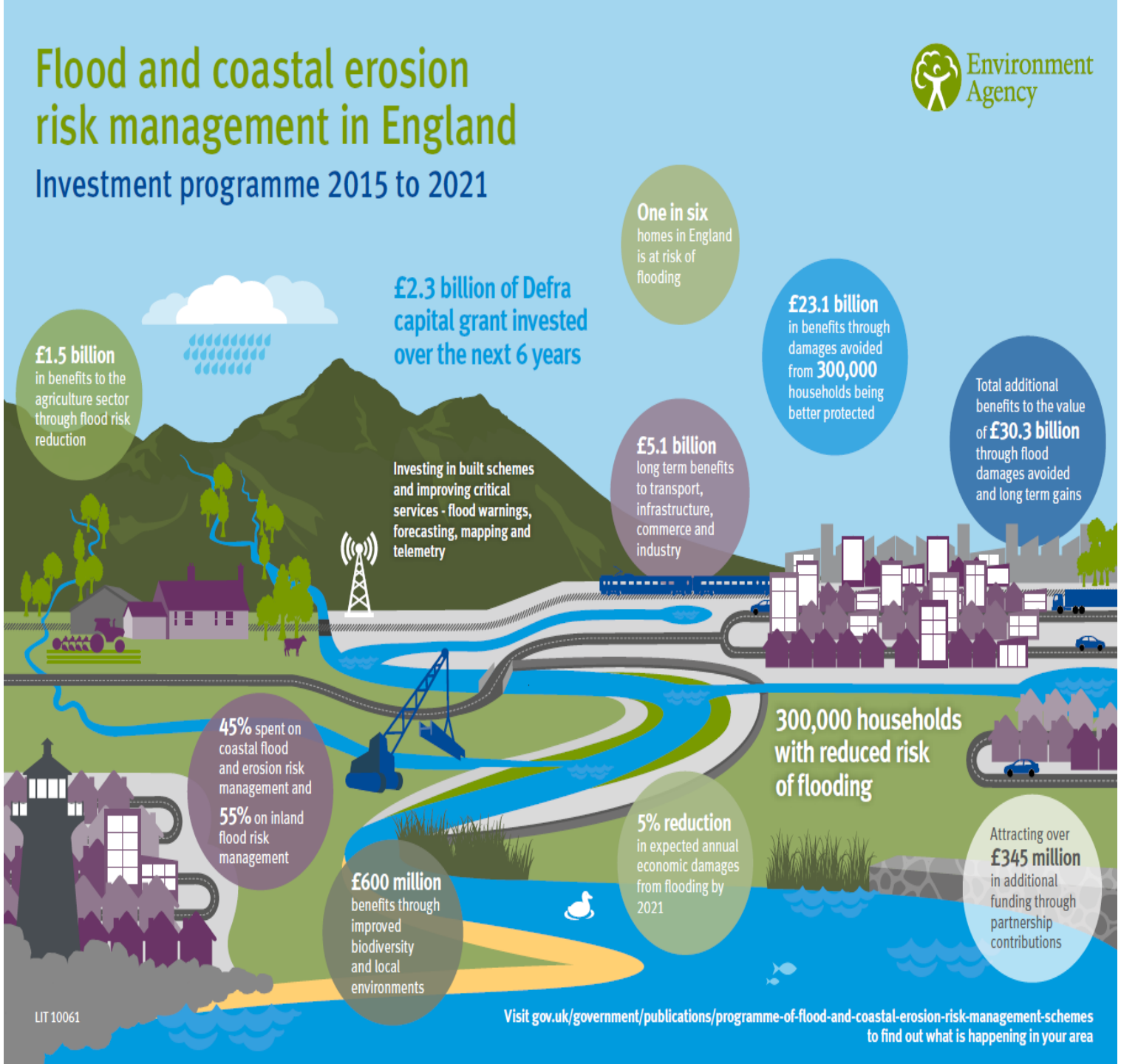
Risk Management Authority	Strategic level	Operational level
Environment Agency	National Strategy (by WAG in Wales), reporting and general supervision	Main Rivers, Sea (flooding and erosion)
Lead Local Flood Authority	Local Strategy and investigations	Surface Runoff, Groundwater
District Council or IDB	Input to national and local strategies	Ordinary Watercourses, Sea (with EA consent)

Arrangements underpinned by duties to cooperate and share data, ability to delegate functions and scope for Ministerial directions

Flood and coastal erosion risk management in England

Investment programme 2015 to 2021

Environment Agency

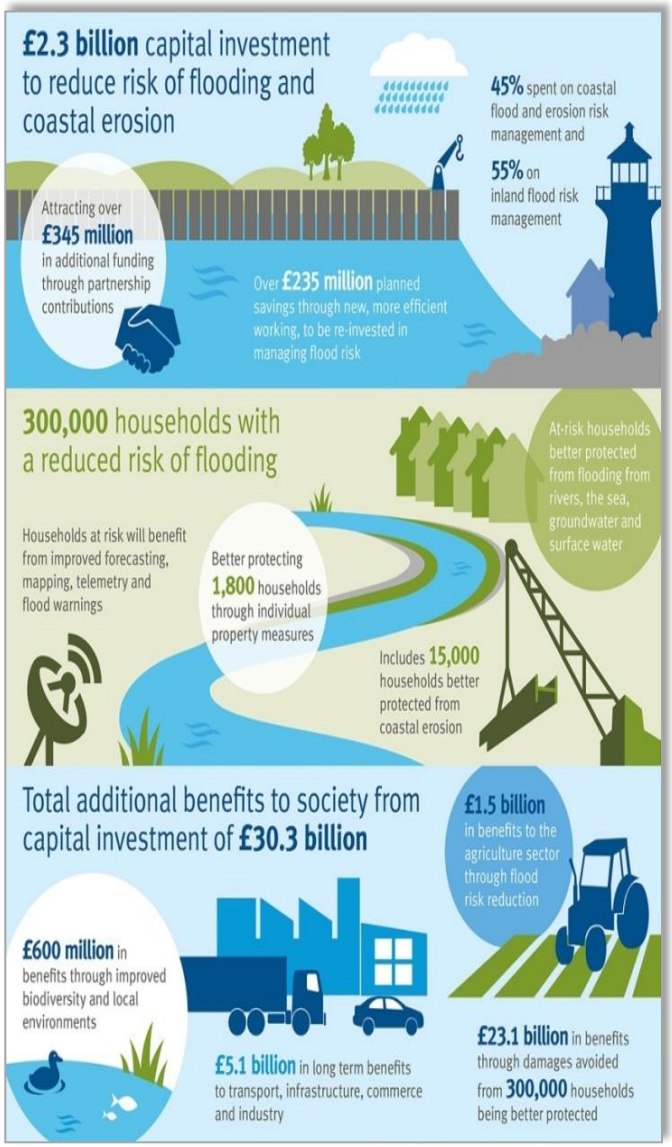


LIT 10061

Visit gov.uk/government/publications/programme-of-flood-and-coastal-erosion-risk-management-schemes to find out what is happening in your area

6 year investment programme 2015-2021

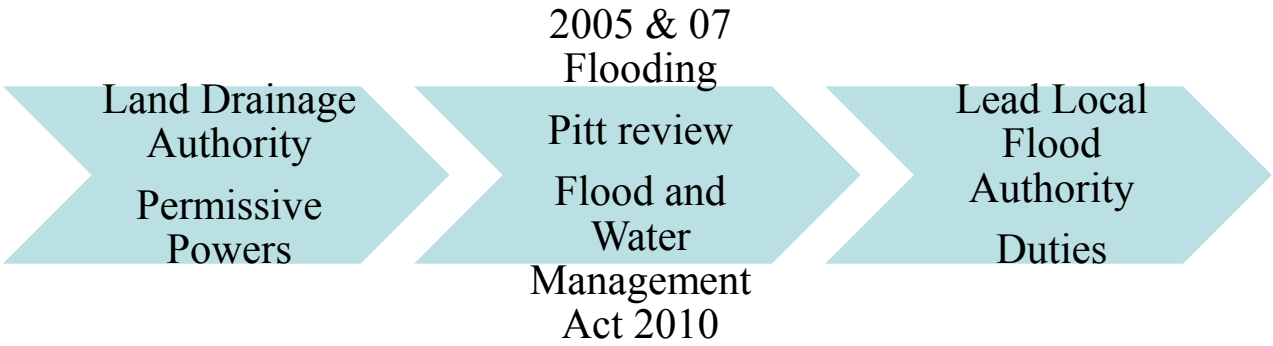
- More than £2.3 billion will be invested in capital projects
  - must reduce flood risk to at least 300,000 households
  - must improve efficiency by at least 10%
  - must secure partnership funding contributions from other sources of at least 15%



Drainage and Flood Risk Management

General roles and responsibilities

To Date


Land Drainage Authority
Permissive Powers
2005 & 07 Flooding
Pitt review
Flood and Water Management Act 2010
Lead Local Flood Authority
Duties

Flood risk management

- Flood and Water Management Act 2010
- Lead local flood authority
- Flood Risk Management Strategic Board
- Birmingham Water Group and project groups
- Strategic flood risk assessment (level 1 and 2)
- Preliminary flood risk assessment & Hazard maps
- Surface water management plan for Birmingham
- Local flood risk management strategy

Continued

- Coordination of flood risk management partners
- Duty to cooperate, data sharing etc
- Application for grants and management of resulting works
- Duty to Investigate
- Duty to maintain a register of significant features
- SAB (SuDs)
- Co-deliverer under Water Framework Directive
- Lead body for surface water and groundwater flooding

Ordinary watercourse maintenance

- Maintaining capacity of bridges
- Grill clearance
- Desilting and removal of blockages likely to cause flooding
- ‘Advising’ private landowners of their responsibilities
- Maintenance of flood defence assets, retaining walls, engineered channels, weirs etc

Consultancy work

- Advising Leisure Services on their responsibilities as Reservoir Undertakers
- Safety work to park pools
- Desilting large raised reservoirs
- Other BCC Clients
- Environmental improvements including Pollution Partnership projects
- Other Flood risk management interests – Planning, flood surveys, development guidance

Highway Authority

- Highway Drainage through Amey
- Other drainage on Transportation Land, Non HMPE assets
- Regulation of highway drainage related issues – footpath crossings, discharge onto highways, ‘winter’ hazards

SEVERN TRENT WATER

Consumer Council for Water
Stakeholder Engagement Event

Tim Smith, Severn Trent Water
27th September 2016

SEVERN TRENT WATER

What can customers expect from their water company if the area in which they live is subject to flooding and how might their response develop in future as our climate becomes less predictable

What can customers expect from their water company if the area in which they live is subject to flooding and how might their response develop in future as our climate becomes less predictable

SEVERN TRENT WATER

About us

One of the largest of the 10 regulated water and sewerage companies in England and Wales. We provide high quality services to more than 3.3 million households and businesses in the Midlands and mid-Wales.

Turnover

£1,581.2m (2014: £1,544.8m)

*Profit**

£539.0m (2014: £518.6m)
*Before interest, tax and exceptional items.

Households and businesses serviced

3.3m

Litres of drinking water supplied each day

1.8bn

Litres of waste water collected per day

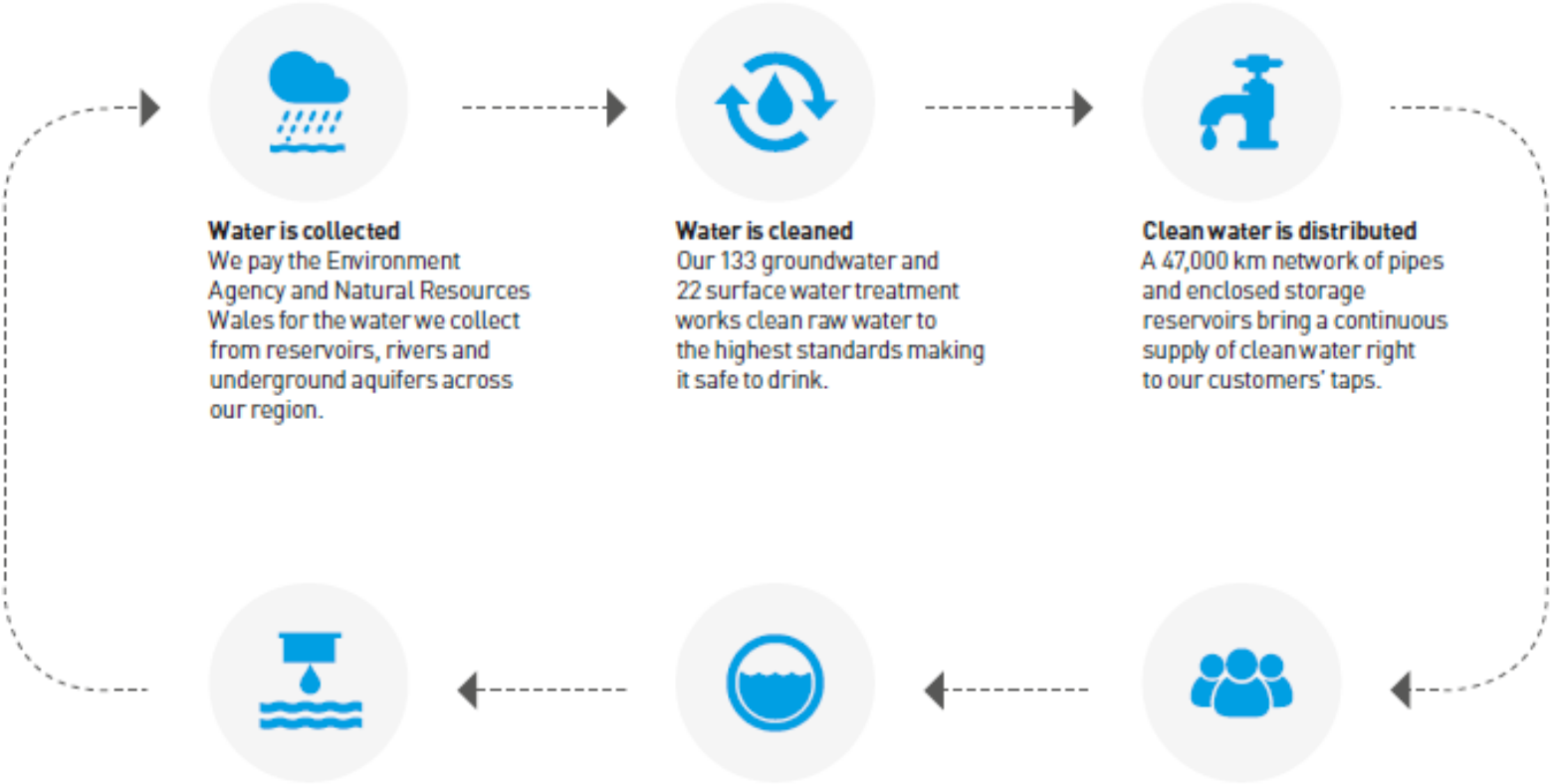
1.4bn

Employees

5,181 (at 31 March 2015)

Where we operate

Our region stretches across the heart of the UK, from the Bristol Channel to the Humber, and from mid-Wales to the East Midlands.



Water is collected
We pay the Environment Agency and Natural Resources Wales for the water we collect from reservoirs, rivers and underground aquifers across our region.

Water is cleaned
Our 133 groundwater and 22 surface water treatment works clean raw water to the highest standards making it safe to drink.

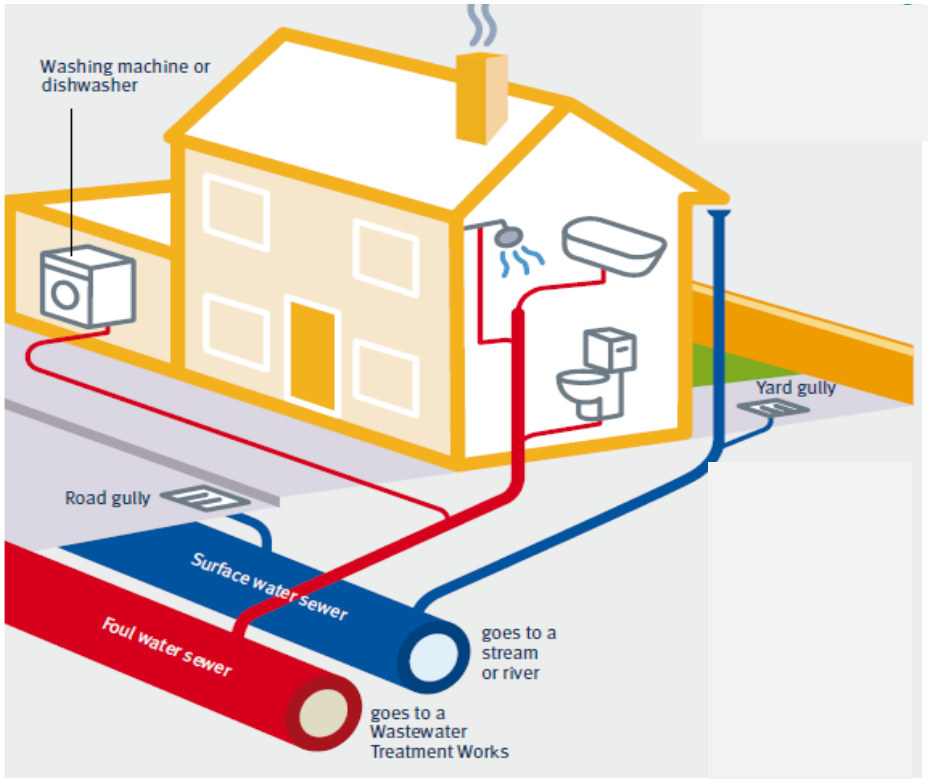
Clean water is distributed
A 47,000 km network of pipes and enclosed storage reservoirs bring a continuous supply of clean water right to our customers' taps.

Customers enjoy our services
We serve 4.3 million businesses and households with a safe, reliable supply of water and collect waste water 24 hours a day, 365 days a year.

Waste water is collected
Our 92,000 km of sewers and pumping stations collect waste water from homes and businesses from outside properties and drains.

Waste water is treated and returned to the environment
Waste water is carefully screened, filtered and treated in our 1,027 sewage treatment works to meet stringent environmental standards.
We pay the Environment Agency and Natural Resources Wales annual consent fees to return the treated water to the water system.

FLOOD RISK MANAGEMENT DUTIES



Duty to provide public sewers and to effectually drain our area

Duty relates to:-

- Domestic sewage
- Surface water from roofs and curtilage

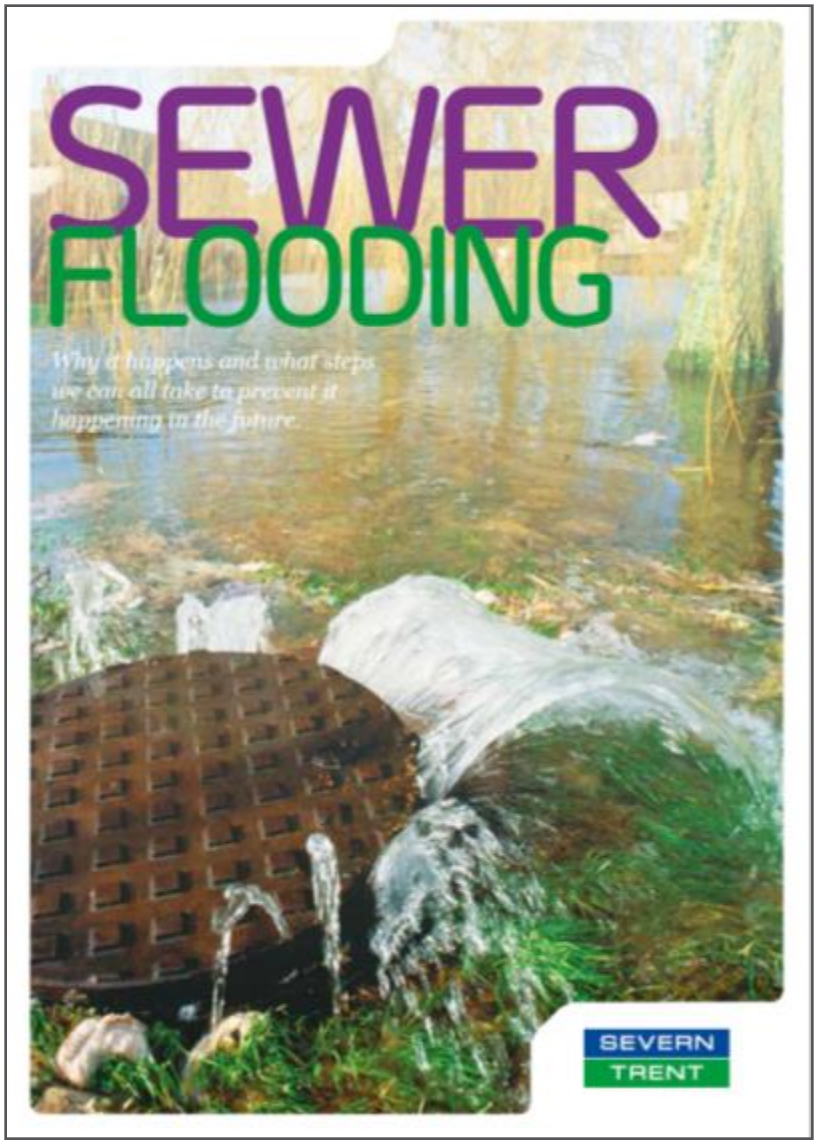
Also accept:-

- Industrial / commercial effluent
- Highway Drainage by agreement

Not for:-

- Land Drainage
- Watercourses

https://www.stwater.co.uk/my-supplies/waste-water-and-sewers/during-flooding/sewer-flooding/



What can we do to help?

Step 1 – Respond to your call

When you call us, one of our advisors will help you identify the cause of the flooding over the phone. If they can't do this, we'll send out a team to take a look. The advisor will tell you when you can expect them to arrive. We aim to get to you within four hours of being contacted for internal flooding and 12 hours for external flooding. If there has been lots of flooding, for instance during exceptionally heavy rainfall, we may take a little longer to get to you. We always give priority to customers who have flooding inside their homes as we know that this is particularly distressing. When you speak to our advisor please let them know if you have any individual needs or requirements. We'll always do as much as we can to help.

If we find that the flooding is coming from the public sewerage system we'll try to resolve it. If this isn't the case, we'll either let you know whether there is anything we can do to help or you can contact a private drainage company and/or your home insurance provider.

Step 2 – Clean up

We'll be able to give you practical advice about how to deal with the clean up. If the flooding has occurred due to our public sewerage network, then usually we will help with a basic clean up unless this would risk damaging or contaminating your possessions. If we provide a basic clean up, we'll do it after the flooding has reduced. Our basic clean up service usually involves pumping out water, removing any sewage from an internal flood and also disinfecting hard-standing areas such as driveways. We don't offer a deep clean service as this should only be done by professionals and is usually covered by your home insurance.

Step 3 – Investigate and identify the cause

We'll carry out an investigation to identify the cause of the flooding and whether there's anything we can do to reduce the risk of it happening again. If it isn't immediately clear why your property or garden has flooded, we'll look into it further and tell you what we find. In some cases the investigation can be complicated and take some time.

Step 4 – Resolution

If the flooding was caused by a defect or blockage in the public sewerage system, we'll arrange for it to be fixed.

If the cause of the flooding was overloading of the sewers due to heavy rainfall then it's important we're told each time this happens as we use this data to prioritise which parts of the public sewerage network needs additional capacity. Priority is always given to the areas that are affected most severely or very frequently. So depending on the priority, we may not be able to complete work to prevent the flooding from happening again for a number of years. In the meantime, we may be able to offer you some support in protecting your property such as flood proof doors and gates. We'll discuss protection options with you once the flooding has drained away.

REPAIR, REPLACE AND CLEANSE OUR SEWERAGE SYSTEM

INCREASE CAPACITY

Example Flood Alleviation Scheme in Birmingham which involved significantly increasing the capacity of the sewerage system including the construction of large underground storage tanks

PROPERTY LEVEL RESILIENCE (PLR)

Range of Property Level Resilience (PLR) Measures

http://www.floodadvisoryservice.co.uk/flood-products

Example of a floodgate fitted to an individual property

http://www.knowyourfloodrisk.co.uk/sites/default/files/FloodGuide_ForHomeowners.pdf

ASSET RESILIENCE

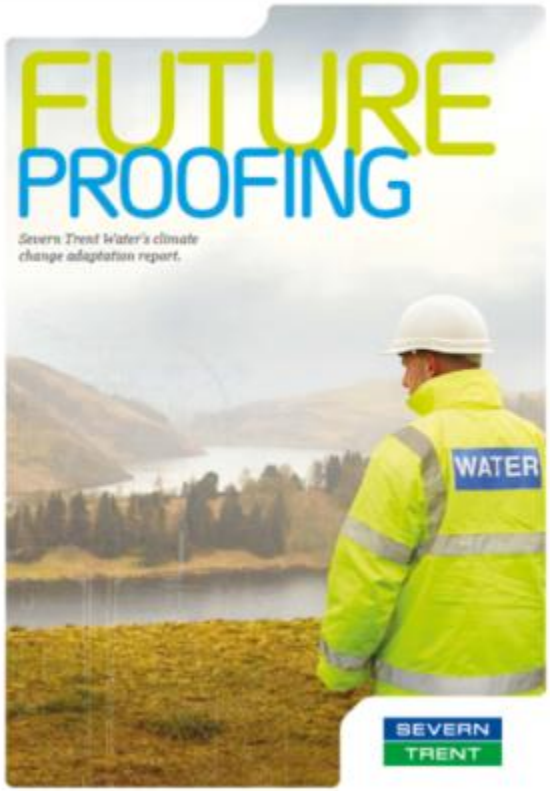
Flood defences constructed at Myth WTW

TEMPORARY PUMPING

Multi-agency temporary pumping at agreed locations along River Severn

What can customers expect from their water company if the area in which they live is subject to flooding and how might their response develop in future as our climate becomes less predictable

ADAPTING TO CLIMATE CHANGE



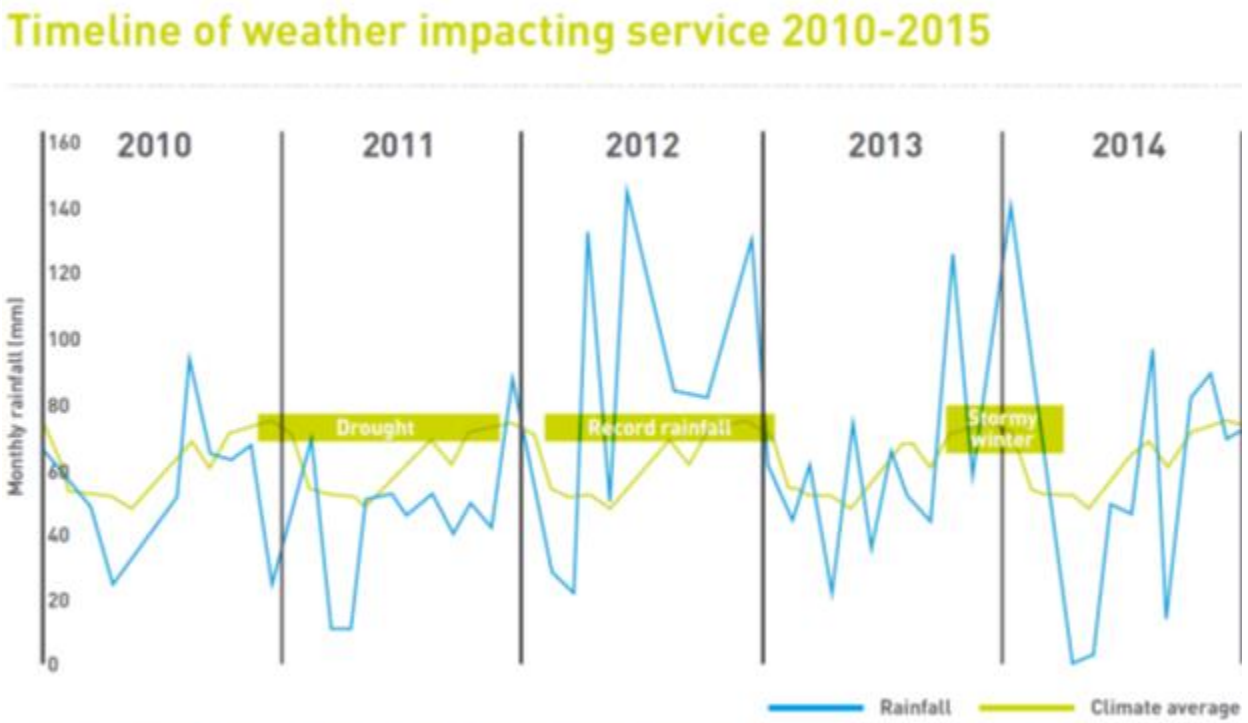


Figure 1 - The rainfall records for the Midlands over the last five years show the exceptionally dry periods we experienced in 2010 and 2011 and the extremely wet months experienced in 2012, 2013 and 2014.

https://www.stwater.co.uk/environment/adapting-to-climate-change

BETTER MANAGING THE INPUTS– SURFACE WATER MANAGEMENT

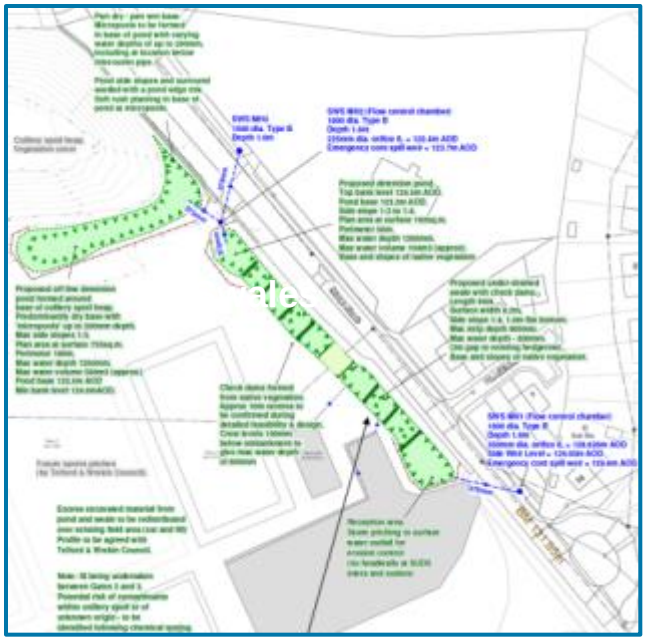
Surface Water Flooding location predicted by integrated modelling and observed

Sewer flooding location predicted and observed

Surface water runoff flow path

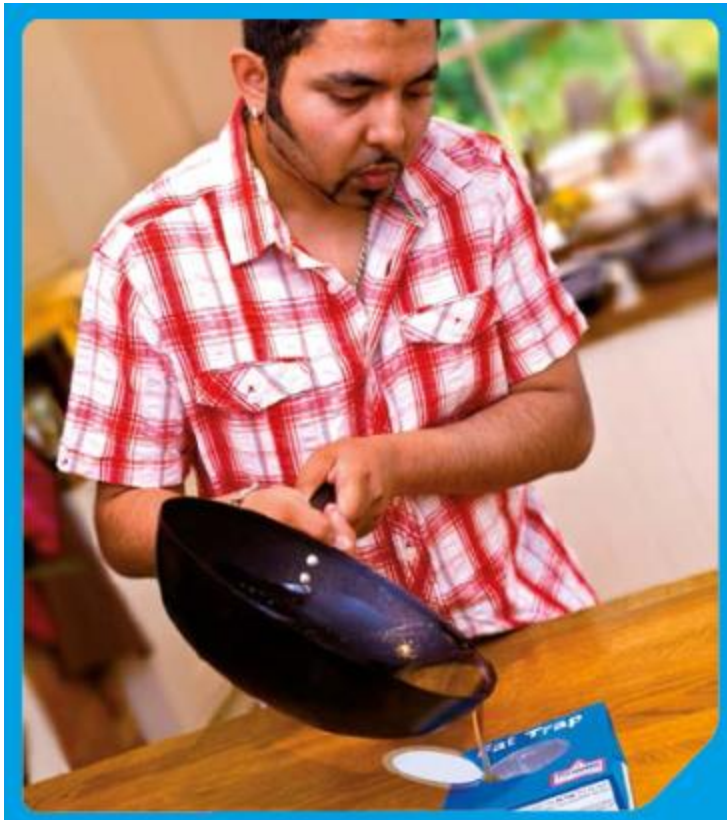
Properties affected by flooding from surface water sewers and directly from surface water runoff. Flooding from sewers influenced by surface water runoff. Jointly investigating and undertaking feasibility with LLFA. Funding allocation in Defra 6 year investment programme

SUSTAINABLE DRAINAGE SYSTEMS (SUDS)



A new SUDS scheme in Leamington. This scheme uses land at the back of a school to collect surface water.

BETTER MANAGING THE INPUTS – CUSTOMER BEHAVIOURS



Educate 125,000 customers each year to reduce sewer misuse

The root cause of the majority of our blockages is from customers putting the wrong things into sewers. The largest cause of blockages is sanitary items (towels, nappies, wipes etc) followed by Fats, Oils and Greases (FOG) from cooking.

To tackle this, we are increasing our programme of customer education. We are investing £4m over the next five years on direct engagement with our domestic customers, large commercial outlets in our region, and future customers in schools. We are also engaging more widely with others at the national level to get messages onto packaging and other routes. We aim to reach 125,000 people per year by 2020.

BETTER MANAGING THE INPUTS – SMART WATER BUTTS

SMART Water Butts

We are trialling 'SMART' water butts in our area. Usually water butts are considered a good way to conserve water. However, they can also be used to relieve the burden on the sewerage network by collecting water that would normally go straight down the drain. Individually their capacity is small, but collectively this solution could help to provide a much cheaper alternative to building additional rainwater storage in the sewer system. They offer a potential way to reduce sewer flooding whilst also reducing water demand.

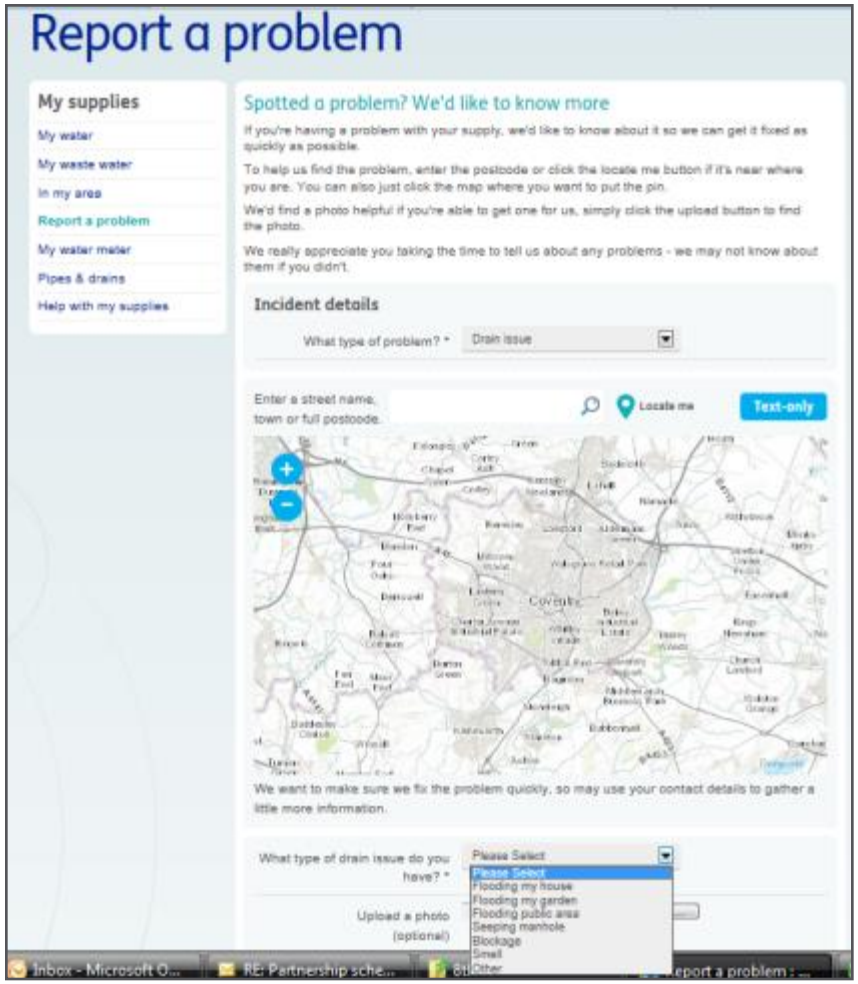
BETTER INSIGHT - NETWORK MONITORING

Improving sewer monitoring and control

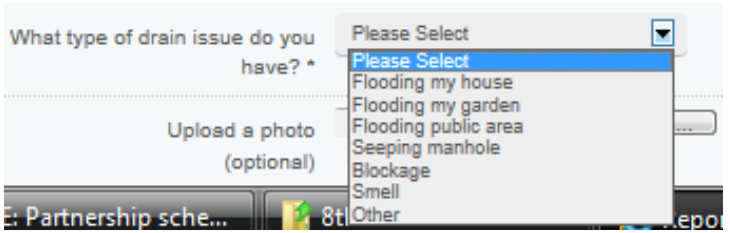
We are installing 1,800 live foul sewer network monitors over the next five years, which let us proactively identify blockages as well as get long term feedback on general sewer performance. Live monitoring will allow us to identify blockages much earlier so we can rectify the problem before flooding occurs. The monitors also allow us to better track pollution during wet weather events. For some catchments we will be able to advise customers to ensure property level protection is ready and working. In some of our larger catchments we could also use active system controls to optimise sewer capacity more flexibly.

Across the Birmingham network we have several large attenuation tanks which could be upgraded and automated so they could be used to hold back flow in dry parts of the catchment so that wetter parts of the system do not get overloaded. We are proposing to undertake a pilot study on several of our strategic storage tanks to optimise capacity. This will address sewer flooding risk and release capacity to accommodate planned new development across the catchment.

BETTER RESPONSE- REPORT AND TRACK AN INCIDENT



Our website now allows customers to report a wastewater problem online.



http://www.stwater.co.uk/my-supplies/report-a-problem/

Contact us

Emergencies (24hrs)
0800 783 4444

BETTER PREPARED – WEATHER QUEST

Detailed 5 day forecast

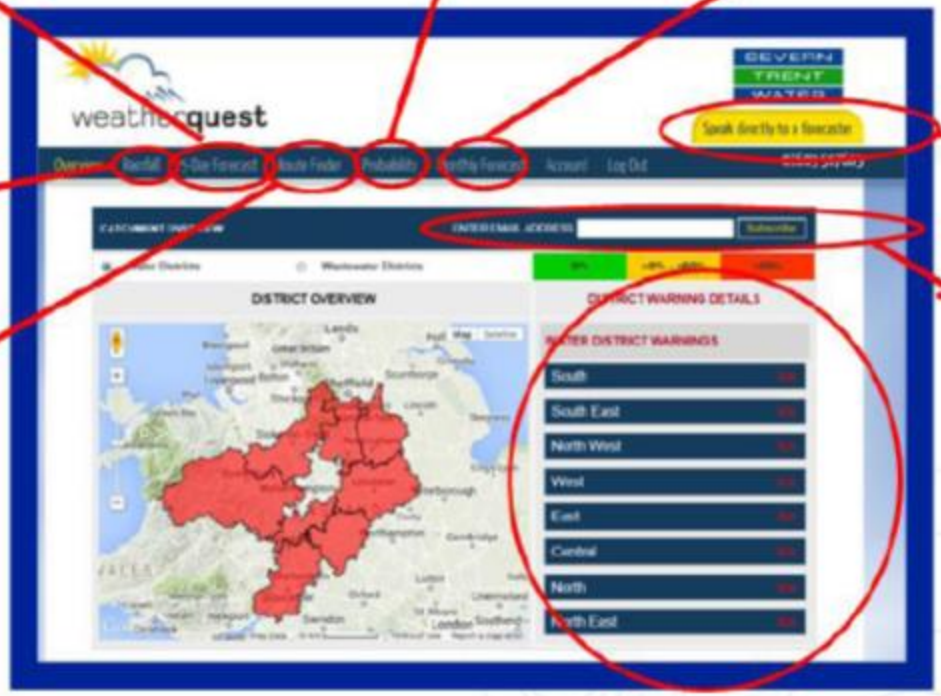
% likelihood of rain / temperature extremes up to 10 days ahead

One month ahead outlook

View of what is happening on the ground right now

Talk to a forecaster

Weather along your travel routes



Register to receive warnings directly to your inbox

Bespoke warnings tailored to STW regions and trigger levels

RESILIENCE TO EXTREME FLOOD EVENTS?

https://www.gov.uk/government/publications/national-flood-resilience-review

Table 1: Assets above relevant population threshold within Extreme Flood Outlines (EFO) (* to nearest 10).

	Total number of potentially vulnerable asset sites (above pop. threshold and within EFO)
All sectors (clean water, electricity, gas, oil, telecoms, health)	1640

QUESTIONS

Tim Smith

Severn Trent Water
Severn Trent Centre
2 St John's Street
Coventry
CV1 2LZ

Issues to Consider

- What currently works well for water companies and their customers?
- How can the water industry share good practice?
- What are the main barriers to partnership working/ working with communities?
- How can companies build on the progress?/ What more can be done?
- How are companies planning for increased frequency of high rainfall events as a result of climate change?

Business customers in the new open market

Business customers will need our support not only to answer their queries but to fix problems when things go wrong.

We want to understand your views on what more we need to do to support them.

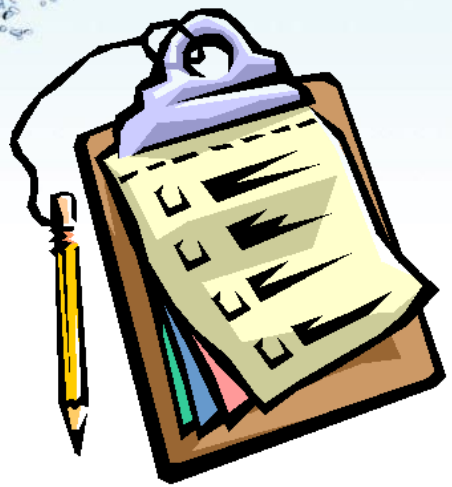
Challenges of competition

- Limited push factors
  - Customer satisfaction: Most are relatively satisfied with service
  - Water is a relatively low cost and lower priority than energy
- Limited pull factors
  - Retail margin: Limited price discounts, service incentives, innovation?
- Awareness
  - Lower as organisations get smaller
  - Ability to differentiate retailer service offerings?

CCWater Research

On the shelf

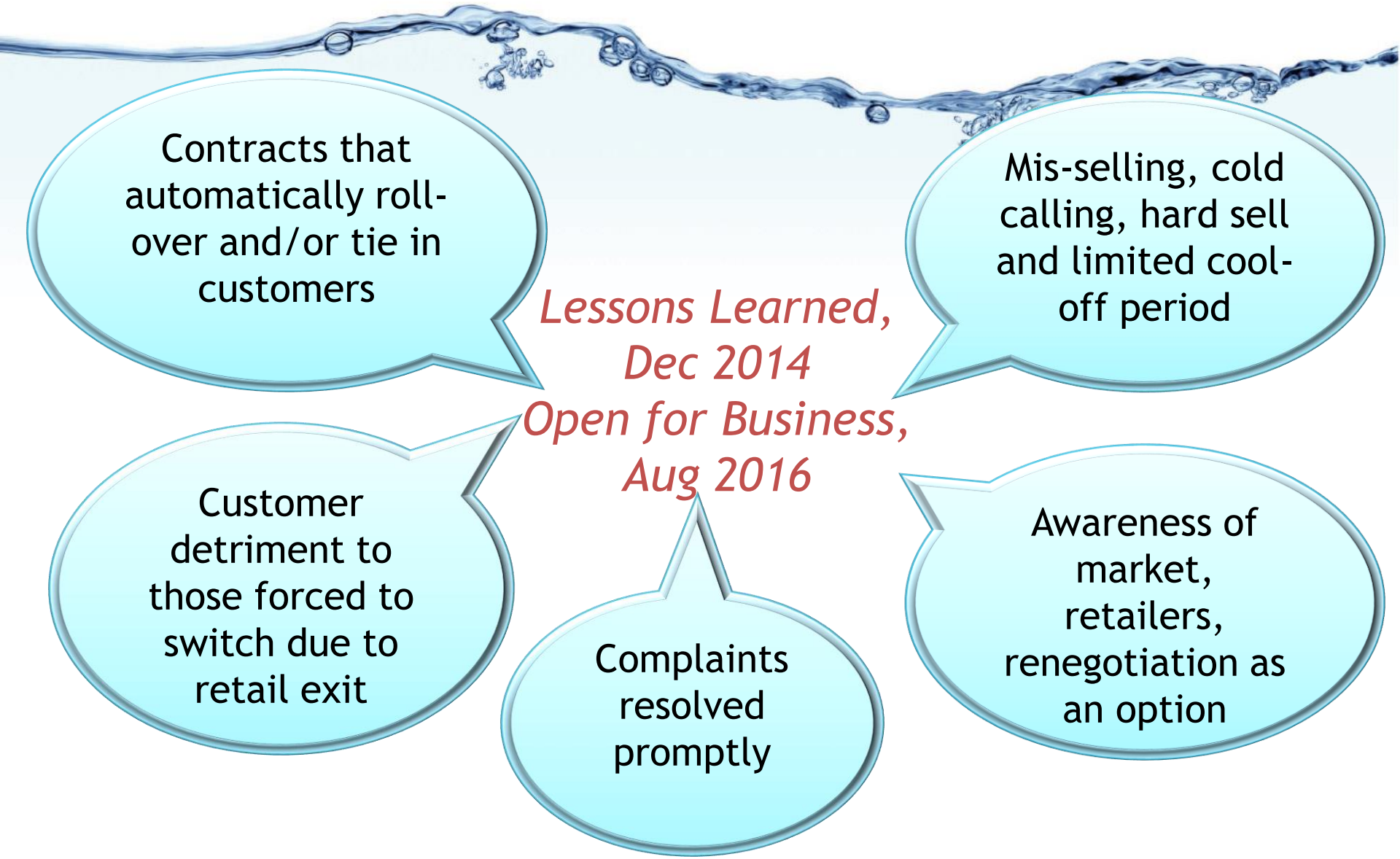
- Uncharted Waters, Jun ‘14
- Testing the Waters, Jul ‘14
- Exit Strategies, Nov ‘14
- Lessons Learned, Dec ‘14
- Uncharted Waters: Phase 2, Jan ’16
- Floating the idea: Household views May ’16
- Open for Business:
  Learning from Scottish Experience, August ‘16



Almost done

- Testing the Waters, October ‘16

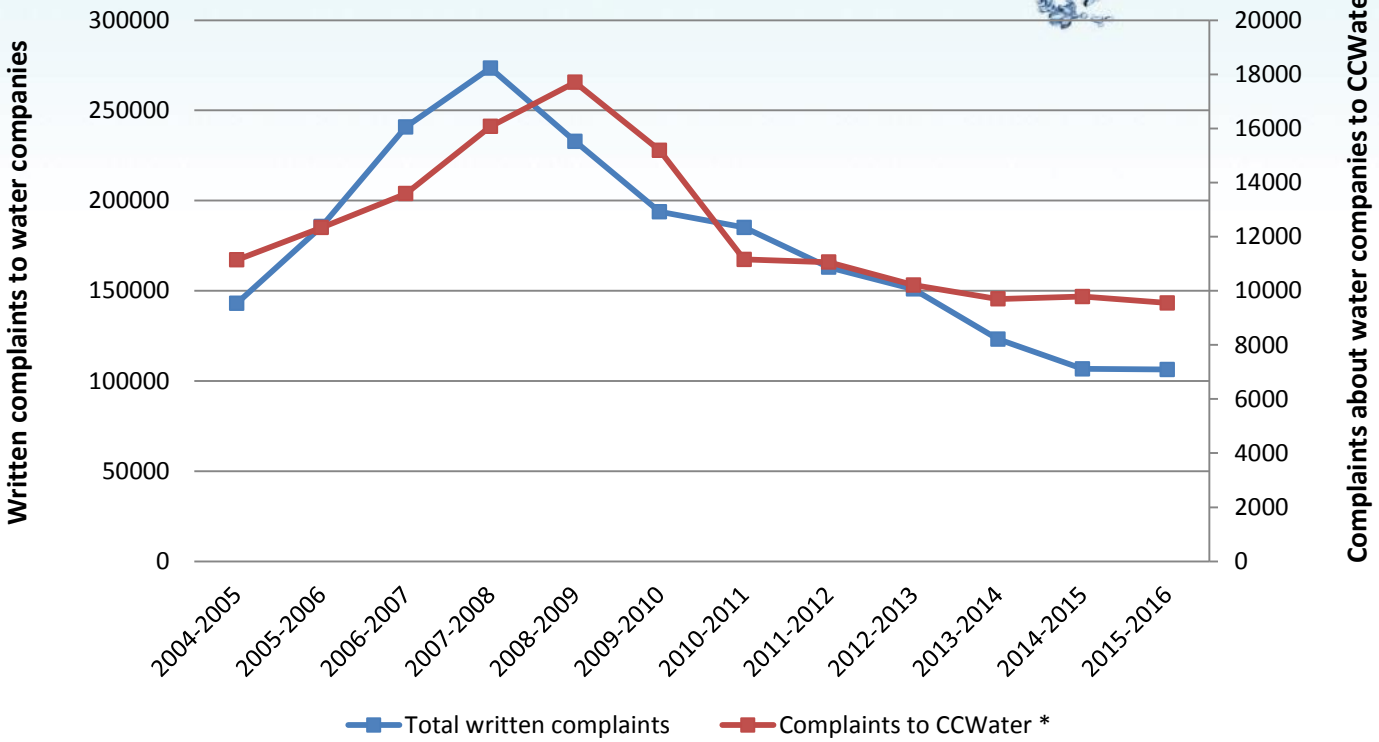
Customers worry about…



Issues to Consider:

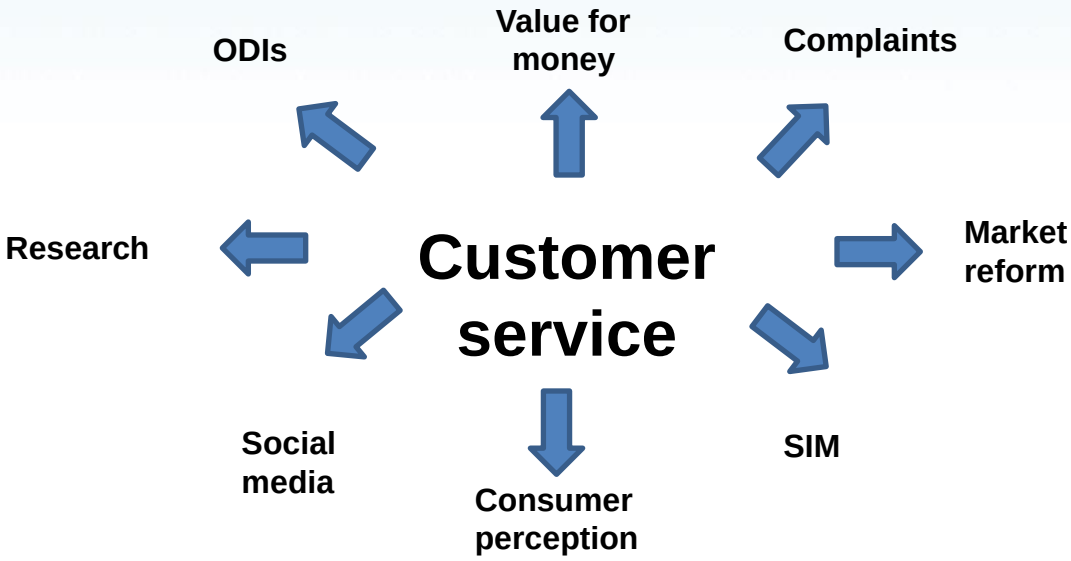
- How should we best support non-household customers?
- How can customers know whether a retailer is right for them?
- CCWater's role in performance standards for non-household customers

Customer Service



- The industry has improved significantly , complaints are less than half the number from the peak in 2007/08
- The SIM has helped deliver the right company behaviour
- But what next?

The industry and consumer landscape is changing



The industry and consumer landscape is changing

Issues to consider:

- How do companies build on the progress made from the SIM?
- What are the main motivations to deliver good service?
- How can the industry be sufficiently incentivised and work effectively with the forthcoming changes from market reform and social media?
- How can the industry share good practice?

CYNGOR DEFNYDDWYR Dŵr CONSUMER COUNCIL FOR Water

Breakout Groups

Finish discussions and return for the feedback session at 15.25

And finally…

Thank you for your thoughts and views today

Draft Forward Work Programme is due out mid-November

Comments by early January

Please fill in an evaluation form