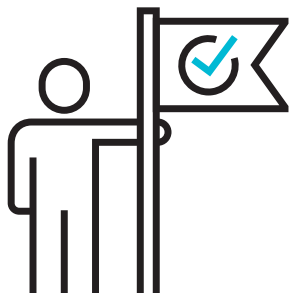


Business plan 2020 to 2025 wholesale highlights

Customer satisfaction,
responsibly delivered



Customer satisfaction, responsibly delivered

- This document provides a short summary of the key areas of South East Water's business plan that relate specifically to the provision of a wholesale service
- The full business plan can be found at corporate.southeastwater.co.uk/businessplan
- The plan is ambitious and forward thinking, looking to lead the sector in rebuilding trust
- A 35-strong suite of performance commitments and innovative incentives challenge us to deliver performance levels well beyond anything we have delivered before

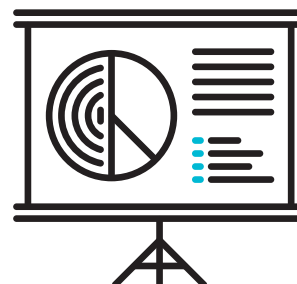
We will keep prices stable throughout the five years



£961 million
the total wholesale cost of our plan

Resilience

- Leakage reduced by 14 per cent
- Per capita consumption reduced by nine per cent
- Reducing average interruption to supply from 12 minutes to four minutes
- 40 per cent reduction in water quality contacts



What we will do for water retailers and businesses

Commitment

To support the continued development of the Business retail water market

Activities

- Improving data quality and accuracy
- holding the % of void businesses below 8.1%
- completing >90% of our market processes on time
- providing a quarterly performance report for Retailers and transparent annual performance reporting via our Performance, People and Planet report and Company Monitoring Framework
- contributing to the development of market systems and processes

To provide an industry leading Wholesale service for water retailers

- Providing technical support and advice including a range of services and engagement approaches
- simplifying tariffs and charges and ensuring credit terms enable equal opportunity to access and compete
- providing performance transparency through quarterly and annual reporting
- implementing a new Retailer Experience survey – target 10!

To ensure all our business customers receive the service and support they expect

- Ensuring the level of service provided is the same regardless of whether it is provided directly or via a water retailer
- improving engagement and communications with business customers
- incorporating our business customer engagement into our customer insight database
- introducing greater water management support and technical advice, to help business customers become more resilient too – a key element element of delivering our resilient customer concept



Our largest environment programme ever delivered

Engage with landowners

We will continue to use our industry-leading and award winning partnership with Catchment Sensitive Farming.

We have targeted an achievement of 42 per cent engagement with landowners in priority/at risk areas, which is the equivalent of addressing the land management practices on circa 14,217 hectares in our supply area – our current performance is 9,627 hectares.

To achieve this we will undertake a range of activities, using our partnership and behaviour change toolbox approach, including:

- **Farm site audits, water efficiency and/or advice packages**
- **development of beneficial biodiversity enhancement packages**
- **training – for example pesticide application training**
- **pesticide calibration testing**
- **involvement in crop trials/other trials to improve water quantity or quality**
- **incentive payments to use alternative products**
- **capital payments to improve farm infrastructure**
- **payments for Ecosystem Services**

The resilient business

How we will support those most vulnerable to supply interruptions

Type of business	Impact of water supply interruption	How we are addressing
Farms	Requirements for water are different depending on types of livestock. Some animals can be moved more easily to alternative sources of water e.g. horses, whereas dairy herds and chicken farms cannot – and are at greater risk	Updating our systems to better define supply points (e.g. troughs) and flag the customers' specific water dependency. Addressing alternative supplies by deploying more towable bowsers and static tanks for farms to self-serve
Pubs and restaurants	Health and hygiene impact – particularly from being unable to prepare and wash food so typically forced to close	As the main concern is loss of business and having to make a claim on their insurance, we have a no-quibble policy and cover any excess payment required by their insurance
Schools	Health and hygiene impact – particularly food preparation and inability to flush toilets so typically forced to close	Site visits to first tranche of 60 schools identified as being at most risk to advise on how to improve storage contingency plans and undertake water audits

Our profile of bills from 2020 to 2030 period



2020 to 2025 average bills – in real terms

Businesses (wholesale charge only)

2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Average
£929	£928	£927	£928	£928	£929	£928

2025 to 2030 average bills – in real terms

Businesses (wholesale charge only)

2025/26	2026/27	2027/28	2028/29	2029/30	Average
£944	£944	£946	£947	£948	£946