

Our investment

A summary of our investment plans for 2020–25



£2bn investment

Our overall investment for 2020–25.

The investment we secured through Ofwat's 2019 financial determination has been boosted by additional equity investment. This will support the overhaul of our business, ensuring we are better financed to deliver the improvements our customers and the environment deserve.

80% less pollution



Our target to reduce pollution incidents by 2025.

Through our Pollution Reduction Programme, we're working to reduce the number of pollution incidents by 80% by 2025. To achieve this target, we're investing **£83 million** to reduce risks and significantly increase monitoring of our network.

156k new homes



New homes forecast in our region by 2025.

The South East has one of the country's highest levels of housing growth. We're investing **£207 million** to create the capacity and infrastructure necessary to support the 156,849 new homes forecast to be connected to our network by 2025.

£140m on leaks



Our investment to find and fix more leaks.

In the water-scarce South East, driving down leakage and water demand are critical to ensuring a long-term supply for customers. We're investing £140 million in teams and technology to detect leaks, so we can **reduce leakage by 15%** by 2025.

135 apprenticeships



Our number of apprenticeships in 2021–22.

As a local employer, we're passionate about helping people enter and progress through the world of work. That's why we provided **135 apprenticeships** in 2021–22. This year, we're offering another 20, across electrical, wastewater and environmental roles.

48k people



How many people are registered for individual support.

Customers who need extra support due to a health condition or other challenge can register for Priority Services, so we know how to help and who to prioritise in an emergency. By the end of 2021, **48,824** customers were registered with us.

60 bathing waters



The number of our bathing waters rated 'excellent'.

Our bathing waters have achieved their highest ever ratings in Defra's summer sampling regime. Swimmers can enjoy 'excellent' water quality at 60 of our region's 83 beaches, while none is 'poor' (2021). Our **£5 million** bathing water enhancement programme continues.

£1.10 a day



What the average household pays for our services.

In 2022–23, our customers will pay an **average of £1.10 a day** for us to provide wholesome drinking water and take their wastewater away. This money lets us maintain our operations, improve our services, protect the environment and more.

126k customers



How many customers we've helped with their bills.

126,154 customers received a discount or capped bill from us by the end of 2021. We've also launched a Hardship Fund, allowing customers facing financial difficulty to apply for a one-off bill reduction, debt write-off or grant for specific home improvements.

£32m eco projects



Industry-leading work to improve river and groundwater quality.

As part of our **£32 million** Catchment First programme, we're working in partnership with farmers and other local stakeholders to develop nature-based solutions that protect water sources, reduce our carbon impact, improve biodiversity and reduce flood risks.

£517m for waterways



How much we're investing to improve our watercourses.

As part of our most ambitious ever environment programme, we're investing **£517 million** to improve seven bathing waters and 537km of rivers. This includes investigations, monitoring, river restoration schemes and projects to reduce the pollutants entering the water.

148% more roles



The rise in career opportunities available with us.

To keep our essential services running, we directly employ over 2,200 people. To achieve our goals, we're recruiting more talent. In January 2022, we were recruiting for **271 permanent roles**, compared to just 109 the year before.