



The voice for water consumers
Llais defnyddwyr dŵr

Water Voice - Accountability Session Action Plan Response

Water company: Severn Trent
Monday 20th April 2026

Delivered by Taylor McKenzie
Research & Energy Saving Trust

Version: Update with Severn Trent Water Action plan response –
20.04.26

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Questions created and asked by community members



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Community members identified three priority questions they wanted to put directly to Severn Trent Water during the Accountability Session.

The questions were developed through a structured process involving the full Water Voice community (c.50 members). In January and February 2026, members collectively identified and refined priority themes through Spotlight surveys. These priorities were then shaped into draft questions during a dedicated briefing session, before being finalised and formally put to Severn Trent Water at the Accountability Session.

Each question was led by a community member and explored in depth during the session. Severn Trent Water provided on-the-record responses, with commitments and actions discussed in real time.

	Topic	Community member question
Q1	Future investment: Where the money goes	<i>“Most of our bills have increased, but we cannot see what difference that investment is making, or how it will improve our water supply and infrastructure now and in the future. Where information is published it is done so in the millions of pounds and as such, it is difficult for us to see where our money goes. Proportionately, how is our money spent and what steps will you take to improve transparency and visibility of how our money is spent?”</i>
Q2	Customer service and outcomes	<i>“Issues some of us have raised with Severn Trent have gone unresolved and there is a lack of consistency in how you communicate, with calls regularly going unreturned and customer service being unresponsive and unhelpful. What concrete changes will you make to ensure that customer problems are genuinely resolved and properly managed and that customers are communicated with properly from the start to the end of their query?”</i>
Q3	Communication and access to information	<i>“It is difficult to find clear, up-to-date information about the services you offer and the support available to your customers. This is made worse by the poor user experience we face when using your website, which will be worse for vulnerable customers less able to access these resources. What steps will you take to make access to information easier for those who need it and how will you address issues with the website experience?”</i>

Executive summary - insights by question



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The Accountability Session for Severn Trent Water highlighted our community members need for clearer, more accessible information, greater transparency on how their money is used and more consistent ownership and responsiveness when issues arise.

Q1.

Future investment: Where the money goes

Severn Trent Water explained that rising bills are linked to a large programme of investment intended to improve environmental performance, strengthen infrastructure and support long-term water resilience.

Community members recognised the need for investment but said it remains difficult to understand how their money is being spent and what benefits customers should expect to see.

Participants emphasised the need for clearer explanations of where bill money goes, how much is reinvested into services and infrastructure and what improvements customers should see locally and over time.

Customers want clearer, simpler explanations of how their bills are spent and what outcomes investment will deliver.

Q2.

Customer service and outcomes

Severn Trent Water acknowledged that customer service experiences are not always consistent and outlined changes being made to improve systems, staffing and processes.

Community members welcomed the acknowledgement but highlighted ongoing concerns about unresolved issues, missed call-backs and customers being passed between teams.

Participants emphasised the importance of faster responses, clearer communication and ensuring that someone takes ownership of resolving customer issues from start to finish.

Customers want greater confidence that when they raise a problem it will be handled consistently, followed up properly and resolved without unnecessary delays.

Q3.

Communication and access to information

Severn Trent Water explained that it is working to improve the way it communicates with customers, including updates to digital systems and online services. Community members recognised that some information is already available but said it is often difficult to find, overly complex or only discovered after problems arise.

Participants emphasised the need for communication that is clearer, easier to access and more proactive, particularly when explaining support schemes, service disruptions and available assistance for vulnerable customers.

Customers want communication that is clearer, easier to find and delivered in ways that proactively inform them about the ranges of services, support and issues affecting them.

Actions agreed during the Accountability Session



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Q1.

Future investment: Where the money goes

- Provide clear explanations of why bills are increasing now, breaking down the financial strategy and regulatory framework governing service pricing.
- Improve clarity and transparency around the use of bill revenue, including simple, proportionate breakdowns of bill allocation across infrastructure, operations, environment and other costs.
- Demonstrate the real-world benefits of investment, helping customers understand how spending will improve water supply resilience, environmental outcomes and infrastructure over time.
- Provide clearer and more visible local investment information, helping customers understand how improvements funded through bills benefit their area.

Q2.

Customer service and outcomes

- Improve responsiveness and follow-up from customer service teams, ensuring customers receive timely responses and updates until their issue is resolved.
- Provide clearer ownership of ongoing or complex cases, helping customers avoid being passed between teams and ensuring issues are properly managed.
- Use available data more proactively to identify potential issues, including unusual water usage that may indicate leaks or faults, so customers can be alerted earlier.

Q3.

Communication and access to information

- Make key customer information easier to find and understand, particularly guidance about services, processes and support available to customers.
- Improve accessibility of information for vulnerable customers, ensuring communications and online services are inclusive and easy to navigate.
- Provide clearer guidance on what customers should do when problems occur, including leaks, billing issues or service disruptions.
- Improve how customers are informed about incidents or service interruptions, ensuring communication is timely, proactive and easy to understand.



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Water Voice - Accountability Session Action Plan Response

Our findings in detail

Delivered by Taylor McKenzie
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Q1. Future investment: Where the money goes

Clarity, transparency and reassurance on rising bills and investment



Question asked by Severn Trent Water Community member:

“Most of our bills have increased, but we cannot see what difference that investment is making, or how it will improve our water supply and infrastructure now and in the future. Where information is published it is done so in the millions of pounds and as such, it is difficult for us to see where our money goes. Proportionately, how is our money spent and what steps will you take to improve transparency & visibility of how our money is spent?”

During the session, Severn Trent Water outlined significant investment plans aimed at improving environmental performance, strengthening infrastructure and securing long-term water supplies.

Community members recognised the need for investment but said it remains difficult to understand how their money is being spent and what benefits they should expect to see.

The discussion therefore focused on improving transparency, making financial information easier to understand and helping customers see the connection between rising bills and visible improvements.

Actions

- **Provide clear explanations of why bills are increasing now**, breaking down the financial strategy and regulatory framework governing service pricing.
- **Improve clarity and transparency around the use of bill revenue**, including simple, proportionate breakdowns of bill allocation across infrastructure, operations, environment and other costs.
- **Demonstrate the real-world benefits of investment**, helping customers understand how spending will improve water supply resilience, environmental outcomes and infrastructure over time.
- **Provide clearer and more visible local investment information**, helping customers understand how improvements funded through bills benefit their area.

“Most of our bills have increased but we cannot see what difference that investment is making or how it will improve our water supply and infrastructure.”

“I don’t see why Severn Trent can’t say your water bill was £1,000 and 20% went to cleaning rivers, 25% to infrastructure”



Customers want clearer, simpler explanations of how their bills are spent and what outcomes investment will deliver.



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Q1. Future investment: Where the money goes

	"You said" (Community member actions)	"We did" (Water company response on the night)	What is the 'Ideal' water company response? (In the eyes of our community)	Timescale / final comments
A	Provide clearer explanations of why bills are increasing now	<ul style="list-style-type: none"> The company explained that bill increases are linked to an ambitious proposal for the largest ever investment programme – approx. £15bn over 5 years. Investment is required to meet future demand, environmental obligations and regulatory requirements. They clarified that borrowing/investors are also used to fund investment <p>Future plans:</p> <ul style="list-style-type: none"> Company stated information exists (e.g. QR code, leaflets) but will improve clarity and accessibility Some communication improvements can be implemented in the short term 	<ul style="list-style-type: none"> Provide simple explanations of why bills are increasing now Clearly explain the regulatory process and investment decisions Provide transparency on how investment is funded (customer bills vs borrowing vs other sources) 	<p>Timescale: Within 3 months</p> <p>Final comments have been included in 'future plans' section. Further detail expected within the company action plan</p>
B	Clearly show how customer money is being spent	<ul style="list-style-type: none"> The company explained that customer bills fund investment in infrastructure, leakage reduction, supply resilience and environmental protection. Some financial information is already available through company publications and reporting <p>No future commitments were stated on the night.</p>	<ul style="list-style-type: none"> Provide clear and simple breakdown showing where customer money goes Present information in simple, visual formats (e.g. diagrams, infographics) Improve the visibility of how spending benefits customers and the environment 	<p>Timescale: Within the next 6 months</p> <p>Final comments from Water company:</p> <ul style="list-style-type: none"> A breakdown visual, in the shape of a glass, is available but work is required to improve visibility. Further detail expected through the company action plan following the session
C	Demonstrate the benefits customers will see from investment	<ul style="list-style-type: none"> The company explained that much investment is preventative <p>Future plans:</p> <ul style="list-style-type: none"> They outlined plans for significant investment in infrastructure, leakage reduction and new water supply schemes. Examples included reducing leakage and strengthening network resilience. They referenced tools like spills maps for tracking spills into the environment 	<ul style="list-style-type: none"> Clearly show the outcomes customers will see from the investment Provide measurable indicators where possible (e.g. leakage reduction, improved resilience) Communicate short, medium, long-term benefits 	<p>Timescale: Within 3 months</p> <p>No final comments on this / Further detail expected through the company action plan following the session</p>
D	Provide clearer and more visible local investment information	<ul style="list-style-type: none"> The company provided local example – Worcestershire – including pipe replacement, treatment works investment and overflow improvements. They mentioned county-level videos and local communication already exist. They acknowledged more can be done to make information more localised <p>No future commitments were stated on the night.</p>	<ul style="list-style-type: none"> Provide localised investment information, showing what is happening in a customer's area and outcome of this investment – incorporating success criteria and target met Include this information with customer bills Break spending down to regional and micro-local level 	<p>Timescale: It will take time to get to the level of granularity and detail required (~6 months)</p>

Q1. Future investment: Where the money goes

Clarity, transparency and reassurance on rising bills and investment (Q1. Actions A, B, C & D)



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Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

1. Provide simple explanations of why bills are increasing now
2. Clearly explain the regulatory process and investment decisions
3. Provide transparency on how investment is funded (customer bills vs borrowing vs other sources)
4. Provide clear and simple breakdown showing where customer money goes
5. Present information in simple, visual formats (e.g. diagrams, infographics)

1–5. Much of this information is on our website. The relevant webpages are:

- [Why is my bill going up?](#)
- Your questions answered.
- Breaking it down ('cup of water' infographic showing how customer money is spent in percentage terms).
- [Our plans 2025-2030 | About Us | Severn Trent Water](#)
- Comparison bar chart of water company average bills in England and Wales.
- How will Severn Trent spend my money?
- Driving lasting change (about our 2025-30 business plan). Key investment areas. Keeping bills fair.
- Simple ways to save water.
- [Listening to you](#) (huge programme of customer research that shaped our 2025-30 business plan).
- [Help with paying your bill](#). Our affordability schemes.
- [Get River Positive](#) (our rivers webpage) – includes storm overflow map, storm overflow performance data, our improvement plans, our pollution incident reduction plan, our river pledges.

Our recent bills also signpost customers directly to this information on our **bill help hub**. Underneath 'Total charges this bill' it says, 'To find out more about your bill and what is included go to stwater.co.uk/billhelphub' www.stwater.co.uk/billhelphub

Severn Trent's performance is compared with other water companies in England and Wales on key metrics. This is published in a customer-friendly way here (performance for 2024/25, billing for 2026/27): [DiscoverWater](#)

3. The 'cup of water' infographic on our website shows the proportion of customer money that funds debt interest and shareholder dividends this financial year. We commit to providing additional information about why borrowing and shareholders are necessary for funding investment within 6 months.

Actions 1-5: Much of this information is already on our website and signposted (bill help hub) on our latest bills. We will provide more customer friendly information, e.g. actions 2 and 3, on our website within 6 months.

At the session we committed to completing these actions within 3 months.

Having reviewed what is required, we request 6 months to fully action 2 and 3.

Q1. Future investment: Where the money goes

Clarity, transparency and reassurance on rising bills and investment (Q1. Actions A, B, C & D)



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Please find the response from Severn Trent Action Plan below (Page 2 of 2)

Timescale

6. Improve the visibility of how spending benefits customers and the environment
7. Clearly show the outcomes customers will see from the investment
8. Provide measurable indicators where possible (e.g. leakage reduction, improved resilience)
9. Communicate short, medium, long-term benefits
10. Provide localised investment information, showing what is happening in a customer's area and outcome of this investment – incorporating success criteria and target met
11. Include this information with customer bills
12. Break spending down to regional and micro-local level

2, 6-10 & 12:

We commit to providing this detail on our website within 6 months. Spending will be broken down by our eight operational regions (counties): Central (Birmingham and the Black Country), Derbyshire, Leicestershire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire and Worcestershire & Gloucestershire.

11. It would not be practical or economical to include all of the information requested in this action plan with all customer bills. Many of our 4.6 million bill payers still opt to receive paper bills and it costs £1 - £2 each to send them a letter or leaflet by post. Instead, we commit to including more relevant website links on our bills within six months. We also commit to sending customers a bespoke regional (county) newsletter by email once per year. This will be sent to all customers for whom we hold an email address, and who have opted in to receiving emails of this type. It will include links to this information.

12. It is not possible for us at the moment to break spending down to micro-local level, although some specific investment sites will be mentioned in the regional breakdown. But this is something we plan to continue working on with respect to how we make this information accessible.

At the session we committed to completing these actions within 3 months.

Action 11: We commit to including more relevant website links on our bills, and sending customers a regional ('county') newsletter by email in the next six months

Having reviewed what is required, we request 6 months to action points 6-10, 12.

This information, in a customer-friendly format, will be provided on our website



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Q2. Customer service and outcomes

Consistent service and clearer issue resolution

Question asked by Severn Trent Water Community member:

“Issues some of us have raised with Severn Trent have gone unresolved and there is a lack of consistency in how you communicate, with calls regularly going unreturned and customer service being unresponsive and unhelpful. What concrete changes will you make to ensure that customer problems are genuinely resolved and properly managed and that customers are communicated with properly from the start to the end of their query?”

Severn Trent Water acknowledged that customer service experiences are not always consistent and outlined changes being made to improve systems, staffing and processes. Community members welcomed the acknowledgement but highlighted ongoing concerns about unresolved issues, missed call-backs and customers being passed between teams.

Participants emphasised the importance of **faster responses, clearer communication and ensuring that someone takes ownership of resolving customer issues from start to finish.**

Actions

- **Improve responsiveness and follow-up from customer service teams**, ensuring customers receive timely responses and updates until their issue is resolved.
- **Provide clearer ownership of ongoing or complex cases**, helping customers avoid being passed between teams and ensuring issues are properly managed.
- **Use available data more proactively to identify potential issues**, including unusual water usage that may indicate leaks or faults, so customers can be alerted earlier.

“Why didn’t they contact me when they knew my water usage had gone up every month, going up and up and up, and nobody contacted me?”

“When you call up, you get through to someone that almost doesn't seem trained or have the authority to deal with your issue, and that can get really frustrating”



Customers want greater confidence that when they raise a problem it will be handled consistently, followed up properly and resolved without unnecessary delays.



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Q2. Customer service and outcomes

"You said" (Community member actions)	"We did" (Water company response on the night)	What is the 'Ideal' water company response? (In the eyes of our community)	Timescale / final comments
<p>A</p> <p>Improve responsiveness and follow-up from customer service teams</p>	<ul style="list-style-type: none"> The company acknowledge this area needs improvement. They explained that additional customer service teams have been introduced over the past 12 months and have also invested in a new customer billing platform, Kraken, which is expected to improve customer support, specifically for billing enquiries. They also trialled ways to improve customer communication, including using VYN (Video Your Notes) and explored an engineer-tracking system <p>Future plans:</p> <ul style="list-style-type: none"> All customers will be able to access the Kraken platform within the next couple of months The company is introducing processes to contact customers at key points to provide updates. These will be automated in the longer term 	<ul style="list-style-type: none"> Provide prompt responses when customers raise an issue Enable quicker dispatch of engineers or technical staff when issues are reported, with issues being treated according to severity Improve the customer service journey via digital channels (e.g. WhatsApp) by reducing response times, ensuring conversations remain open until issues are resolved and avoiding stock responses Implement 'mystery-shops' to gather insight on customer service performance. The water company notes this are already in place - could the methodology be explained? 	<p>Timescale: Within the next 6 months</p> <p>Final comments from Water company:</p> <ul style="list-style-type: none"> Most of Severn Trent's 10,000 employees are also our customers – and many give us anecdotal feedback on their service experience. Aim to reply within 10-20 minutes to WhatsApp enquiries. To be achieved in the next 6 months Help is provided within 4 hours when an issue is reported
<p>B</p> <p>Provide clearer ownership of ongoing or complex cases</p>	<ul style="list-style-type: none"> The company explained that they are working hard to upskill staff and that customer teams have been split into water and waste teams so customers speak to staff with more relevant expertise <p>Future plans:</p> <ul style="list-style-type: none"> The company is creating 12-person pods of customer service staff responsible for 10,000 customers each. To be achieved by end of August, when customers are transferred to the new system Work to better join up teams across the organisation is underway 	<ul style="list-style-type: none"> Provide a single point of contact (e.g. case manager) for complex or ongoing issues Reduce the likelihood of customers being passed between teams or needing to repeat information Give frontline staff greater authority to initiate actions (e.g. sending engineers) 	<p>Timescale: Within the next 6 months</p> <p>Final comments from Water company:</p> <ul style="list-style-type: none"> Frontline staff are empowered to initiate emergency work (e.g. dispatch engineers after report of sewer flooding) Further detail expected through the company action plan following the session
<p>C</p> <p>Use available data more proactively to identify potential issues</p>	<ul style="list-style-type: none"> No comments were made at this stage No future commitments were stated on the night 	<ul style="list-style-type: none"> Use smart meter and usage data to detect unusual water consumption that might indicate a leak Proactively alert customers to abnormal water usage and offer support before costs escalate 	<p>Timescale: Within the next 3 months</p> <p>No final comments on this / Further detail expected through the company action plan following the session</p>

Q2. Customer service and outcomes

Consistent service and clearer issue resolution (Q2. Action A, B, C)



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Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

1. Provide prompt responses when customers raise an issue
2. Enable quicker dispatch of engineers or technical staff when issues are reported, with issues being treated according to severity
3. Improve the customer service journey via digital channels (e.g. WhatsApp) by reducing response times, ensuring conversations remain open until issues are resolved and avoiding stock responses
4. Implement 'mystery-shops' to gather insight on customer service performance. The water company notes this are already in place - could the methodology be explained?
5. Provide a single point of contact (e.g. case manager) for complex or ongoing issues
6. Reduce the likelihood of customers being passed between teams or needing to repeat information
7. Give frontline staff greater authority to initiate actions (e.g. sending engineers)
8. Use smart meter and usage data to detect unusual water consumption that might indicate a leak
9. Proactively alert customers to abnormal water usage and offer support before costs escalate

1. We are really sorry that some panel members have not had a prompt or satisfactory response to their issues when they have contacted us. We would love to follow up directly with individuals as soon as possible. Please contact Susie.price@severntrent.co.uk with details of your outstanding query and your contact details, including your address.

We are working towards average contact centre wait times of 5 minutes and a commitment that no customer will wait longer than 10 minutes to connect to a Severn Trent Water Specialist (the advisers who handle the majority of customer queries).

2. We know how important it is for customers to get a swift response when they report an issue – and usually our response times are good. Reported issues are already prioritised according to severity.

3. We are continually looking for ways to improve the customer service journey via digital channels, including regular user experience (UX) testing research. We are improving the average wait time for the WhatsApp channel and plan to respond to customers in 30 minutes. We've also increased our training to ensure the answers customers receive are specific to their needs.

4. We have 10,000 employees, most of whom are Severn Trent customers and of course have interactions with the company. We now commit to encouraging employees' customer service feedback and collating it centrally (positive and negative), with the aim of improving our services and communications.

At the session we committed to completing these actions within 6 months. We still believe this is achievable.

Q2. Customer service and outcomes

Consistent service and clearer issue resolution (Q2. Action A, B, C)



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Please find the response from Severn Trent Action Plan below (Page 2 of 2)

Timescale

We also conduct a great deal of customer research, which we use continually to develop our plans, services, website and communications. We use independent market research agencies, as well as conducting our own surveys and in-house 'user experience' webpage research with customers.

We also have a customer research panel, TapChat, which any customer is welcome to join: [Welcome to Severn Trent's TapChat Community](#) TapChat members receive surveys every couple of weeks, as well as a quarterly newsletter outlining what customers have been telling us in the surveys, and how we've used their views.

5. As we explained in the Accountability Session, we are part-way through moving to Kraken, a new billing system. This includes a new (Octopus Energy style) case management 'pod' setup for dealing with customer issues. Most interactions are now dealt with by a pod (a dedicated team looking after a consistent group of customers). This allows us to better understand individual customers' needs, as well as instilling a sense of pride, priority and accountability in serving our customers. We already have case managers for sewer flooding issues. We are now setting up a new Complex Complaints team to address this request.

6. Our new 'pod' setup is reducing the need for customers to be passed between teams and needing to repeat information. The new Kraken system allows an adviser to see all previous contact by the customer.

7. At the session we shared that our frontline teams are already empowered to despatch engineers to resolve customers' water and waste issues.

8-9. For most smart meter customers, their household's water usage is available to view when logged into our website, enabling them to see any spikes in usage which could indicate a leak. In future, a 'continuous flow alert' feature will be available online, which will enable these customers to investigate a possible leak quickly.

For customers who have a standard water meter, spikes in water consumption are sometimes automatically detected by us, and customers are proactively contacted about a possible leak. However, leaks are not always detected this way, since a household's water consumption can increase without a leak being the cause, for example if additional people move into the home. Severn Trent does not know the number of occupants of each property, so cannot account for this.

At the session we committed to completing these actions within 6 months (except the last two – already in place). We still believe this is achievable.

Q3. Communication and access to information

Clarity, transparency and proactive communication customers can easily access



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Question asked by Severn Trent Water Community member:

“It is difficult to find clear, up-to-date information about the services you offer and the support available to your customers. This is made worse by the poor user experience we face when using your website, which will be worse for vulnerable customers less able to access these resources. What steps will you take to make access to information easier for those who need it and how will you address issues with the website experience?”

Severn Trent Water explained that it is working to improve the way it communicates with customers, including updates to digital systems and online services.

Community members recognised that some information is already available but said it is often **difficult to find, overly complex or only discovered after problems arise**.

They emphasised the need for communication that is **clearer, easier to access and more proactive**, particularly when explaining support schemes, service disruptions and available assistance for vulnerable customers.

Actions

- **Make key customer information easier to find and understand**, particularly guidance about services, processes and support available to customers.
- **Improve accessibility of information for vulnerable customers**, ensuring communications and online services are inclusive and easy to navigate.
- **Provide clearer guidance on what customers should do when problems occur**, including leaks, billing issues or service disruptions.
- **Improve how customers are informed about incidents or service interruptions**, ensuring communication is timely, proactive and easy to understand.

“I couldn’t find any support on the website... I think it could do with being a bit more focused on the customer’s problem and the solution.”

“Perhaps if there could be clearer ‘what to do’ guides on the website that are very direct, easy to find and also just very straightforward.”



Customers want communication that is clearer, easier to find and delivered in ways that proactively inform people about services, support and issues affecting them.

Q3. Communication and access to information

	"You said" (Community member actions)	"We did" (Water company response on the night)	What is the 'Ideal' water company response? (In the eyes of our community)	Timescale/ final comments
A	Make key customer information easier to find and understand	<ul style="list-style-type: none"> The company provided an explanation of the different forms of support they offer (e.g. affordability schemes, community fund, Priority Service Register). The company also explained that as part of the move to the Kraken system, the company rebuilt its customer portal. Six months were spent to improve the portal and customer journeys <p>Future plans: Continue improving the portal journey and information available to customers</p>	<ul style="list-style-type: none"> Clearly explain what happens after customers sign up to the Priority Services Register (PSR) and what support is available Add clear hyperlinks from support descriptions to the relevant action or service, so customers can easily request help Present support information in a problem-and-solution format Make the support eligibility tool easier to find and ensure it directs you to the correct support web page Continue improving the portal so customers can easily find answers without needing to contact customer services Consider additional ways of sharing support information beyond the website, such as communications with bills 	<p>Timescale: Within the next 6 months (aside from the continual improvement of portal)</p> <p>Final comments from water company:</p> <ul style="list-style-type: none"> Information about affordability support included in bills and website. Telephone call-in option also offered Significant improvements made to portal: one central login to check against all available support scheme. (Transitioning to stage 3)
B	Improve accessibility of information for vulnerable customers	<ul style="list-style-type: none"> The company said it works to ensure its website and communications meet accessibility standards (e.g. formats suitable for visually impaired customers). They also stated a whole team is focused on vulnerability <p>Future plans: Further £25m allocated to The Big Difference Scheme to support vulnerable customers</p>	<ul style="list-style-type: none"> Make it easy for customers to check whether they are registered on the PSR (e.g. dedicated webpage) Provide clearer information on how vulnerable customers can access support quickly, including dedicated contact routes Store vulnerable customers' information so that they do not need to repeatedly explain their circumstances when seeking help 	<p>Timescale: Within the next 6 months</p> <p>Final comments from water company:</p> <ul style="list-style-type: none"> PSR status can be checked via customer portal or by contacting customer services. Customers added to PSR receive immediate confirmation A dedicated 'vulnerability pod' can be considered
C	Provide clearer guidance on what customers should do when problems occur	<ul style="list-style-type: none"> The company explained that it has been reviewing customer journeys within the portal, particularly where processes were not as clear or smooth as they had previously been <p>No future commitments were stated on the night</p>	<ul style="list-style-type: none"> Provide clear "what to do" guidance for issues such as leaks, outages or billing concerns Use clear, accessible language so customers know exactly what steps to take and who to contact 	<p>Timescale: Within the next 6 months</p> <p>No final comments on this / further detail expected through the company action plan following the session</p>
D	Improve how customers are informed about incidents or service interruptions	<ul style="list-style-type: none"> The company explained that their focus is on the customer portal, as most customer contact comes through this route. Satisfaction levels have increased to the high-70% range since the end of last year <p>Future plans: Aim to increase customer satisfaction with the portal, while maintaining support through traditional contact channels</p>	<ul style="list-style-type: none"> Improve proactive communication during service interruptions, including timely updates about incidents Introduce clearer notification methods (e.g. text alters) 	<p>Timescale: Within the next 6 months</p> <p>Final comments from water company:</p> <p>Text message service available for those who provided contact details. Acknowledgment communication during incidents can be improved</p>

Q3. Communication and access to information

Clarity, transparency and proactive communication customers can easily access (Q3. Actions A, B, C, D)



The voice for water consumers
Llais defnyddwyr dŵr

Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

1. Clearly explain what happens after customers sign up to the Priority Services Register (PSR) and what support is available
2. Add clear hyperlinks from support descriptions to the relevant action or service, so customers can easily request help
3. Present support information in a problem-and-solution format
4. Make the support eligibility tool easier to find and ensure it directs you to the correct support web page
5. Continue improving the portal so customers can easily find answers without needing to contact customer services
6. Consider additional ways of sharing support information beyond the website, such as communications with bills
7. Make it easy for customers to check whether they are registered on the PSR (e.g. dedicated webpage)
8. Provide clearer information on how vulnerable customers can access support quickly, including dedicated contact routes
9. Store vulnerable customers' information so that they do not need to repeatedly explain their circumstances when seeking help
10. Provide clear "what to do" guidance for issues such as leaks, outages or billing concerns
11. Use clear, accessible language so customers know exactly what steps to take and who to contact
12. Improve proactive communication during service interruptions, including timely updates about incidents
13. Introduce clearer notification methods (e.g. text alerts)

At the session we committed to completing these actions within 6 months (except the last two – already in place). We still believe this is achievable.

Q3. Communication and access to information

Clarity, transparency and proactive communication customers can easily access (Q3. Actions A, B, C, D)



The voice for water consumers
Llais defnyddwyr dŵr

Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

1. Our priority services register (PSR) webpage explains all the PSR services that are available, and who is eligible: [Priority Services | Help and Contact | Severn Trent Water](#)

If there is a supply interruption and a PSR registered customer would be unable to collect bottled water from a local bottle distribution point, bottled water will be automatically delivered to their home – there is no need to contact us to request this help.

2. There are hyperlinks to each of our affordability support schemes here: [Help with paying your bill | Help and Contact | Severn Trent Water](#). Our PSR services are described here: [Priority Services | Help and Contact | Severn Trent Water](#). When they sign up to the PSR, customers are asked which of these services they would like to use; once registered, the support they've requested will be provided - they do not need to request it again unless their needs change.

3. On our website there is a 'contact us' page that has nine tiles, one for each potential issue the customer might be experiencing; behind each tile they can find all the contact options available to reach the right team for your issue. [Contact us | Help and Contact | Severn Trent Water](#)

4. The 'Find your Scheme' eligibility checker is something we introduced last year. A customer now only needs to enter their details once to be presented with the support options most relevant to them. This is on our Help with paying your bill webpage: [Help with paying your bill | Help and Contact | Severn Trent Water](#) Customers can click through to this from the front page of our website, by clicking 'Financial support options'. We have tested the eligibility checker, and it does direct the customer to the relevant sign up webpages.

Much of the information requested is already available on the Severn Trent Website. At the session we committed to completing these other actions within 6 months. We still believe this is achievable.

Q3. Communication and access to information

Clarity, transparency and proactive communication customers can easily access (Q3. Actions A, B, C, D)



The voice for water consumers
Llais defnyddwyr dŵr

Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

5. We are continually improving the customer service journey via digital channels, including regular user experience (UX) testing research.

6. Severn Trent bills signpost customers to range of support that is available, for example help with paying your bill and the priority services register. This year we have started including more affordability signposting on our bills to those customer segments who may be struggling financially: stwater.co.uk/wecanhelp. We also promote the support via radio ads, TV and social media, as well as in-person at venues; such as community centres and foodbanks.

7. PSR registration (and update) is available through telephone and portal channels. Once logged in, customers can check their current PSR status. If a customer is on the PSR, this is now stated on their bill. They also receive a letter confirming this status annually, and from July 2025, some receive an annual survey asking about their experience with our PSR services.

At the session we committed to completing these actions within 6 months (except the last two – already in place). We still believe this is achievable.

Q3. Communication and access to information

Clarity, transparency and proactive communication customers can easily access (Q3. Actions A, B, C, D)



The voice for water consumers
Llais defnyddwyr dŵr

Please find the response from Severn Trent Action Plan below (Page 1 of 2)

Timescale

8. We are exploring the creation of a 'pod' for vulnerable customers who will route directly to a dedicated team with experience of specific customers' needs including communication preferences. Our new county email newsletters will include details of our support for customers struggling financially and our PSR support.

9. Our new 'pod' setup will reduce the need for customers being passed between teams and needing to repeat information. The new Kraken system allows an adviser to see all previous contact by the customer.

10. There is information on our website about what to do if you have a leak, water supply outage or billing concern:

[Leakage | My Supply | Severn Trent Water](#)

[Check my area | In My Area | Severn Trent Water](#) (to report a leak or water supply outage)

[Understanding your bill | Help and Contact | Severn Trent Water](#)

[Metered bill | Understanding your bill | Help and Contact | Severn Trent Water](#)

[Unmetered bill | Understanding your bill | Help and Contact | Severn Trent Water](#)

11. Our website is Web Content Accessibility Guidelines (WCAG) compliant to level AA. This is the internationally accepted standard for web accessibility, requiring websites to be perceivable, operable, understandable, and robust for users with disabilities. It includes all Level A requirements plus improvements like text contrast, captions and keyboard navigation.

We commit to setting up a working group of employees (who don't work on the website) to review and improve website wording and accessibility.

12-13. *During incidents such as water supply interruptions we provide alerts and updates to all customers in that area via SMS text message, if we have a mobile number for them. Where an incident has occurred, we also communicate via our website, our telephone system, and email and SMS (where these contacts are shared with us). We encourage all customers to share email and mobile numbers to improve our two-way communication with them.*

Ahead of planned service interruptions, customers are notified via email and/or letter drops to customer homes.

At the session we committed to completing these actions within 6 months (except the last two – already in place). We still believe this is achievable.

What happens after the Accountability Session?

After the Accountability Session, there is a clear and structured follow-up process.



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Publication and transparency

Within 5 working days

A full (anonymised) transcript of the session was [published](#) on **Monday 16th March**

Within 10 working days

A plain-English summary is published, setting out:

- The questions asked.
- The key points raised by Community members.
- The actions agreed for inclusion in the action plan.

Anything recorded as *not yet agreed*.

Monday 23rd March



Action plan

Within 28 days

The water company must share its **action plan**, setting out how it will deliver the agreed actions.

The action plan will be **shared with the Water Voice community on Monday 20th April**



Customer feedback

Participants will be asked, via a short survey, whether they feel the action plan:

- ✓ Reflects what was agreed in the session
- ✓ Goes far enough to address customer concerns

This feedback forms part of CCW's ongoing monitoring and follow-up with the company and helps inform future accountability work.



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Water Voice - Accountability Session Action Plan Response

Annex

Delivered by Taylor McKenzie
Research & Energy Saving Trust

ccw.org.uk

Background



What is an Accountability Session?

An Accountability Session is a formal, facilitated meeting where **water consumers directly question senior executives from their water company** about performance, service failures and issues of concern – and **agree the actions they want the company to take**.

They sit at the heart of CCW's statutory role to strengthen consumer voice and ensure companies respond transparently and meaningfully.

Why do they exist?

Accountability Sessions exist because customers deserve a real say in how their water company performs. They give people a direct line to the people in charge – not through a survey, not through a complaint form, but face-to-face.

For years, customers have felt that water companies weren't listening closely enough. *Water (Special Measures) Act 2025** requiring a relevant undertaker to have arrangements in place for involving consumers in decisions of the undertaker that are likely to have a material impact on consumer matters.

These sessions make that happen. They create a space where customers can:

- Ask honest questions
- Raise the issues that really affect them
- Agree the actions they expect the company to take next.

It's all about making the process fair, open, and focused on what matters most to the people who actually use and pay for the service.

*<https://www.legislation.gov.uk/ukpga/2025/5/enacted>

Objectives

What the session aims to achieve



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1. Give customers a real voice

These sessions make sure customers aren't just "heard" – their views actually guide the conversation and shape what happens next.

2. Make companies answer directly to the people they serve

Senior water company leaders must respond openly, honestly, and in real time. No hiding behind reports or press statements.

3. Agree clear actions that lead to real improvements

By the end of each session, everyone should be clear on:

- ✓ what the company will do
- ✓ how they'll do it
- ✓ how customers will know things have improved.

4. Build trust through transparency

Everything is published – the questions, the answers, the agreed actions – so customers can see what's happening and whether companies are following through.

5. Make sure all types of customers are represented

People from different backgrounds, ages, abilities and regions take part, ensuring the outcomes reflect real experiences across the community.

Outputs

By the close of the process, this Accountability Session will have:

- Provided CCW with **robust, publishable evidence** of consumer concerns and company responses.
- Established a clear and transparent set of customer-agreed actions that the water company must reflect in its published action plan. The action plan itself is published by the company following the session, in line with the accountability process.
- Given consumers confidence that their participation leads to **real scrutiny and follow-through**, reinforcing the credibility of the accountability process.
- Informed future regulatory engagement by highlighting **systemic or recurring issues** requiring wider attention.

Together, this ensures the session delivers both **immediate accountability** and **longer-term value** for consumers and the sector.

Methodology

How does it work?

CCW

The voice for water consumers
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01



Prioritising what matters most

1. We listen to what customers tell us each month

Through Barometer & Spotlight surveys and the online community

2. We play back what they said

In the January Spotlight survey, we show customers the issues they raised & ask them to prioritise the most important ones.

3. Confirm their priorities

In the February Spotlight survey, customers confirm if they agree with which points matter most.

02



Getting ready (Briefing session)

Selected 12 customers join a 2-hour online (via Zoom) briefing before the main meeting.

Everyone gets clear, easy-to-read information beforehand so they feel confident and prepared.

The facilitator talks them through:

- How the session will work
- The issues they've prioritised
- How to shape their questions & come up with a set of questions for each priority.

We will brief the CCW Chair separately at this point & remind them on their role, share guide & prioritised topics / Priorities will be sent the Water Companies at this point

03



The Accountability Session (Main meeting)

12 customers take part in an online session (via Zoom) with a senior water company representative for 2 hours.

TMcK facilitator & Chair guiding the conversation:

- Customers ask their prepared questions
- Challenge the company's answers
- Explore what needs to change.

Live polls let everyone share honest views – even those who prefer not to speak out loud.

Welsh panels will be given the option of English, Welsh or simultaneous translation .

04



Agreeing what should happen next

During the main accountability session, after each issue is discussed, the facilitator checks whether customers feel the company's proposed actions are good enough.

Together, they work towards a clear **consensus** on what actions the company must take.

05



Publishing the outcomes and following up

A summary is produced showing: the questions asked, how the company responded, and the actions agreed.

- CCW publishes a **transcript within 5 working days**
- CCW publishes a **summary within 10 working days**
- The company must publish its **action plan by day 28**

Panellists are asked short follow-up questions about whether the plan reflects what was agreed.

CCW then tracks progress and updates panellists before the next session.

[Priorities will be shared with the ISG]

Sample

Who takes part in an Accountability Session



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We brought together a **small, representative group of around 12 people** for each accountability session.

This number keeps the conversation manageable and ensures everyone has the chance to speak.

Each person is selected by the panel manager from their panel of 50 participants.

Our panel managers are responsible for selecting a representative range of participants and ensure that anyone who has expressed a keen interest in taking part in an accountability session is included at this stage.

We make sure each session of 12 includes the following types of panellists:

- **Age** - younger adults, middle-aged adults and older customers (2 per age bracket)
- **Gender** - a balanced mix (at least 5 males & 5 females)
- **Income levels** - including low-income households (3 financially vulnerable, 3 x 20-40k, 3 x £40k-60k & 2 x £60k+)
- **Location** - Rural and Urban water users (different house-types represented)
- **Ethnic backgrounds** - reflecting the local population, 2-3 from an ethnic minority background
- **People with accessibility, neurodivergent or additional support needs** (at least 1)
- **Different customer types** - e.g metered/unmetered, renters/homeowners
- **Different attitudes** – including 3 x positive, 3 x neutral & 3 x negative customers
- **Bathing water users** – 3 regular users (for WaSC panels)
- **Welsh speakers** – at least 2 Welsh speakers within our two Welsh panels & options for accountability session language

This ensures all voices are represented, not just the loudest or most confident.

Thank you note from Severn Trent



James Jesic, CEO



**Stephanie Cawley
Director of Customer Operations**



**Jude Burditt
Director of Customer Solutions**



**Jonathan Ashley
Head of Economic Regulation**

Severn Trent would like to thank Water Voice Panel members for attending the CCW Accountability Session on Monday 9 March, and for the time and thought you all put into preparing for it. Our executive team really appreciated the opportunity to meet you, to hear your experiences of our services and to discuss your suggested Action Plan.

We found the Accountability Session constructive and very valuable. The insights you shared gave us clear and genuinely helpful perspectives to reflect on, as we look at where we can do better. We recognise that transparency, visibility of information and our customer service response are key areas for us to improve. It is also clear from your questions and proposed actions that our website is not as easy to navigate as it needs to be – and we promise to work harder on that too.

Thank you again for your time, frankness, and ongoing commitment to helping us improve. Your feedback plays an important role in shaping our priorities and the actions we take, and we appreciate your continued support in holding us to account.

Severn Trent website pages

On recent bills, underneath 'Total charges this bill' it says, 'To find out more about your bill and what is included go to stwater.co.uk/billhelphub'. www.stwater.co.uk/billhelphub

Welcome to your Bill Help Hub

Need help with your bill? You're in the right place.

Find answers to common questions, tips to manage costs, and support if you're struggling. We're here to make things easier.

If you can't find the answer you're looking for, you can contact our billing team directly via WhatsApp at the bottom of the page.



What can we help you with today?

Why has my bill gone up?

We know price increases are never welcome. Here's why your bill has changed, how we're using that money, and how we can help you if you need it.

I need help to pay my bill

Whatever your situation, we're here to help. We've got lots of ways we can support you if you're worried about paying your bill.

Ways to pay

We've made it easier for you to pay your bill. Find out about all the ways you can pay – online, over the phone, or in person.

I don't understand my bill

It's not always clear what the different sections of your bill mean. Here you can learn more about the different things that make up your bill.

I'd like a smart meter

Making small changes could lead to real savings. Take control with a free smart water meter.

I'm moving home

What you need to know if you're moving home and need to set up, change, or close an account.

How to reduce your water use

Saving water could cut your bill, while helping out the environment. Here are some simple tips to help you and your household save water at home and in the garden.

How we calculate your bill

Here we explain how we calculate charges for our household customers.

More ways we can help

Other things that can help you manage your bills and payments.

Log in to your account

Spread the cost of your bill

Manage your direct debit

Priority Services

Submit a meter reading

Bereavement support

Severn Trent website pages

Why is my bill going up?

No-one likes to see their costs increase. We'd like to explain why it's happening, and what you can expect for your money in the years ahead.

Your questions answered



What Severn Trent is doing

Customers tell us that the things that matter most to them include having a reliable water supply that's fit for the future, protecting our rivers and streams and keeping bills affordable.

Between 2025 and 2030 we're making some of our biggest-ever improvements to the networks that serve you and your neighbours.

These are massive changes – a real investment into our water, the environment and the places we all call home. Roughly two-thirds of the funding for our plan will come from shareholders and lenders, but to fully deliver on these improvements, bills will need to increase.

Below are just some of the things that we're planning for.

A growing population

Since 2000 the population in our region has grown by 1.2 million people. Forecasts suggest growth of another 1.1 million by 2050, and 2.6 million over the next 60 years.

Not only do we need to supply all these people with water (and take away their waste), but more built-up areas means a greater risk of flooding.

Climate change

We're already seeing drier summers and winters with more extreme storms. So it's a challenge to keep supplies running through the year, while dealing with sudden, unpredictable flooding risks.

We need to adapt our systems to cope with these changes, so everyone can rely on our service for generations to come.

Increased costs

Dealing with billions of litres of water every day uses lots of energy, together with other products, like chemicals. And the cost of these has risen in recent years.

Between 2010 and 2025, water bills fell behind inflation as we concentrated on keeping them low. But if we're to invest in improving things, they need to rise.

Funding improvements

We know the UK water industry needs to change. And this is against the backdrop of some of the challenges we've mentioned here.

To do all of this needs careful planning, to make sure the investment brings you real, lasting benefits. We talk about this in more detail in our [Business Plan](#), which sets out what we're going to do to provide a reliable service, protect the environment and support our communities.

Your questions answered

How much is my bill going up by?

My bill has gone up by more than the average bill – why?

What support can you give me if I'm struggling to pay?

Is there anything I can do to make my bills more affordable?

I already have a water meter – is there anything else I can do?

How much is my bill going up by?

The regulator for water companies, Ofwat, sets a limit on what we can charge our customers.

Every customer's increase will vary and depend on things like if they're on a meter and usage. From April 2026, the typical household bill for combined water and wastewater will rise by 9.8% from £1.47 per day to £1.61 per day.

My bill has gone up by more than the average bill – why?

Your bill increase might not match the average percentage increase because everyone's situation is different. Here are some reasons why:

- **Water meters:** metered customers and non-metered customers will see different percentage increases in overall bills this year.
- **Water usage:** if you're already on a meter, your bill is based on how much water your household uses, and if this has gone up it'll affect your new bill.
- **Billing time:** The time of year you receive your bill.

Don't worry, we're here to help you. We've got lots of ways we can support you if you're worried about paying your Severn Trent bill.

Help with paying your bill

Is there anything I can do to make my bills more affordable?

Getting a water meter fitted can help you understand how much water you're using and potentially save you money on your bill. You could join over 400,000 other Severn Trent customers who've had a free smart water meter fitted in the last couple of years.

It's easy to get your smart water meter. Just click the button below and we'll do the rest.

Find out more and apply

I already have a water meter – is there anything else I can do?

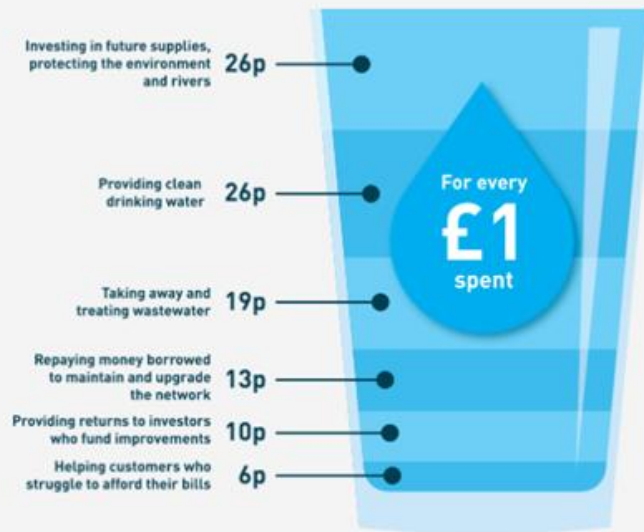
Using less water in your home or garden can help to reduce your bill. Small changes to your daily routine, like turning the tap off when you brush your teeth, having shorter showers, or running the washing machine and dishwasher only when you have a full load, can make a big difference.

See our simple water-saving tips

Severn Trent website pages

Breaking it down

We want to be open about how we spend money, and the simplest way to explain it is to show how each £1 of our spending is split up:



Investing in your future supplies, protecting the environment and rivers

This is what we spend on new equipment and infrastructure to serve today's and tomorrow's customers – and protect the environment into the future. We have 140,000km of pipes – enough to go around the planet three times – over 1,100 treatment works, reservoirs and pumping stations.

With a growing population and changing climate, we can't stand still.

Providing clean drinking water

You want to know that water is there when you need it. Every drop that gets to you and your neighbours goes through a 12-hour process. It takes a lot of people, energy, and materials to clean and treat it.

Taking away and treating wastewater

Every minute of the day we take away 2,000 tonnes of wastewater on average from homes and businesses, along with surface water from rain. We work 24/7 to clean it before sending any recycled treated water safely back to nature.

Repaying money borrowed to upgrade and maintain the network

We borrow money to help us invest in improving the network. As it's a long-term programme of work, this means we can spread the cost of these improvements over future bills.

Providing returns to investors who fund improvements

Investors help to fund our work, benefiting our water and region for generations to come. In the last year we invested around five times more than we paid in dividends to shareholders.

Helping customers who struggle to afford their bills

We don't want anyone to have to worry about a bill they can't afford. Our support package is one of the most extensive in the industry. We've helped over 300,000 customers this year, and we plan to be helping 1 in 6 households by 2030.

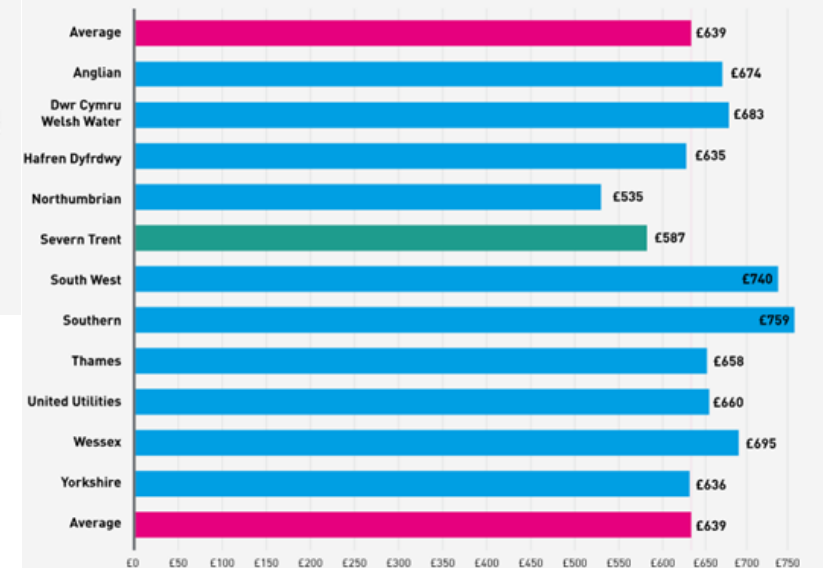
Working hard to keep your bill one of the lowest in England

We're doing everything we can to keep bills as affordable as possible while still making the investment needed to improve the services people rely on every day.

Our average household bill for water and sewerage in 2026/27 will be around £587 per year or £1.61 per day.*

Our bills are the second lowest in England and Wales, and we expect that to stay the case all the way to 2030. They're currently £52 below the national average which is £639 and £172 lower than the highest average bill.

*Average daily combined (metered and unmeasured customers) cost for 2026/27 is £1.61



Forecast average annual household combined water and sewerage bills (£)
Source: Water UK

Severn Trent website pages

How will Severn Trent spend my money?

We've listened to our customers and shaped our plans around three things that matter most to them.

A reliable water supply that's fit for the future

Replacing hundreds of km of mains pipes, fixing more leaks, ensuring your water quality is the best around, and helping to make sure there's enough to go around for everyone, for decades into the future.

Protecting and improving the environment

Whether that means reducing our impact on the places we take water from, cutting overflow spills into rivers and streams, improving biodiversity, or becoming a leader in Net Zero, we'll work hard to protect the places around us.

Understand and support our customers and their communities

Giving you the service you deserve, delivered locally by our team of Severn Trenters, with extra support should you need. Working to make our communities the best they can be.

See what this looks like

Driving Lasting Change

After four years of development and listening to over 70,000 customers, our 2025–30 business plan was approved by Ofwat in 2024. Rated *outstanding* and backed by 81% of our customers, it commits us to investing £15 billion — more than double the last five years — to transform services for our 4.6 million customers across the Midlands.



Our biggest investment yet

Between 2025 and 2030, we're committing a record **£15 billion** to improving our water, protecting our environment and supporting the communities we serve.

This is the most ambitious investment programme in our history. It means upgrading ageing pipes and treatment works, building new infrastructure, enhancing river health, reducing flooding and pollution risks, and making our networks more resilient for future generations.

To put it into perspective, that's **over £8 million every single day** until 2030 — the equivalent of **more than £3,000 for every household** we serve. It's a scale of investment that will deliver real change, where it matters most, for the 4.6 million households who rely on us every day.

You can see a full copy of the plan we submitted to Ofwat, and how Ofwat responded, in our [Regulatory Library](#).



What this means for you

We've listened to our customers and shaped our plans around three things that matter most to them. Here's a quick overview of some of the things we'll be working on up to 2030.

1 A reliable water supply that's fit for the future

A growing population and climate change mean we need to plan wisely, so clean, dependable water is always available across our region.

Reducing leaks

We're cutting leakage by 16%, helped by replacing around 1,400km of water mains - our biggest ever mains renewal programme.

Smart water meters

We're aiming to install 1,000,000 smart water meters by 2030, helping us all understand how we use water and use it more wisely.

Sustainable water sources

We're securing around 100 million litres of water a day from new and replacement sources, so we don't put extra pressure on the environment by taking too much from existing ones.

2 Looking after the places we all love

Our rivers, streams and green spaces belong to everyone. We want people — and the wildlife that depends on them — to enjoy these places long into the future.

Fewer spills

We're investing £1.7 billion to cut storm overflow spills by half and get ahead of the government's 2050 targets.

Operational Net Zero

We're investing almost £290 million — the most ambitious plan in our sector — to help Severn Trent become an operational net zero company.

Healthier rivers

By 2030, our impact on rivers will be less than 2%.

3 Supporting our customers and the places where they live

There's more to what we do than providing water. We're here to support people when they need us and to play a positive role in our local communities.

Help with bills

By 2030 we plan to be helping one in six households across our region with a range of help to pay schemes.

Supporting better futures

Working to give 100,000 local people the skills they need to tackle the underlying causes of poverty.

Giving back to communities

We'll be donating £2 million a year to local community groups, charities and good causes.

Severn Trent website pages



Keeping bills fair

We know no one ever wants to hear that their bill is going up. Times are tough, and every extra pound matters.

That's why we're doing everything we can to keep bills as affordable as possible while still making the investment needed to improve the services people rely on every day.

In 2026/27, the average household bill for water and sewerage will be around £587 a year, or about £1.61 a day.* Even with these changes, our bills remain the second lowest in England and Wales, and we expect that to stay the case up to 2030.

*Average daily combined (metered and unmeasured customers) cost for 2026/27 is £1.61.



Most homes could save with a water meter

Only pay for the water that use. Many people make a conscious effort to use less water once they have a meter fitted and this means a benefit for both your pocket and the environment.

[Get started](#)

Helping you save water all year round - it's in our nature

Our weather is changing

The region saw a record breaking hot and dry summer in 2025, following an unusually hot spring - the warmest we've seen in 60-odd years. Rainfall remained significantly below average throughout the year, highlighting an ongoing trend of extreme weather.

It's now more important than ever for customers to continue to be mindful of their water usage, whatever time of year it is, so there's plenty of water whenever it's needed.

Our teams constantly monitor our water demand, moving water around our network to ensure every one of our customers remain on supply.

Checking for internal leaks

Checking for leaks

A leaky toilet, tap or shower could be wasting you water and up to £300 if you're on a meter. So, let's get them fixed through our handy WYN platform - all you'll need is a mobile phone.

Home water checks

One of our experts will pop round to:

- Monitor your current water use
- Check for simple leaks
- Offer tips on how to save water
- Install water saving devices where possible

Simple ways to be a water saver



[At home](#)



[In the garden](#)



[At work](#)



[With a meter](#)



Check out our reservoir levels

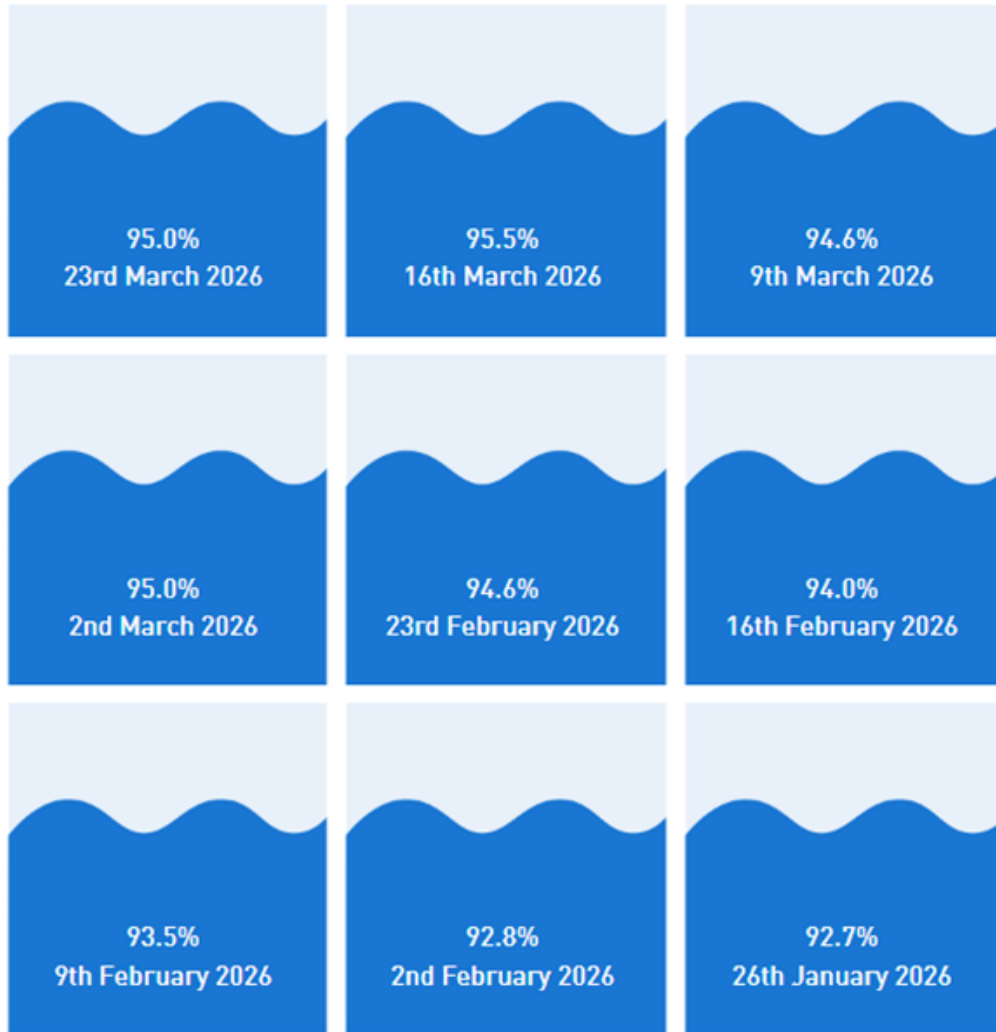
Right now our reservoirs are looking healthy across our region. But it's right for everyone to think about how they use water and ways they can save it.

Our teams always work around the clock, monitoring demand and moving water around our network so everyone remains on supply.

[Reservoir levels](#)

[Reservoir levels](#) | [About Us](#) | [Severn Trent Water](#)

Severn Trent website pages



[Reservoir levels](#) | [About Us](#) | [Severn Trent Water](#)

Water Level - 12th April - 94.7%

Current water storage levels in the Severn Trent region are at 94.7% of capacity

For a more detailed breakdown of water storage levels across all of our reservoirs please view the table of information below:

Reservoir	Capacity (Ml)	Current Storage (%)	Current Storage (Ml)	
OBSTON	6050	85.7	5185	
TITTESWORTH	6440	96.1	6189	
ELAN VALLEY	99500	98.1	97639	
DRAYCOTE	23000	97.2	22356	
DERWENT VALLEY	Including	95.9	44452	
	Howden	8998	86.7	7801
	Derwent	9478	100.0	9478
	Ladybower	27869	97.5	27172
CARSINGTON	36331	96.7	35132	
DDVE	Including	71.1	14118	
	Foremark	13190	70.0	9233
	Staunton	6655	73.4	4885
CHARNWOOD	Including	91.8	4364	
	Swifland	2228	91.7	2043
	Cropston	2528	91.8	2321
BARTLEY / FRANKLEY	3281	92.2	3026	
WHITACRE COMBINED	2160	95.3	2059	
CLYWEDOG	49936	97.5	48688	
Clywedog - Not used directly for water supply and so is not included in the total.				
TOTALS	247708	94.7	234520	

Phone

Emergencies (24hrs) [0800 783 4444](tel:08007834444)

Contact Us

Feel free to contact us with any enquiries

Contact us

Languages

Get help in your preferred language

Other Languages

Severn Trent website pages

[Listening to you](#) | [About Us](#) | [Severn Trent Water](#)

Listening to you

It's only right that we should listen to you and act on what you tell us.

We based most of our planning for 2025-2030 on what customers like you told us was important. And you can get involved in helping us form our future plans.

Whether that's one-off feedback, or by joining TapChat, our online community of Severn Trent customers, your view makes a massive difference.

[How we're listening to you](#)

View our latest research



Our 2025 -2030 plan

All water companies need to plan their future activity well in advance. Every five years companies submit their business plans to the regulator, Ofwat, setting out these plans.

We asked customers for their views on our proposals and whether they find our plan acceptable.

[Our research](#)

Affordability

Severn Trent wants water bills to be affordable for everyone. Even before the cost of living crisis hit, some of our customers were struggling financially. In the last couple of years many more of us have been feeling a real squeeze on our finances.

Our Affordability strategy research has helped us understand the experience and views of customers who are struggling to afford household bills or just about managing. It has also helped to shape the affordability support we offer, and the ways in which we promote it.

[Our affordability research](#)

Our Water Smart tariff

Ofwat has asked water companies to trial innovative charging tariffs which would both make water bills more affordable and encourage customers to reduce their water consumption. So we are going to trial a *rising block tariff* (in which we charge less per litre of water consumed up to a certain amount, and more per litre above a certain amount) amongst a small number of Severn Trent customers from 2025.

We used customer research to shape a trial of the new tariff, which we're calling Water Smart.

[Our water smart research](#)

[Read about our other research projects](#)

We've carried our research across other areas, including water usage in hot weather, river health, lead replacement and much more.

What we talk to customers about

You name it, we've talked about it!

From habits around disposal of sanitary products to river water quality, water meters to our 25-year investment plans, there's always something fascinating to get your views on.

How we share your feedback

If you're open and honest with us, it's only fair that we're the same in return. So we share our customer research and insight - here on our website and elsewhere.

For example, we work with the Consumer Council for Water (CCW).

Research library

Here you'll find all our publicly available research reports.

All information provided is accurate at the time the research was conducted.

[Water and Water resource management planning](#)

[Waste](#)

[Tracking and reputation](#)

[Affordability and bills](#)

[Long term issues and price reviews](#)

[Customer service and miscellaneous](#)

[Research library](#) | [Listening to you](#) | [About Us](#) | [Severn Trent Water](#)

Severn Trent website pages

How you can help

Severn Trent carries out research all the time, using independent market research agencies to gather views on different topics. If you're approached by one of these agencies, you can check they're working with Severn Trent by [emailing us](#).

We've also got our own online customer research community, [TapChat](#), where you can take part in discussions, surveys, and polls. If you participate in our research, each month you'll be entered into a prize draw to win a voucher (up to £100) that can be spent online and at many big retailers or donated to charity. You can register to join TapChat online.

Join TapChat



WONDERFUL ON TAP
TAPCHAT

Welcome to Severn Trent's TapChat Community

In order to sign up please create your new log-in below.

Please enter the name and email address you'd like us to use to contact you.

Sign Up

First Name

Last Name

Email Address

Confirm Email Address

Please click the sign up button below to continue the registration.

Sign up

["Welcome to Severn Trent's TapChat Community"](#) – here you can sign up to be a member of TapChat, our customer research panel. You'll be invited to take part in surveys and receive a quarterly newsletter summarising what customers have told us recently, and how we've used research findings."

Severn Trent website pages

[Help with paying your bill](#) | [Help and Contact](#) | [Severn Trent Water](#)

I need help with my bill

First of all, don't worry. We know sometimes things can be tough, but if you're struggling to pay we can help you.

You're in the right place, so let's get started.



Spreading the cost of your bill

If you haven't done it already, spreading the cost of your bill is a good first step. It doesn't cost you extra and it's available to every Severn Trent customer.

[Find out about payment plans](#)

Can I get more help with my bill?

We could help you lower your bill if any of the following applies to you:

- Your household income is low
- Someone in your home gets a means-tested or disability benefit
- You've got three or more children under 19 living at home
- Someone living with you needs more water because of a medical condition
- You haven't been able to pay us for a while

Payment plans

You can spread the cost of your water bill by setting up a payment plan.

✓ Our payment plans are available to all customers.

✓ You don't have to meet any eligibility criteria to set up a standard payment plan.

✓ Just choose how you'd like to pay your bill, and how often you'd like to make payments.

[Payment plans](#) | [Payment plans](#) | [My Account](#) | [Severn Trent Water](#)

Our payment support schemes

There are different ways you can get help with your Severn Trent bill. Each of them is tailored to you and your specific needs.

To make it really easy to find the right one for you, you can use our eligibility checker. If you know the support you're looking for, you can find our full list of support schemes below.

Find your scheme

If you're not sure which scheme is best for you, use our online eligibility checker where we make it easy for you to find the right support.

[Find the right support for you](#)

Big Difference Scheme

Who it's for:

Homes where the household income is less than £23,492. (If you've got children living at home we can still look at Big Difference for you if your income is above this amount.)

What you can get:

Up to £390 off your annual Severn Trent bill.

[Find out more and apply](#)

WaterSure

Who it's for:

Homes with a low income where you need to use a lot of water. This could be because you've got three or more children living at home, or because someone has a medical condition that means they need to use more water.

What you can get:

We will cap your annual Severn Trent bill, so no matter how much you use you'll pay no more than a fixed amount.

[Find out more and apply](#)

Water Direct

Who it's for:

You receive certain state benefits (Income Support, Jobseeker's Allowance, Employment Support Allowance, Universal Credit or Pension Credit).

What you can get:

The DWP will pay us directly from your benefit, making it easier for you to pay and budget.

[Find out more and apply](#)

Matching Plus

Who it's for:

You've paid us less than £120 towards your bills in the last 12 months, and you've been behind on your Severn Trent account for two years.

What you can get:

Every month you pay at least £20 towards your account, we'll also pay £20 to help you bring your balance down.

[Find out more and apply](#)

More ways to cut your bill

Get a free water meter

You only pay for what you use with a water meter, plus you're in control. Many customers see their bills go down after they have a water meter fitted at home.

You can even get an idea of what your bill might look like with a meter.

[See if you could save](#)

Save water

There are loads of simple ways you can cut down on your water use at home. And at the same time as cutting your bills, you could be helping to save the environment, too.

[Start saving water](#)

Living alone?

If you're living on your own and we can't fit a water meter to your home, you could get our Single Occupier Tariff which gives you lower bills.

[Check if you are eligible](#)

Other people who can help

➤ **Customer Assistance Scheme**
Help with your income, debt support, and essential items for your home.

➤ **Money and Pensions Service**
Get help to manage your finances with free and impartial advice.

➤ **Our Better Off Calculator**
Find out which means-tested benefits you may be entitled to.

➤ **Turn2Us**
Turn2Us provide financial support to help get you back on track.

➤ **Step Change**
StepChange are able to provide you with a range of debt solutions.

➤ **National Debtline**
National Debtline will guide you through your debt solutions.

➤ **Citizens Advice**
A nationwide service that can provide free, impartial information and advice.

➤ **MIND**
Advice and support for anyone experiencing a mental health problem.

➤ **Money Advice Service**
The Money Advice Service provide free and unbiased help on all money matters.

Severn Trent website pages

Get River Positive | Severn Trent Water

Get River Positive

Rivers are the beating heart of our land and places where we can come together and celebrate nature. They do so much for the communities around them. As a water company, we know that we can do more to protect and improve the health of the rivers.

[Read our Annual Report](#)

Rivers – making them the best they can be

Rivers matter. They're places for all of us, transforming the communities around them. And they're home for hundreds of plant and animal species, too. You want water companies like us to play their part in protecting rivers, improving their health today and in the future. We agree. Severn Trent is plumbed into our region's landscape, so river health is essential not only to the places where we all live, but also to the success of our business. We've made a start, and the rivers on our patch are beginning to see change for the better. There's more for us to do, and here you can find out what that looks like.



Storm Overflow map

Our Storm Overflow map shows detailed information about all the storm overflows across our region.

[Explore our map](#)



Performance data

Read our EDM (Event Duration Monitoring) Report, and keep track of how we're performing.

[View our data](#)



Our improvement plans

Our Storm Overflow Action Plan (SOAP) will show you how we're helping to improve river health.

[Read our plans](#)



PIRP

Read our Pollution Incident Reduction Plan (PIRP), which continues to drive our progress.

[Read our plan](#)

Getting River Positive – what this looks like

Our region's rivers are the cleanest they have been since the 1980's. There has been a dramatic reduction in pollution levels, and we have invested to help nature to thrive.



Our River Rangers

We now have a dedicated team of River Rangers, patrolling our region's rivers, monitoring their health and helping make them the best they can be.

[Meet our River Rangers](#)



Hear from Steph Cawley

Severn Trent's Customer Operations Director

Explore Severn Trent's latest blog and discover how our team's hard work and innovation have delivered good results for our customers and communities over the past year.

[Read our blog](#)



Sustainable water supply

We're going further and faster to protect the health of our region's rivers and ensure a sustainable water supply for all our customers.

[Sustainable water supply](#)



The history of our rivers

Severn Trent has been solely responsible for the water and wastewater treatment for customers across our region since it was formed in 1974.

[Our river history](#)



Our rivers' health today

We know looking after the environment means a lot to our customers and the communities we serve, and we are committed to improving the health of our region's rivers.

[Our rivers health](#)



Our sewer network

In total we take 3.1 billion litres of wastewater away from homes and businesses every day, including drainage from roads, highways and public spaces.

[Our network](#)

Severn Trent website pages

Get River Positive | Severn Trent Water

Get River Positive pledges – our promises to you

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



PLEDGE ONE

Ensure storm overflows and sewage treatment works do not harm rivers



PLEDGE TWO

Create more opportunities for everyone to enjoy our regional rivers



PLEDGE THREE

Support others to improve and care for rivers



PLEDGE FOUR

Enhance our rivers and create new habitats so wildlife can thrive



PLEDGE FIVE

Open and transparent about our performance and our plans

[What our Pledges mean](#)

Get River Positive Pledges

Severn Trent's commitments



Ensure storm overflows and sewage treatment works do not harm rivers

- Based on Environment Agency measures (RNAGS), our operations will not be the reason for unhealthy rivers by 2030.
- We will reduce spills from storm overflows to an average of 20 per year by 2025.
- Using better data we will find and fix problems quicker than ever before at no extra cost to customers.

To find out how we're improving river health across your communities [click here](#).



Create more opportunities for everyone to enjoy our regions' rivers

- We recognise the wellbeing benefits our blue-green spaces provide, we will therefore ensure that 90 percent of people in our regions live within an hour's drive of a bathing site.
- We're improving water quality along more than 50km of river in Warwickshire and Shropshire. Helping move two stretches (on the rivers Leam and the Teme) towards bathing quality by 2025. Making them better places to be for everyone, no matter how they use them.



Support others to improve and care for rivers

- Work with farmers and incentivise regenerative farming practices to support our region's rivers to reach good ecological status.
- Support the removal of the automatic right to connect for new developments.
- Championing government's moves to ban plastic in wet wipes and support future developments in wet wipe management.
- Use our Get River Positive Community Fund to support community groups and charities wanting / helping to improve our region's rivers.
- We'll use our convening powers and presence to help others address their contribution to river health* through events to bring all contributors to river health together.

**Currently, 86% of rivers in England don't achieve good ecological status, with other sectors accounting for 73% of reasons for rivers not achieving good ecological status.*



Enhance our rivers and create new habitats so wildlife can thrive

- By 2030 we will have protected and enhanced habitats for native species of wildlife, such as great crested newts, beavers, otters and cuckoos, in the Midlands - so our natural communities can thrive.
- Our River Rangers will work with community groups and organisations such as Warwickshire Wildlife Trust, Trent Rivers Trust, Severn Rivers Trust and Shropshire Wildlife Trust to care for rivers and address issues across our region.
- Our Get River Positive Community Champion volunteers will work with Waterside Care and the Canal and River Trust to clean and restore rivers and river banks across our region.
- We'll plant over a million trees across our region by 2025, and 1.3 million by 2027.



Open and transparent about our performance and our plans

- We will work with NGOs to ensure we provide the river quality information people want and need to see.
- We have made this information easily accessible via our websites.
- We have 100% monitor coverage at our treatment works and on our storm overflows, we are monitoring wider river quality and will share the results on our website. We will also open up key operational sites so others can come and learn first-hand about our role in keeping the region's rivers healthy.

[Find out more about our monitoring and see the latest data.](#)



Read our Get River Positive Annual Report 2024

PDF | 5 MB | 13 Pages | [Opens in new window](#)



Read our Get River Positive Annual Report 2023

PDF | 2.1 MB | 17 Pages | [Opens in new window](#)

[Our river pledges | Get River Positive | Severn Trent Water](#)

Severn Trent website pages

Priority Services | Help and Contact | Severn Trent Water

Who should register

You don't need a doctor's note to join. If you feel you need extra help, you are eligible.

Eligibility for Priority Services

Conditions we can support

How it works

1 Register

Visit the Settings tab in your online account and complete our 2-minute online form, or give us a call.

2 Verify

We'll confirm your details and add a "Priority" flag to your account, based on your individual needs.

3 Data Sharing

With your permission, we can share your status with your local energy network so they can also prioritise you during power cuts.

Priority Services

You can join the Priority Service Register, update your registration, or withdraw from the register if you need to.

1 Tell us about you

2 Confirmation

The asterisk [*] symbol denotes required fields.

Enter your account number and postcode

If you don't know your account number, enter your postcode and find your address.

Account number

Postcode *

Find address

Phone

Emergencies (24hrs) [0800 783 4444](tel:08007834444)

Contact Us

Feel free to contact us with any enquiries

Contact us

Languages

Get help in your preferred language

Other Languages

Eligibility for Priority Services

Priority Services are available to everyone, for free. And the help you get can be permanent or temporary. You could get personalised help and support if any of the following applies to you or anyone you live with:

You are:

- a pensioner
- deaf or hearing impaired
- blind or have low vision
- unable to read, write or communicate in English
- recovering at home from an operation or hospital treatment
- going through a bereavement, divorce, redundancy, or other life event
- unable to be alone with a stranger

You have a:

- permanent or temporary mobility issue
- mental health condition
- any kind of dementia
- condition that requires constant or increased water use
- verbal communication problems
- chronic or serious illness
- neurodevelopmental condition

You use:

- automated medication
- catheter, stoma, or food bag
- feeding pump
- dialysis machine

Conditions we can support

We can provide help through Priority Services if you have a mental health condition, chronic or serious physical illness, or neurodevelopmental conditions.

Mental health conditions

We can provide help and support for a range of mental health conditions including, but not limited to:

- agoraphobia
- anxiety
- bi-polar disorder
- depression
- obsessive compulsive disorder
- post-traumatic stress disorder
- psychosis
- schizophrenia
- substance abuse

Chronic or serious illness

Chronic or serious physical illnesses eligible for support with Priority Services include:

- arthritis
- asthma
- brain damage
- brittle bones
- cancer and leukemia
- cerebral palsy
- chronic fatigue syndrome
- Crohn's, colitis and irritable bowel syndrome
- cystic fibrosis
- Huntington's
- incontinence
- motor neurone disease
- multiple sclerosis
- organ failure
- Parkinson's
- stroke



Neurodevelopmental conditions

We can help with many different developmental conditions, including but not limited to:

- autism
- Asperger's syndrome
- dyspraxia
- dyslexia
- learning disabilities

Severn Trent website pages

[Priority Services](#) | [Help and Contact](#) | [Severn Trent Water](#)

Login Accessibility 

[Your account](#) [Your services](#) [Water meters](#) [Emergencies](#) [Help and contact](#)

[Severn Trent Water](#) > [Priority Services](#)

Join our free Priority Services

Register to get tailored support for your health, communication, or safety needs.

[Join the Register Now](#)

The Priority Services Register

The Priority Services Register is a list of our customers who need a bit of extra help. Having that list means we can make sure you can access our services and support whenever and however you need it. It also helps us prioritise care and assistance during supply interruptions.

Meet Adam


Each person has different needs. Two people in similar circumstances can be affected in different ways.

You can get Priority Services for a short time, or for the rest of your life. Whatever it is you need and however long you need that assistance for, we'll do all we can to help.

Adam has diabetes and uses dialysis to treat his kidney condition.

To help him with his specific needs, we make sure he's got extra water if there's ever a problem with his water supply.

He tells us how joining the Priority Services Register has helped him.



Emergency Water Delivery

If your water supply is interrupted, we will deliver bottled water directly to your doorstep as a priority.

Advance Notice

We'll give you plenty of warning if we need to plan any work that might affect your water supply.

Doorstep Security

Set up a personal password so you can always verify that a Severn Trent caller is genuine.

Nominee Scheme

You can nominate a friend, relative, or carer to manage your account and bills on your behalf.

Accessible Billing

Receive your bills in Large Print, Braille, Audio CD, or on colored paper for dyslexia.

Knock and Wait

Our team will allow extra time for you to reach the door during a visit.

Severn Trent website pages

[Leakage](#) | [My Supply](#) | [Severn Trent Water](#)

Leakage

If you have a leak or a burst pipe at home, you'll need to take action to limit the damage it can cause. Most leaks are slow, unseen, and develop gradually. In extreme circumstances, if you have a large and powerful burst, you should turn off the water supply as soon as possible.

If you think you may have a leak at home

If you've got a leak at home, whether it's obvious or out of sight, the following steps will help you get it fixed.

- ✓ **Check you have a leak**
If you think you have a leak, there are a few ways you can test your supply to check before you get a plumber in to fix it.
- ✓ **Find an approved plumber**
If you confirm you have a leak at home, it's important to find an approved plumber to help with the repair.
- ✓ **Contact your insurer**
You should also contact your insurer to see if your home or contents insurance covers the costs of any damage and repairs.
- ✓ **Turn off your stop tap**
If you're experiencing a major leak or burst, you may need to switch your stop tap off, to temporarily stop your water supply.

Turning off your stop tap

The fastest way to stop the flow of a leak is to turn off your stop tap to temporarily stop your water supply.

- If you **have a water meter**, your stop tap is likely to be next to your water meter.
- If you **don't have a water meter**, your stop tap will be at the point the water pipe enters your home – often under the kitchen sink or in the downstairs toilet. It may also be in a utility room or garage.
- If your home **has a water storage tank**, it may have an additional stop tap or valve near to the tank itself. This will shut off the water supply to your hot water system.

If you can't find your stop tap or shut off the water, a neighbour in a similar property may be able to help, or you can [contact us for advice](#).



Check that your stop tap works

Sometimes stop taps can seize up if they're not used often. The last thing you want if you have a burst pipe is a stiff stop tap.

If the tap is stiff, you can usually loosen it up with some plumbers grease or lubricating spray.

If it's still stiff after that and you're unable to turn it off, [contact a local WaterSafe plumber](#) who can check the stop tap and repair it for you.

If you're unable to use the internal stop tap to turn off your water supply, you can also [contact our support team](#) who will come and isolate your supply in an emergency.

➤ **How to check for leaks**
If you think you have a leak at home, there are a few signs to watch out for.

➤ **Find a plumber**
Find and hire a professional plumber on our list of approved tradespeople.

➤ **Report a problem**
If you spot a leak, let us know and we will fix it as soon as possible.

➤ **How we find and fix leaks**
Our teams constantly monitor our network for anything that may indicate a leak.

➤ **Make a leakage claim**
You may be able to claim back the cost of lost water on a one-off basis.

➤ **Understand pipe responsibility**
Responsibility for maintenance of the water network is split between us and homeowners.

Severn Trent website pages

[Metered bill](#) | [Understanding your bill](#) | [Help and Contact](#) | [Severn Trent Water](#)

How we work out metered bills

If you have a water meter, we charge you for the water you use. Your charges are made up of four elements - water supply, used water and surface water and highway drainage. Water supply and used water charges are based on the volume of water used. The amount used is calculated from the difference between two meter readings.



Front of your bill

The front of the bill provides a summary of your account information and the price of your bill.

The screenshot shows the front of a water bill. At the top, it says 'Page 1 of 4' and 'WONDERFUL ON TAP'. The account holder's name is 'Mr. John Waterworks' at '1 Water Way, Coventry, CV1 1TS'. The bill date is '31 January 2024'. A large box displays 'Your account balance is £36.70'. Below this is a table with two columns: 'Account summary' and 'Your usage'. The 'Account summary' table shows: 'Your previous bill: £128.17', 'Balance after previous bill: £25.55', 'Amount added since previous bill: £140.20', 'Balance before this bill: £116.70', 'This bill: £181.48', and 'Your account balance is: £36.70'. The 'Your usage' table shows: 'Previous bill: 28m³ (10 days)', 'This bill: 31m³ (10 days)'. Numbered callouts 1 through 7 are placed over various elements of the bill.

- 1 Our details**

This shows our website address where you can sign up for an online account, access lots of useful information about your bill, services, and the other ways you can contact us if you need to.
- 2 Your details**

This includes your account number and the address that this bill relates to.
- 3 When your bill was sent**

This is the date we created the bill and sent it to you. It is not the date you need to pay the bill by.
- 4 Your account/bill balance**

This shows whether you owe an amount to us, or if you have a credit on your account that will go towards your next bill.
- 5 Payment information**

If you pay your bill in instalments, we'll include information about your future payments here. For example, how much your instalments are and when they need to be paid by. If we need to make changes to the amount you pay, we'll let you know here too.
- 6 Account summary**

This shows the activity that has taken place on your account. This includes your previous bill amount, what you've paid since your previous bill, and the balance on your account before this bill was sent to you.
- 7 Your usage**

This shows how many units of water (m³) you've used and are being charged for. We'll also show you how many units you used on your previous bill as well.

Severn Trent website pages

[Unmetered bill](#) | [Understanding your bill](#) | [Help and Contact](#) | [Severn Trent Water](#)

Understand unmetered bills

Homes without a water meter

How we work out unmetered bills

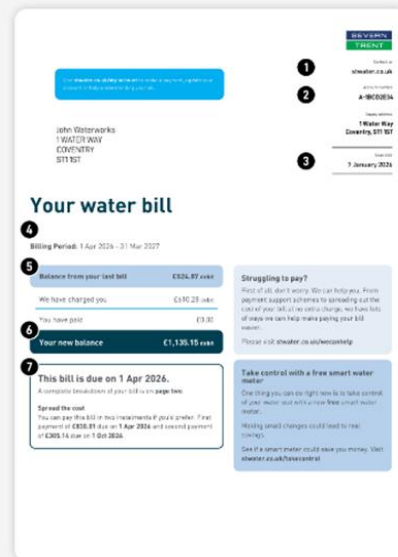
If you don't have a water meter, we charge you [based on the rateable value of your property](#).

A property's rateable value was originally assessed by the District Valuer on behalf of the Inland Revenue. The value was based on the size of the property, the number of rooms inside the property, the amenities available and the overall location.



Front of your bill

The front of the bill provides a summary of your account information and the price of your bill.



- 1 Our details**

This shows our website address where you can sign up for an online account, access lots of useful information about your bill, services, and the other ways you can contact us if you need to.
- 2 Your details**

This includes your account number and the address that this bill relates to.
- 3 When your bill was sent**

This is the date we created the bill and sent it to you. It is not the date you need to pay the bill by.
- 4 This bill summary**

This shows the dates your bill covers.
- 5 Account summary**

This shows the activity that has taken place on your account. This includes your previous bill amount, what you've paid since your previous bill, and the balance on your account before this bill was sent to you.
- 6 Your account/bill balance**

This shows whether you owe an amount to us, or if you have a credit on your account that will go towards your next bill.
- 7 Payment information**

If you pay your bill in instalments, we'll include information about your future payments here. For example, how much your instalments are and when they need to be paid by.

Severn Trent website pages

[Responsible business](#) | [Responsibility](#) | [About Us](#) | [Severn Trent Water](#)

Responsible business

Find out more about our plans to make sure we continue to be a responsible business.



We'll make a positive difference in the community

We'll make a positive difference to our region and the communities in which we work.

We'll protect our local environment

We want our activities to protect and enhance rivers, lakes and streams across our region.

We'll protect the wider environment

We'll manage our carbon footprint and play our part in protecting the wider environment.



Our Communities

Whether it's keeping you properly informed about our works, offering a great day out at our reservoir sites or investing in the young people in our region, we've an important role to play.

We also support regional employment and skills development. We directly employ more than 7,000 people in our region. We are always striving to have a positive impact, and have committed to targets such as bills being no more than 5% of customer's disposable income by 2030, and donating £3.5 million annually to help people out of debt.

We have also given over £10 million to good causes in our community over five years.

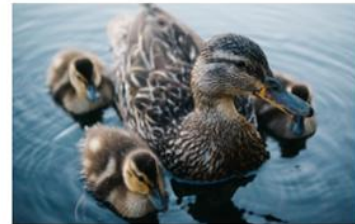


Local Environment

How we operate - from the energy we use to how we manage our waste - affects the wider environment in which we work.

Nationally, only 14% of rivers meet the criteria for 'good' ecological status. [We have committed to five river pledges](#) to improve the health of our rivers. There is more we need to do to meet future environmental standards, but at an affordable price. To achieve the standards, we need to keep maintaining and improving our waste water treatment works.

We also need to make changes to how much water we take from the environment and reduce pollution. The changes we make will ensure that our rivers and waterways can support a greater diversity of wildlife and plants, provide a better environment for walking and fishing and supply us with cleaner water.



Wider Environment

When you use our services, we want you to be confident that we are doing what we can to reduce our impact on the environment.

Energy prices can be volatile, and we work hard to forecast and manage these costs. One way we mitigate any impact is to generate a significant proportion of our own energy through renewable sources including hydro power (energy from water), wind, solar and digestion of sewage (crop and food waste). This energy is then reused at our Severn Trent sites or exported to the national grid.

Producing renewable energy (energy not produced from fossil fuels such as oil, coal or natural gases) is really important to us at Severn Trent. Reducing our need for fossil fuels means that we can be much more sustainable as a business, reducing our carbon footprint and helps to protect costs of rising bills for our customers.

Severn Trent website pages

Contact us

Got a question about our services or need a troubleshooting tip? You might find exactly what you need right here, quickly and easily. Select the topic you would like to contact us about.



Bills and payments

Your account, your bills, making payments, payment plans, moving home, or updating your details.



Water meters

Applying for a meter, providing meter readings, or having problems with your meter.



Water supply

No supply or low pressure, potential leaks in your home or in the street, or help with your stop tap.



Wastewater services

Sewage issues and maintenance, blocked drains, sewer smells, or damaged manholes.



Water quality

If your water looks, tastes or smells different from usual, or water quality information.



Flooding

Sewer flooding, what to do, who's caused it, and cleaning up after a flood.



Building and developing

New water or sewer connections, planning a development, or requesting maps of our assets and infrastructure.



Businesses and retailers

Support for businesses, managing your retailer relationship, or non-household water and wastewater enquiries.



Visitor sites

Planning a visit to our reservoirs, activity bookings, venue hire, or contacting a specific site team for assistance.

Phone

Emergencies (24hrs) [0800 783 4444](tel:08007834444)

Contact Us

Feel free to contact us with any enquiries

Languages

Get help in your preferred language

[Contact us](#) | [Help and Contact](#) | [Severn Trent Water](#)

Help with your bills and payments

If you need help with your account, your bills and payments, moving home, or updating your details, we can help.

Manage your account

You may be able to resolve your query yourself, by [managing your account online](#).



Make a payment

Make a one-off payment to clear your bill or pay your instalment.



Access your account

Log in to your account to view your bills, payments, and update your details.



Understand your bills

Understand what makes up your bill and what you pay for.

Get in touch with our bills and payments team

If you cannot resolve your query yourself, our **bills and payments** team is happy to help.



WhatsApp

The quickest way to get in touch with us is to send us a message.

[Send us a message](#)



Call us

Monday to Friday: 9am to 5pm

[0345 7500 500](tel:03457500500)



Textphone

For customers who are deaf or hard-of-hearing

[0800 328 1155](tel:08003281155)

Did you know?

We think it's only right that we listen to what you say and act on it. Here are some of the regular questions you've been asking about Severn Trent recently.


Shareholders and their dividends – do they get the lion's share of our money?

Running one of the UK's biggest water companies - and making sure it's fit for the future - is a big job, and one that you'd expect us to invest in properly. So in recent years the amount of money we've invested in the networks that serve you has been around four times more than our dividend payments, showing we don't spend more on dividends to shareholders. In fact, the opposite is true.

Our shareholders range from individual savers and charities all the way to big companies and pension funds. Alongside the money we get from customers, shareholders help us pay for the big things we want to do, like improving our infrastructure and helping to protect the environment. Shareholders recently gave us an extra £1 billion so we could improve storm overflows more quickly than any other water company.

Customers and communities will benefit from this with better service and a better environment. For shareholders, the return they get is their dividend. And with our plans for the next five years agreed and going ahead, you'll see us investing even more.

Discover Water website pages



Find out how water companies in England & Wales are performing

ENGLISH

CYMRAEG

What's new? Performance data for 2024-25 and billing information for 2026-27 now available.

ABOUT YOUR DRINKING WATER

Water Quality
Results of testing drinking water against national standards for quality


OVERALL PERFORMANCE

3.72


England & Wales

What's in your tap water? >

WATER TO YOUR TAP



From source to tap
Wonder where it comes from?



Water leaks
Find out the amount of drinking water lost before it arrives at the tap

CUSTOMER SATISFACTION

What customers think of companies' service
Hear what customers think of companies' service

90%

WATER SERVICE

64%


SEWERAGE SERVICE

% of customers satisfied

More of what customers think >

AFTER YOU FLUSH


Discover what we do with all the sewage



From sink to sea
Wonder where it goes?


LOOKING AT THE MONEY

Price Comparison
The price of two litres of water




From the tap

0.7p



Supermarket brand

80p



Premium Brand


£1.45

How does your bill compare to the average?

What happens to your money? >






DISCOVER MORE

Resilience - what is it and why does it matter?



Click to learn more about DiscoverWater and other topics

Brought to you by

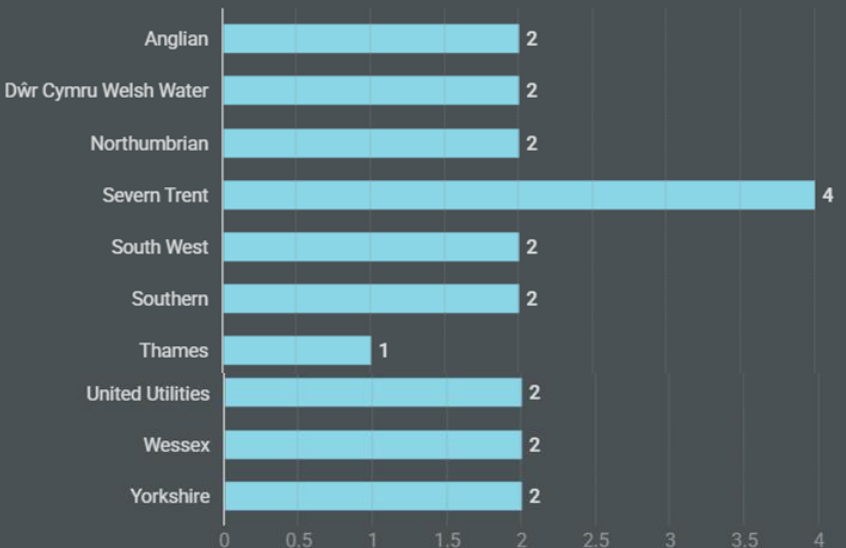






EPA star rating (out of four stars)

The Environment Agency and Natural Resources Wales give companies a star rating out of four for their overall performance in protecting the environment.

This is how companies scored in the latest year.

2024



Company	Star Rating (2024)
Anglian	2
Dŵr Cymru Welsh Water	2
Northumbrian	2
Severn Trent	4
South West	2
Southern	2
Thames	1
United Utilities	2
Wessex	2
Yorkshire	2

EPA star rating (out of four stars)
Source: Environment Agency & Natural Resources Wales

Want to know more about how your company is doing?

Click here to find out

ccw

The voice for water consumers
Llais defnyddwyr dŵr

Thank you!



ccw.org.uk