

Protecting our water and wastewater system

Questions
Defra has closed the process for new bathing waters. How will you support communities who will apply for designation once it opens again
Don't you think all waters should be suitable for bathing and release that data all year round not just in 'swimming' season
When will OFWAT ensure that the Environment Agency undertake regular weekly seawater testing at DEFRA Bathing Water Beaches 52 weeks of the year instead of just the short summer season to protect daily all year swimmers and other water users, and make the Water Companies immediately clearly inform beach users of all and any potential and actual sewage discharges using local on line signage at those DEFRA Bathing Water beaches?
Will I still be paddleboarding or swimming in sewage in Scarborough and off the east coast generally by 2030?
will Ofwat work with other regulators to increase bathing water monitoring all year given the all year round use of rivers and seas
Will there be any informed to reduce level of Ecoli in our water ways, Specifically in bristol the River Avon and Docks I dont believe have ever been below safe limits...
And more specifically on the sector wide target to conserve and enhance biodiversity, how does a sector wide approach fit with the section 6 duty under the Environment (Wales) Act 2016?
Can someone expand on the sector wide target to conserve and enhance biodiversity or point towards the right place/document to find out more details, please?
Can we farmers please request clean sewage cake to put back on our farmland please? A circular economy
China many places much flooded at the moment , some dams have been breached, so What protection you plan, for extreme climate as drought and flood?
How have you factored the impact of climate change on infrastructure both on terms of drought, flooding, and more sewage discharges into rivers and the sea
How have you factored the impact of climate change on infrastructure both on terms of drought, flooding, and more sewage discharges into rivers and the sea
We hear daily of wastewater overflows creating polluted water conditions. I am sorry the farmers' slurry is a small concern compared to the water companies. So, what ameliorating factors are companies using to tackle the rise in weather conditions affecting the water supply? This includes a new reservoir and stopping run off of sewage being pumped into rivers and the sea?
The overall work plan submitted by SE Water is welcomed; together with the objective for attention to leaks and the further provision of the area underground storage of treated water. Additionally, further particulars are requested of:- (a) What is the outlined schedule for preventative maintenance. Further are pumping stations provided with common form standard pumps, which can be replaced in the event of plant failure. (b) What is the provision for the risk assessment to plant and equipment, including the real time monitoring of service pipes. (c) In conjunction with strategically located underground reservoirs of treated water, are local area supplies configured on a ring main system which can isolate any failures and continue to provide a source supply?

Where is your evidence that you have taken account of customers' views around the quality of service Water Companies have delivered especially in the area of sewage treatment. What are you doing differently to what you were doing last year? Where is your evidence for that?
I am with Anglian Water, and the main road into our village is closed by Anglian Water countless times per year because the pipes break. Without ever fixing the main problem, we have to cope with buses not connecting the village to Norwich, people can't go to work, college or school. Several complaints were made, freedom of information act done, but the information is clearly absolutely not correct, not covering recent closures and only going back to 2016. Taxis have to be booked for essential travel, or appointments need to be cancelled for people who can't afford it. Anglian Water is destroying the environment, ripping us off, paying Millions out to their shareholders and now they want us to pay for them failing the county.
If SW is performing poorly why does the customer have to pay for it? Why can you not stop the bonus?
Updated question: Our bills have already risen very significantly above inflation in recent years to pay for what we were told were infrastructure investments. In addition, there are now a higher number of households due to new builds, which should be generating even more revenue for water companies. Why are bills going to go up so significantly again? What has happened to the previous money? Why are water companies in such dire financial situations now, with over £60bn of debt? The original debts of £5bn in 1989 were bailed out by Margaret Thatcher with £1.5bn additional money to put the new water companies on a sound footing, which were massive amounts of money at the time!
We belong to South West Water, this company does not do the foul waste, this is Thames Water. The bill is going to rise but we have no say in the mistakes Thames Water do ! My question is how can our bill from SE water justify Thames and how can customers get the answers?
Where is your evidence that you have taken account of customers' views around the quality-of-service Water Companies have delivered especially in the area of sewage treatment. What are you doing differently to what you were doing last year? Where is your evidence for that?
What is being done to ensure potable water supplies are available in the future when the population is increasing? No reservoirs have been built for over 30 years.
Cambridge Water still hasn't finalised its WRMP apparently because there is a gap in the forecast water supply. Indeed, the draft WRMP has a graph that shows that demand will exceed supply in about 2029, whereas Grafham pipeline transfer and Fens reservoir are proposed to come online in 2032 and 2036 respectively. Should I be worried about the long-term sustainability of my water supply, given that there is a 3 year gap?
How realistic is the degree of per capita consumption reduction being sought given past targets on this have proved difficult?
How much sewage was treated before privatisation and how much is treated now?
We would like Ofwat to address water supply in aggressively hard water areas please, are you going to help the consumers with this appalling water quality please?
Being in the south west I am quite concerned with the drinking water as there has been two occasions recently where by the public has been requestion not to drink the water!
Being in the south west I am quite concerned with the drinking water as there has been two occasions recently where by the public has been requesting not to drink the water!

How often is drinking water tested for safe consumption?
I would like to know if it will be feasible to receive water quality markers in our bills regularly. Pretty much all my friends decide to buy bottled water. I am not in the financial position to buy bottled water for regular consumption but I always wondered if this is even necessary to keep long term illnesses conditions at bay.
Water hardness equates to all the following: excessive use of chemical detergents, healthcare products (shampoos, shower gels, conditioners, etc.), laundry detergents, fabric conditioners, bleach, harsh chemicals to keep clean our sinks, taps, bathrooms, and everything else around the home. Added to this is frequent replacements of taps, domestic appliances, utility items, and add skin care products to prevent adverse effects on skin/hair health. ALL this requires a lot of plastic, lot of chemicals in sewage, all affecting the environment. Unless the water quality is improved, we CANNOT improve our environment. We would like to see this addressed as extremely URGENT.
What independent empirical evidence is available to substantiate that hard water is important for diet? How is Ofwat monitoring the quality of 'hardness', to ensure that steps are taken to improve, especially in relation to the impact on health? What Research and Development has Ofwat imposed in respect of softening water, and what is Ofwat's criteria for 'expense' as being the only factor to consider?
What level of microplastics are in UK Drinking Water?
What levels of fluoride, heavy metals, toxins, pesticides and sewage are in drinking water? Are the pipes the water runs through safe and cleaned regularly? Can you guarantee that my water is 100% safe to consume and bathe in?
How OFWAT will make sure that sector lack of efficiency would be addressed specially coming from supply chain.
Cambridge Water's abstraction rates are severely damaging the environment, drying up our precious chalk streams. The EA want this to stop by 2029, but alternative supplies will not be delivered until 2032. What can Ofwat do about this?
Can the people responsible for pouring sewage into our rivers be prosecuted for environmental vandalism?
What can we do to show the water companies that we're not impressed with the rate of water sewage discharges that are happening up and down the country; and encourage them to take more action to reduce the levels?
What these plans will mean for our favourite places to surf, swim and paddle and whether we can expect an end to sewage pollution into bathing waters by 2030?
When are the water companies going to stop pollution incidents in our rivers and seas? This is a serious issue that has been going on for too long.
Why do households that use water butts to reduce rainwater from rushing into sewers not rewarded with lower bills,
If I commit a crime and am found out I would expect to be taken to court. How is it that water companies have committed up to 6000 illegal dumps of sewage into our waters in 2022 according

to BBC figures and appear to get away with it - why are you or the Defra letting them get away with criminal activities?

Why only 44% reduction in sewage dumping by 2030? Is that ambitious enough? It doesn't seem so. Please let us know why you've arrived at only 44% reduction.

1. Southern Water do not Only pollute the environment, but they also pour sewerage down my throat, in my ears and ears every time I swim.
2. The cost to the NHS and me for a single swim 13 months ago has been 13 months of pain, 17 medicines a day, 2 operations at around £22k each, another year of unending pain, affecting both of my hands meaning family and friends now have to make my meals , cut up my food, clean my place for me. Please say this, and not just "overflow spill" after 10 no stop days of sunshine here in Sandown Isle of Wight.

As a Girlguiding Water Sports facility we are severely affected by poor water quality in our rivers. We and many other scouts units are having to test the Thames for dangerous levels of E. coli and Enterococci which make the risk to our young people and paddle sport instructors to high for us to operate. you think it is acceptable that we (a charity) are footing the bill for testing the river quality and also losing revenue when we have to cancel the water sports we offer to Young people?

Bills are set to rise during a cost-of-living crisis yet Ofwat seem to be taking no further action to tackle profiteering by executives and shareholders. Will there be stronger enforcement on environmental performances and linking pay and dividends to this?

By 2029/30, customers in Wales will pay the highest (joint) water bills in the UK but will have, based on your outcomes, the lowest environmental performance including sewage overflows at target levels defined in England for 2024/25 and one of the highest leakage levels. The Draft Determination proposes a 19% reduction in Welsh Water's proposals to deliver against the National Environment Programme. Does Ofwat think this is the right outcome for Wales?

Can the Directors and shareholders be paid with their own polluted sewage water instead of residents' money, if they fail in their environmental obligations?

How do we believe this testing is actually taking place? Also, this testing needs to take place more frequently than the current regime.

What is being done to reduce emerging pollutants (Poly- and Perfluoroalkyl substances, microplastics, etc) within current water treatment processes? Why doesn't England and Wales have any legislative policies or mandatory standards like Scotland with 'The Public Water Supplies (Scotland) Amendment Regulations (2022) have officially adopted a standard of 0.1 µg/l against the following PFAS: perfluorobutanoic acid (PFBA), perfluoropentanoic acid (PFPeA), PFHxA, perfluoroheptanoic acid, PFOA, perfluorononanoic acid (PFNA), perfluorodecanoic acid (PFDA), perfluoroundecanoic acid (PFUnDA), perfluorododecanoic acid (PFDoA), perfluorotridecanoic acid (PFTrDA), PFBS, perfluoropentanesulfonic acid (PFPeS), PFHxS, perfluoroheptane sulfonic acid (PFHps), PFOS, perfluorononanesulfonic acid, PFDS, perfluoroundecanesulfonic acid (PFUnDS), perfluorododecanesulfonic acid (PFDoS) and perfluorotridecanesulfonic acid.' Will Water Companies be held to a similar standard?

Why weren't companies pushed on CSOs and pollution discharges before? The costs could have been spread if the Environment Agency, government or ofwat were taking this more seriously at PR19 or before. It feels like it is being treated as a 'new' problem

Will there be any informed to reduce level of Ecoli in our water ways, specifically in Bristol the River Avon and Docks I don't believe have ever been below safe limits
You were aware of the terrible state of our waters i.e., rivers, canals, streams, seas etc., for years and did little, if anything, to put things right! What are your plans for the next 10 years regarding these private companies, as our water affects everything and everyone? Do you think that UKs' water should go back into the public sector like the train service?
Flooding is and will be a continued challenge in Wales with full impact of climate change yet to impact. What consideration is being given to water company assets to help alleviate the challenge of peak flooding?
Liverpool Friends of the Earth: A study published in the Financial Times on 6th March by Liverpool John Moores University referred to cancerous 'Forever Chemicals' being the world's highest along the Mersey Basin,. The Royal Society of Chemistry is trying to get the government to act. Will Ofwat be monitoring cancerous 'Forever Chemicals' with a system to backtrack the origins? The US Environmental Protection Agency has standards that virtually do not exist in the UK. One US company '3M' had to pay out \$10bn to compensate communities it had infected with 'Forever Chemicals'.
Why the housing sector need to wait for the water Companies to invest?
If the technologies are more advanced today, why the water bills increased?
In general, in England about 30 - 35% of the amount of potable water entering the distribution system does not reach the tap because of water leakage. My understanding is that the introduction of stainless-steel pipes instead of the traditional lead and plastic pipes in Tokyo in Japan has reduced its leakage level to negligible proportions. This has occurred over 40 years commencing in the 1980s all within a reasonable cost for consumers. Why cannot Ofwat consider such a provision in its draft proposals for the 2025/30 business plan period?
We are aiming to reduce leakage levels to less than 10% on our pipes and less than 5% on our customer's pipes by 2030." What would it take for South West Water to implement this faster than the proposed 7 Years? Why is Ofwat not imposing a shorter time limit?
What is being done, if anything, to proactively spot leaks before they are reported?
"Hi, I have 4 questions: 1. What are the results/measures from the last OFWAT Session until today? 2. Do we need Smart metering of the Water Companies? 3. On the beaches, not only the sewage is the problem. The sand is full of sewage. Who will clean the sand? 4. Spending money, on what? The Environment doesn't feel it."
Are the "20 Performance Targets set by Ofwat" in the public domain?
"Regulation of the sector" - what has Ofwat been doing for past 30+ years?

Do you need stronger powers to address the poor performance so that you can control bonuses and dividends?
Are these figures in addition to targets they should have already reached, and I assume these targets are a minimum?
How does your five years forward plan dovetail with the reported changes to regulations covering water companies being proposed by DEFRA.
Has Ofwat got plans to use the immense public goodwill and engagement behind cleaning up our waterways and seas? For example, citizen water quality testing (and other observations) that is promoted and encouraged by the catchment area stakeholders?
Do OFWAT consider that the Water Companies and the EA have complied with the Water Framework directive in formulating their plans
Does Ofwat have any powers over reducing agricultural water pollution?
(1) Misconnections are a huge problem for my local sewage treatment works. Is there any way to police these and fine the perpetrators? (2) How much sewage was treated before privatisation and how much is treated now?
Citizen Science groups are spending a lot of our unfunded time monitoring river health and trying to hold the water companies to account with respect to improving the environment. Why are our taxpayer funded bodies – Ofwat and EA – unable to do this successfully on our behalf? What is going to change now?
What is being done about resilience in the face of climate change, for example, increased fires, flooding, extreme cold and hot weather, storms etc.?
what plans do you have to 'future proof' mains capacity, particularly given that the new government is to encourage housebuilding
The new Havant Thicket reservoir and Southern Water's plan to partially fill it with recycled waste water from Budds Farm Sewage Works. Please could you explain what alternatives were considered, why these were considered less desirable than treated waste water, if OFWAT had any concerns about the proposal and what makes SW's proposal the preferred option in your opinion?
All houses built since 1970 and some earlier have separate foul and surface water sewers. So why do rainstorms overwhelm the sewage treatment works?
clear and consistent marking of SSO/CSO discharge points would enable members of the public to monitor and report operation as well as make an informed decision on their own personal risk. What is the panels view on marking all overflow discharge points as a first step towards a longer improvement plan?
Having a target of zero pollutions is totally irrelevant when all untreated sewage discharges via Caso's are not classed as pollutions - when in reality the UNTREATED SEWAGE DISCHARGES have the potential to cause more damage to the river than a discharge consent that is exceeded. Can you force the water companies to declare each CSO discharge as a pollution?
I am aware that part of the water management issue in the UK is that we have the one waste system that mixes rainfall with sewage and consequently with increased rainfall release of sewage/rain mixture into rivers is a relief valve. I believe Globally where Britain controlled similar designs were deployed. There are Countries that keep the 2 (waste and rain) separate that are not prone to such toxic releases. Q1) Are any measures being planned to provide a second

sewerage network or subdivide the existing sewerage network? With all the planned housebuilding etc what representation is being made to change planning requirements to navigate towards such a solution. If none, please explain why not and what proposals are in the pipeline to achieve such a scheme?
If sewage is dumped, we shouldn't pay the bill and I agree with above it should never be legal to dump sewage, it's like designing a bridge that collapses when you drive on it!
in the meantime, can the worst polluting points be fitted with filter-screens, with an overflow into a reed-bed or French drain system prior to reaching the river ?
In what form will you enforce the companies which fail sewage treatment? Who will pay for this? If fined, will the customer pay? Or what fund is used?
Is there a breakdown or timeline of when people can expect an end to sewage pollution into their favourite spots so that they can swim, surf and paddle without fear of getting sick?
Isn't it time there was a definition of the word 'exceptional' as used in the context of spills following exceptional weather.
Seeing the number of discharges of untreated wastewater into our rivers and sea, how have the water companies justified their wastewater charge? Shouldn't they spend all the money they take from us on improving treatment and not giving dividends. I feel companies found guilty of discharge offences should be nationalised.
St Florence Sewage Works exceeded its Dry Weather Flow limit on 154 days in 2023 emptying stage 2 treated waste into the River Ritec that empties into bathing waters off South Beach Tenby. Which organisation is responsible for regulating this asset - OFWAT or NRW?
The target of 44% reduction of releases from CSO does not include releases of untreated sewage by water companies. Why is there no target for this? How many monitoring stations are there? Is this number sufficient and are there plans to install more monitoring stations?
There are an increasing number of water storage areas to prevent or reduce surface water flooding. Why aren't similar storage areas mandatory for all sewerage works to prevent river pollution?
There are an increasing number of water storage areas to prevent or reduce surface water flooding. Why aren't similar storage areas mandatory for all sewerage works to prevent river pollution?
We keep hearing water companies are permitted to discharge through storm overflows by law, but the Office for Environmental Protection is very clear "discharges should only occur in exceptional circumstances". The point is they are not. These overflows are an open sewer, used continuously by the industry. Where is the regulation here?
When will all sewage be treated in England?
Why are you not doing more to reduce storm overflows? It needs to completely end now, not be reduced by 44% by 2030.
Why do we still not have spill volume, wastewater proportion in spills and wastewater Final Effluent treatment process objectives when it is definitely possible to calculate all of those potentially very important key performance indicators from the primary data now available?
Why have Welsh water companies been given more lenient spill targets than companies in England?

Why only 44% reduction in sewage dumping by 2030? Is that ambitious enough? It doesn't seem so. Please let us know why you've arrived at only 44% reduction..
Why weren't companies pushed on CSOs and pollution discharges before? The costs could have been spread if the Environment Agency, government or ofwat were taking this more seriously at PR19 or before. It feels like it is being treated as a 'new' problem
Will this price review period put an end to the sewage pollution we are currently at risk from in the Yorkshire Water area?
Yorkshire Water real time monitors show the dumping of untreated sewage from CSO's and the Wastewater Treatment Works at Richmond after a few minutes of drizzle. These are not exceptional circumstances as defined by the OEP. When will OFWAT start to utilise the legislation already available to you: Water Industry Act 1991 (section 94) which requires companies to 'effectively deal' with sewage to render innocuous before discharging into rivers. Urban Wastewater Treatment Regulations 1994 (section 4) includes the additional obligation of discharging in exceptional circumstances (rare event)- not heavy rain! When will OFWAT use this legislation with water companies?
OFWAT's Draft Determination permits companies to return 4.8% to their equity investors and this seems to be a reasonable level of return that will attract new equity injections (for the Water Cos that need it the most). However, this assumes that all UK Water Cos will remain investment grade by the time of the Final Determination. Thames Water are currently under review for a S&P downgrade to below investment grade. With this being said- does the Panel view the RoE of 4.8% being high enough to attract equity injections in a water company which is junk-rated?
Since 1970, separate foul sewage and surface drains have been built into new developments. I have received the following statement from OFWAT. Thank you for your email regarding surface water. Most new housing developments have separate sewers, however, in most situations the two pipes are only separate until they reach the boundary of the development when they both are connected to the main sewer (other than in rare occasions where the development is very close to the sewage works) or they lead to a soakaway or other arrangement. Highway drains also go into the sewer network and are a big factor in storm overflows. Apparently after 54 years the infrastructure for surface water sewers has made little progress. What are the plans to correct this lapse please?
What is the replacement rate for water mains. and how long do you expect them to last?
In the Yorkshire areas, water is often taken from the local rivers and this obviously has an effect on the natural environments within the rivers themselves and along their banks - why is this still allowed? Why have alternatives not been put in place? - Yorkshire is famously not short of rain! - Meanwhile, there has been a burst water main in Birstall where I live, which has been allowed to run continuously for 3 weeks now & is not due to be repaired for another 2. How can these companies be held to account for the environmental damage which they cause?
The proposal to remove the dam at Crummock water in the Lake District seems very expensive and short sighted, is it really needed? Remember Beeching!
Time and time again we find that problems with pollutions and 'storming' arise from catchment pressures, largely contributed to by 'infiltration' (unwanted leaks into sewage systems) why do we not have the strongest possible targets to fix infiltration.
What equipment can sewerage works install to reduce the amount of Ecoli being released into our rivers? for example, UV. And are there any specific targets forcing them to get this done?

What role does Ofwat play in monitoring CO2 emissions from reservoirs managed by water utilities, and how does this role extend to providing guidance, support, or financial mechanisms (such as incentives or penalties) to help reduce these emissions?
Why is there only a proposal of 44% reduction in overfills when it should be 100%?
Will these plans ensure water companies will comply with the law to only discharge sewage in exceptional circumstances by 2030?
will you encourage the water boards to provide safe and clean waters for things like swimming, canoeing etc. Even better use of reservoirs like they do in France.
With these current plans, can we expect to see an end to sewage pollution into bathing waters by 2030?
(1) I recently wrote to Anglian Water to ask them if they had a plan to eliminate sewage spills in my area, and if so by when there would be no more. They replied that their vision is to have no more storm overflows by 2050, which is apparently in line with the government's storm overflows discharge reduction plan. Do Ofwat think this is good enough? Do you think the public would be willing to accept this, if it was publicised on the news? I don't - 26 years isn't taking it seriously! (2) Today the EA stated that the water industry's culture perpetuates poor practice. None of the water companies met pollution targets. Only a public inquiry into the broken water industry will explain how we got into this mess. Do Ofwat agree with the EA?
: If the target for the end of the PR24 session is a reduction of 44%, when do you envisage spills will be 'near zero' ie genuinely only happening during truly exceptional weather?
As a Girlguiding Water Sports facility we are severely affected by poor water quality in our rivers. We and many other scouts units are having to test the Thames for dangerous levels of E.coli and Enterococci which make the risk to our young people and paddle sport instructors too high for us to operate. you think it is acceptable that we (a charity) is footing the bill for testing the river quality and also losing revenue when we have to cancel the water sports we offer to Young people?
As a resident of Belmont (Sutton), still concerned about quality of water specially around the recent news of contaminated water supply in Surrey (Bramley) & also in Devon, we have experienced Diarrhoea in our family & would like to know if actual laboratory testing has been done regarding this or not? If yes then can three results be made available to us? Furthermore, we have not experienced water sample testing in our household as well as in our neighbourhood & closer vicinity. How do we believe
As a Yorkshire Water customer in Scarborough 2 months ago and big issue with leaking's into the sea at the time but is bizarre that Water Companies are allowed to do this
As Thames Water have admitted that they have failed to complete 108 schemes from their current WINEP will they be fined for this? Also When will these fines be put back into improving the environment - which is what has been damaged - rather than giving very small amounts back to millions of customers?
Can Ofwat please explain to attendees what is meant by 'leakage'?

Can we expect your plans to end to sewage pollution into bathing waters by 2030?
Do Ofwat think it's acceptable for the water companies, United Utilities included, to poison our rivers and Lakes by dumping raw sewage directly into them? Quite often this practice is illegal, i.e. when there is no heavy rainfall or even any rain. The shareholders still get their dividends, and the board gets their bonuses, yet we as customers are being asked to pay more for the sewage improvements. Years of neglect, big bonuses, the system is absolutely broken, and it's happened on your watch Ofwat. Please explain how we are at this environmental disaster.
Given that consumers pay for water treatment disposal, why can they not get compensation from water companies when they fail to dispose of it in a safe manner but instead dump it into water courses and the sea? Other nationalised firms like railways have to refund money when they fail to deliver a paid for service on time
How does Ofwat ensure that all the relevant parties collaborate to ensure that sewage discharges are only essential, and what is Ofwat's time frame to fix this problem, once and for all? What are Ofwat doing about recording all discharges, no matter the category, and taking action?
How long do I have to continue swimming in sewage in my daily swim/surf? I encourage my children to lead active lifestyles but they have both been ill from swimming in my local beaches in Newquay, Cornwall and are afraid of going in the sea. This is UNACCEPTABLE!
I live in the area of Mawgan Porth in Cornwall. I am a surfer and also a member of the surf life saving club there and so a regular user of the water. The river that comes alongside the sewage treatment plant in St Columb and discharges into the bay at Mawgan Porth seems dirty and smelly after almost every heavy rainfall. It has become infamous locally for causing infections in local users and particularly dogs that drink from the river. It seems to me the sewage pollution has become more normal in the last few years. Why does it seem so much worse now than maybe 5 years ago? What will OFWAT be doing to hold the water companies to account for routinely polluting our waterways? Will OFWAT be upping their game to force water companies to clean up their act?
I live in the Chilterns and I am also a member of the Chiltern Society, as I care about taking proper care of the delicate chalk-stream environment. Several of the Chiltern chalk streams (e.g. Misbourne) have, since Jan 2024 until now, had continuous sewage discharge from local sewage works which no longer have sufficient capacity due to local developments and ground water infiltrating the leaking sewage system & pipework. My question is when will Thames Water invest sufficiently in improving the sewerage infrastructure in the Chilterns (increased capacity and secure pipework) so that the wildlife that depends on clean water in the chalk streams can be relieved of the appalling pollution that it currently has to endure, so as to redress the terrible negative impact on wildlife and biodiversity.
In a biodiversity emergency, do you think it's appropriate that only £2bn of the £88bn is devoted to nature-based solutions? We understand that many companies put forward nature-based schemes which were not permitted. Can anything be done to drive up that number between now and December?
In what form will you enforce the companies which fail sewage treatment? Who will pay for this? If fined, will the customer pay? Or what fund is used?
May 2023 Swam at Sandown on Isle of Wight. I developed an ear infection and ended up in A&E. By July I had developed carpal tunnel syndrome and Raynaud's disease and eventually needed surgery in May 2024 which has helped but not resolved my pain. I will never again be able to swim again in the seas around the beautiful Isle of Wight. Question. Why have you knowingly done this

to me, my family and friends, and the children on the beaches on the Isle of Wight Right Now who are ingesting the stuff you are putting in their mouths, ears, and eyes. Right Now. Why!

My main concern is the appalling national situation regarding sewage treatment, disposal and environmental impact on our seas and rivers and lakes – including Windermere. My question is: what are the companies responsible for sewage treatment going to spend (£) in the next five years to improve sewage treatment and reduce or halt the use of storm overflows? What do they think they actually need to spend in total to halt 80% of storm overflows by 2050? What will that planned expenditure for the next five years be expected to achieve and by when?

My question is when are the water companies going to stop allowing raw sewage to enter our seas and rivers? It is grossly outrageous that this foul practice has been happening considering the vast profits the companies are making together with the bonuses the chief executives are receiving. The profits should be reinvested into the system to prevent sewage overflow.

My question was really about the direct effects that the actions of Southern Water to me 2 1/2 yrs of unending pain through Major ear infections followed by CTS, my family who have to prepare my meals and clean for me and friends, marriage, and the NHS who have to pay for 2 years + of medication and 2 operations.

Which episode: when S.W. poured untreated sewerage while I was swimming off the beaches at Sandown on the 10th day of sun – no clouds.

This action by S.W. is called storm overflow (no storms) and delivering better environment e.g. the local council rated the beach at Sandown as Excellent (no littler, and sandy).

I struggle not to cry when I see children going paddling in the sea at Sandown. As my GP says – What a shame they do this, there will sadly be an increase of children at A&E later on tonight.

Over the last 14 years there has been a gradual ramping up of the sewage dumps from Southern Water. I am a keen user of the sea. I swim, SUP and Kitesurf. When the wind blows we like to use the water. Southern water now dumps sewage pretty much every time it rains and the wind blows. This is raw sewage and means not using the sea for 48 hours. This markedly limits the time we can spend in the sea. In addition as a doctor I am aware of how beneficial sea food is to us. The sewage dumping is destroying the rivers for the fish. It is also a problem for the filter feeders such as mussels and oysters as they will accumulate the pathogens present in the sewage. The situation has got gradually worse over the last 14 years. The water companies don't appear to care. The taxpayers subsidy appears to be roughly equivalent to the company dividends. The public has voted that they want cleaner rivers and seas However the companies are now using it as an excuse to charge higher bills from the public. What is the Ofwat plan to 1. Hold the companies to account and reduce the dumping of raw sewage in to the rivers and the sea 2. Stop Southern water excessively increasing bills when they have spent the last 14 years paying out excessive dividends instead of using subsidies to improve the service offered.

Please could you ask whether it would not be possible for Water Companies/Ofwat or whoever to lobby the government to ban the sale of non-biodegradable wet wipes in the UK within a very short space of time? These unnecessary products cause innumerable blockages in our sewers, end up intact in our rivers and waterways and thereby degrade water quality, and cost water companies (and hence customers) millions of pounds in repairs – money which could be much better spent on environmental protection.

Re-use of human sewage sprayed onto farmland – The strategy of using this type of fertiliser has been criticised for contribution to potential antibiotic resistance in the food chain. Some Countries have ceased this practice. I was recently travelling along the A38 flyover at Marsh Mills, Plymouth at 07:30. The stench from the adjacent sewerage was sufficient to cause me to feel sick, even though I was in my car with the windows closed and travelling at speed. Question 6: What

are Ofwat's positions in these respects? When and how could the 'Plympton Pong' be eliminated permanently and what is Ofwat doing to ensure this does not reoccur regularly?
Shortages of water, handicap our region in attracting business that might choose to relocate here. SWW is part of the 'essential life and business needs' of the region. How does Ofwat, assess the business impact of shortages and penalise accordingly?
Should you fine the companies who discharge pollutants rather the water companies and hence us, the customers?
Storm overflow spill is becoming more common driven primarily by Climate change , Met office projects a 15-17 % increase in frequency in heavy storm with a 17% increase in summer rain intensity. How will you monitor the transition to a 44% reduction in spill frequency by 2030? Why are we not targeting 100% reduction by 2030.
Thank you OFWAT for this opportunity. Re: The new Havant Thicket reservoir and Southern Water's plan to partially fill it with recycled waste water from Budds Farm Sewage Works. Please could you explain what alternatives were considered, why these were considered less desirable than treated waste water, if OFWAT had any concerns about the proposal and what makes SW's proposal the preferred option in your opinion?
The provision of additional infrastructure for both the supply of potable fresh water AND the disposal of contaminated waste water owing to the exponential demand from new build. It is common ground that the South East of England is one of the most water stressed areas in the country. Again, it has the highest rising population growth from inward migration, with even higher growth targets set in the new Local Plan Reviews. Accordingly, it is inequitable that the existing population should bear the proposed increased costs for both the renewal of existing infrastructure and the provision of new infrastructure. There is an argument that new build should pay an additional charge to fund the actual costs of new and increased water supply and waste disposal costs.
The same companies have been rated one or two stars for over ten years. Where is evidence of turn around because I can't see any?
This draft determination falls short in protecting our rivers and seas from pollution, how can you improve your report to ensure a zero-pollution solution is achieved?
UU may be compelled in the next 15-20 years to install tertiary treatment in their WWTWs. Tertiary treatment can be a lot of different things. What would they need to screen out at which of their STWs? Now is the time to be getting this agreed and be part of that discussion. As a starting point maybe, we can ask them to sample their WWTW effluent for forever chemicals, phosphates and nitrates.
We are all concerned that our rivers, including my local river Nidd, are in need of improvement, both for human and for broader ecological health. While water companies are not solely responsible for ALL the pollution entering rivers and their tributaries, it is clear that they 'manage' the sewerage networks and other 'assets' that create and carry a substantial percentage of the pollution. How will Yorkshire Water, in my own area, take full responsibility for cleaning up our rivers, in collaboration with other stakeholders, so that our children and grandchildren can enjoy the rivers we experienced when we were children?
We hear about the problems of sewage plants being overwhelmed by rain water at times of high rainfall. If more customers had water butts then this could be alleviated. I suggest that water companies be forced to offer subsidised water butts which will ultimately save them money and help the environment. Energy companies were fairly recently obliged to subsidise insulation so there is precedence.

What is different in this price review period from the last one that will stop Southern Water discharging sewage into our swimming water on a regular basis given the failure of significant fines?
What percentage of the 44% reduction to CSO discharges by 2029, are focussed on waters popular with recreational users. Are you asking companies to prioritise reducing discharges impacting on the health of recreational users?
What will you do to ensure an end to sewage pollution into bathing waters, and will there be a mandatory requirement to comply by 2030?
Where did the target of 44% come from Does it still mean C.S.O.s are still putting 66% of sewage into our rivers?
Why are you repeatedly referring to storm overflows when we all know these are daily discharges when there are no storms?
Will Ofwat ensure water companies are accountable to reinstate riverbanks and seashore to pre polluting condition. This will prioritise their efforts to stop adding to the existing pollution for another 5 years. Or will our rivers and seashores remain sewers for the foreseeable future? The Thames was uninhabitable for wildlife for decades and recently it was beginning to sustain wildlife.
Will rainfall effect the target for Southern Water target of we expect Southern Water to reduce the use of storm overflows by 35% by 2029-30, compared to 2021-22? How will you monitor during the 5 years and share with the public?
Will your plans ensure water companies comply with the law to only discharge sewage in exceptional circumstances by 2030?
Will your price review period end to the risk of sewage pollution in my local Thames Water area (London SW1)?