Frequently Asked Questions 2024

from Southern Water®

Contents

Water for Life - Hampshire 3
Q1: What is Southern Water's Water for Life – Hampshire Programme? 3
The Project 3
Q2: What is the Hampshire Water Transfer and Water Recycling Project? 3
Q3: How long will you continue to take water from Hampshire's chalk stream rivers? 4
Q4: How is the Project being funded and how will this affect my water bill? 4
Q5: What approvals will be required for the Project? 4
Q6: How are you considering the potential effects the Project could have on the environment? 4
Q7: Will I be able to see the pipelines? 5
Q8: How will you install the pipelines? 5
Q9: How long will construction take? 5
Q10: How will construction affect me and what are the typical working hours? 5
Water recycling 6
Q11: What is water recycling? 6
Q12: Is water recycling the same as stormwater releases? 6
Q13: Is water recycling safe? 6
Q14: Where would the purified recycled water be treated? 7
Q15: How will water recycling be used when we are not in a drought? 7
Q16: How will recycled water affect water quality in the Havant Thicket Reservoir? 7
Q17: Does water recycling use a lot of energy and will you use renewable energy sources? 7
Q18: What alternatives have you explored alongside water recycling? 8
Q19: Why did Southern Water change its plan to deliver a desalination plant in Fawley? 8
Consultation 8
Q20: When does the consultation take place? 8
Q21: What are you consulting on? 8
Q22: Are you holding in-person events? 9
Q23: How can I find out more about the Project? 9
Q24: How can I make comments on the Project? 9
Q25: What if I have any general questions? 10
Q26: Where can I read more about the Project? 10
Q27: What happens after the consultation closes on 23 July 2024 and how will you use my feedback? 11
Q28: Where can I get further information on the topics covered in this document? 11

Water for Life - Hampshire

Q1: What is Southern Water's Water for Life – Hampshire Programme?

Water for Life – Hampshire is Southern Water's holistic response to the water supply challenge we face in the county.

We already need to find at least 166 million litres of water a day in Hampshire that's not from a river or an aquifer. That number is only set to rise, with further environmental restrictions expected in the future.

Taking less water from the rivers means finding a new source for public supplies, as proposed under the *Hampshire Water Transfer and Water Recycling Project*.

But this new source of water won't solve Hampshire's water resources challenge alone – that's why we are developing a range of wider solutions including reducing leakage (up to 50% by 2050) and improving water efficiency to ensure we're all using water wisely.

The Project

Q2: What is the Hampshire Water Transfer and Water Recycling Project?

The Project would use advanced treatment techniques to turn highly treated wastewater, that is usually pumped far out to sea, into purified recycled water at a new water recycling plant in Havant. This purified recycled water would be pumped via an underground pipeline to the Havant Thicket Reservoir where it would mix with spring water. Water from the reservoir would then be pumped along another pipeline to our Otterbourne Water Supply Works where it would be treated to strict drinking water standards before being sent into supply. The Project is designed to optimise the use of the Havant Thicket Reservoir's 8.7 billion litre storage capacity, as well as the spring water within it, and be capable of providing an additional 90 million litres of water a day to Hampshire. The Project includes:

- Proposed water recycling plant and associated pumping stations
- Proposed underground pipelines between Budds Farm Wastewater Treatment Works and the water recycling plant
- Proposed underground pipeline between the water recycling plant and Havant Thicket Reservoir
- Proposed underground pipeline between Havant Thicket Reservoir and Otterbourne Water Supply Works, via a pumping station at the water recycling plant
- Proposed pipelines between the water recycling plant and Bedhampton Springs
- Proposed above ground plant comprising intermediate pumping stations and break pressure tanks located along the underground pipeline between the water recycling plant and Otterbourne
- Use of the Havant Thicket Reservoir for the storage of recycled water
- Use of the existing Eastney Long Sea Outfall for the release of reject water.
- Other associated and ancillary development.

Please refer to the **Consultation Brochure** and **Book of Plans** for more detail on the Project proposals.

Q3: How long will you continue to take water from Hampshire's chalk stream rivers?

We're working hard to deliver the Project as quickly and effectively as possible, so we can move away from reliance on the use of Drought Orders and Drought Permits, which currently enable us to apply to continue abstracting water for public supplies from the Rivers Test and Itchen during certain drought conditions. Our current agreement with the Environment Agency (called a Section 20 Agreement) runs until 2030 however so we're looking carefully at how we manage water supplies in the Hampshire area up to when the Project is delivered.

Q4: How is the Project being funded and how will this affect my water bill?

The Project is being funded by Southern Water. Like all our costs, funding for new infrastructure and improvements on the water supply side of the business is averaged across water supply customers' bills across our region.

As with all our costs and charges to customers, funding for the Project will be subject to approval by our economic regulator, Ofwat. We anticipate that Ofwat would spread the cost of construction and operation over the life of the Project once built, to reduce the impact on bills in any one year.

The Project is continuing to be developed. We currently estimate that the cost of the Project to each of our water supply customers would be approximately £2.50 a month over a 20-year period.

Q5: What approvals will be required for the Project?

The Project has been directed by the Secretary of State for Environment, Food and Rural Affairs as a project of national significance because of its scale, complexity and the contribution it would make to Government environmental objectives and addressing the water supply challenge in Hampshire. This means we need to submit an application for a Development Consent Order (DCO) to the Secretary of State. If given, the DCO would provide the planning and other consents and powers necessary to build and operate the project.

More detail on the DCO process can be found on the Planning Inspectorate's website[1]. The process | National Infrastructure Planning (planninginspectorate.gov.uk)

Q6: How are you considering the potential effects the Project could have on the environment?

We are undertaking a range of environmental assessments, as part of the Environmental Impact Assessment (EIA) process, to understand the potential effects of the Project on the environment. We have prepared a Preliminary Environmental Information Report, which is a key part of the EIA process, and forms part of our Summer 2024 Consultation documentation. You can view this on our consultation website, at one of our six events, and at any of our deposit locations. The Preliminary Environmental Information Report details the preliminary findings of our environmental assessments based on the information available to date.

Following the consultation, our environmental assessments will continue to be updated and will be documented in an Environmental Statement that will be submitted as part of the Development Consent Order application.

[1] https://infrastructure.planninginspectorate.gov.uk/application-process/the-process/

More information on the environmental effects of the Project can be found in Section 3 of the Summer 2024 Consultation Brochure and in the Preliminary Environmental Information Report and its accompanying Non-Technical Summary.

Q7: Will I be able to see the pipelines?

It is anticipated that the majority of our infrastructure would be underground once construction has been completed and the Project is operational. However, our proposals do include some above-ground infrastructure. This includes the new water recycling plant in Havant, and a small number of intermediate pumping stations and break pressure tanks along the pipeline route between the water recycling plant and Otterbourne Water Supply Works.

Q8: How will you install the pipelines?

We would install the majority of the pipelines using an open-cut excavation method where a trench is dug, the pipeline is laid at the bottom and earth is put back into the trench to bury the pipeline. The land will then be reinstated. Where we need to cross major roads, railway lines and rivers, we will look at what are called trenchless methods such as tunnelling or pipe jacking.

We will minimise disruption as much as we can and will engage and communicate with local communities on how we will undertake the works, use local roads and manage our construction activities.

More information on pipeline installation methods is set out in Section 3 of our *Hampshire Water Transfer and Water Recycling Project* Summer 2024 Consultation Brochure.

Q9: How long will construction take?

The Project is planned to take approximately four years to construct, with construction works potentially starting in 2029.

For more information, please see Section 4 of our *Hampshire Water Transfer and Water Recycling Project* Summer 2024 Consultation Brochure.

Q10: How will construction affect me and what are the typical working hours?

While most people across Hampshire will not be directly affected by the construction of the Project, those living or working close to the pipeline may experience short term disruption from noise and traffic restrictions that may be required. The preliminary outline Construction Environment Management Plan (CEMP) (published as part of the Summer 2024 Consultation) provides further information on the ways we will mitigate any necessary disruption related to construction.

Throughout construction, we will continue to engage and communicate with affected people and businesses.

The typical working hours for construction of the Project will be as follows:

Monday to Friday: 07:00 to 19:00 in summer and 07:00 to 17:30 in winter.

Saturday: 07:00 to 17:00.

Sunday and Bank Holidays: 08:00 to 16:00 when required (e.g. abnormal load deliveries).

Work outside these typical working hours, or overnight, may be required for construction of some aspects of the Project including trenchless crossings and tunnelling. In these instances, continuous working or works within the road may be undertaken to minimise traffic disruption. The preliminary outline CEMP provides further information on the typical working hours and the process for working outside of these.

For further information, please see Section 5 of our *Hampshire Water Transfer and Water Recycling Project* Summer 2024 Consultation Brochure.

Water recycling

Q11: What is water recycling?

Water recycling uses advanced treatment techniques to turn highly treated wastewater into purified recycled water. The Project would pump purified recycled water to the Havant Thicket Reservoir. Water from the reservoir would be pumped to our Otterbourne Water Supply Works for further treatment to become drinking water. Special membranes are used to remove salts and a range of other impurities. The process involves several stages of treatment including micro or ultra-filtration and reverse osmosis.

Reverse osmosis is a filtration process that forces water through membranes with perforations more than 50,000 times smaller than the width of a human hair, to remove dissolved salts and impurities. As an extra layer of protection, ultraviolet light is applied along with a small dose of a chemical called hydrogen peroxide in a process called advanced oxidation.

Reverse osmosis is so effective at purifying water that some essential minerals such as calcium and magnesium have to be added back in to make the water drinkable.

Water recycling is already widely used around the world – in Australia, Singapore, the USA and, closer to home, in Belgium. Southern Water is one of several water companies in the UK developing water recycling plants to create new sources supply for the future.

Q12: Is water recycling the same as stormwater releases?

The water recycling proposals are fundamentally different, and separate, to the current system of stormwater releases which are designed to protect homes from flooding.

Stormwater is wastewater that has been heavily diluted by rain and is sometimes released to the environment to reduce the risk of flooding to homes and businesses.

Purified recycled water is water that has gone through a series of advanced treatment techniques before being pumped into a river, lake or reservoir – from where it can be taken and treated to strict drinking water standards before being sent into supply.

It is this purified recycled water that would be pumped into Havant Thicket Reservoir under the Hampshire Water Transfer and Water Recycling Project proposals.

There would be no possibility of stormwater releases entering Havant Thicket Reservoir.

Q13: Is water recycling safe?

Water recycling creates a safe and sustainable supply of purified recycled water that, after being pumped into Havant Thicket Reservoir and taken again for further treatment to strict UK drinking water standards, would be sent into supply.

Water recycling is already widely used around the world – in Australia, Singapore, the USA and, closer to home, in Belgium. Southern Water is one of several water companies in the UK developing water recycling plants to create new sources supply for the future.

A Water Recycling Pilot Plant was set up, in partnership with the University of Brighton's School of Applied Sciences, at Budds Farm Wastewater Treatment Works in Havant to test key elements of the water recycling treatment process. Initial results showed that the water recycling technology effectively removed numerous different nutrients and metals. A more detailed report, written by the University, will be published later in the year, with the results informing additional assessments including the Environmental Impact Assessment for the Project.

For more information about water recycling please visit: www.southernwater.co.uk/water-recycling or refer to Section 3 of our Hampshire Water Transfer and Water Recycling Project Summer 2024 Consultation Brochure.

Q14: Where would the purified recycled water be treated?

The purified recycled water would be produced at a new water recycling plant in Havant. Locating the water recycling plant close to our Budds Farm Wastewater Treatment Works will reduce pumping costs and the overall energy needed to run the Project. We've selected a brownfield site as the optimum location for the Water Recycling Plant.

Q15: How will water recycling be used when we are not in a drought?

The Project is being developed to support both daily water supplies and provide much needed resilience in a drought when river sources are no longer available. A continuous 'sweetening flow' of water would be needed through the water recycling plant and pipelines throughout the year to ensure that the system is always ready to be used at a higher capacity when needed.

Q16: How will recycled water affect water quality in the Havant Thicket Reservoir?

Southern Water and Portsmouth Water are working together to investigate the possible effects on water quality within Havant Thicket Reservoir based on various operational scenarios. This analysis is ongoing with further engagement on the results to come later. Our assessments will also be fully reported on in our Environmental Statement, which will be submitted as part of our application for development consent.

Q17: Does water recycling use a lot of energy and will you use renewable energy sources?

Water recycling uses more energy than water abstraction from rivers or groundwater due to the additional treatment processes and pumping requirements involved. These conventional abstractions have been significantly reduced to protect the environment, meaning that new technologies such as water recycling are needed to create new sources of water that are not from a river or an aquifer.

Due to the volume of energy required there will always need to be a reliance on the national grid and national decarbonisation of electricity. However, we will seek to use local renewable energy resources within the project where we can.

Q18: What alternatives have you explored alongside water recycling?

The Project has progressed through an extensive options appraisal process that considered alternative water resource solutions such as desalination, water transfers and water recycling, as well as different configurations of these solutions. The solutions went through a number of stages of detailed review considering a range of technical, environmental, planning, social and economic criteria, as well as taking into account the outputs of a public consultation on desalination. Following this process, the Project was selected as the optimal solution to make up the largest proportion of the water supply shortfall.

Q19: Why did Southern Water change its plan to deliver a desalination plant in Fawley?

In early 2021 we consulted on plans for a desalination plant on the Solent at Fawley in the New Forest to turn seawater into drinking water and transfer this via a pipeline to our Testwood Water Supply Works. We estimated this plant could have provided up to 75 million litres of water per day.

This was originally our preferred solution to meet the water supply shortfall in Hampshire identified in our Water Resources Management Plan 2019. We also introduced various alternative options in this consultation should the desalination option not prove deliverable.

Desalination was not well supported by those who responded to the consultation. Of those who responded, 27% agreed it was an acceptable solution to the water resources challenge in Hampshire, while 60% considered that water recycling would be an acceptable solution in the event that desalination was not deliverable. Further information can be found in our Consultation Feedback Report September 2021.

Through an extensive options appraisal process, we assessed the desalination proposal and the alternative options against a range of technical, planning, environmental, social and economic criteria. As the HWTWRP was found to be the optimal solution to help address the water supply shortfall, we took the decision that work on the desalination plans should not be progressed any further.

Consultation

Q20: When does the consultation take place?

The eight-week consultation runs from 29 May 2024 to 23 July 2024.

Q21: What are you consulting on?

As part of our Summer 2024 consultation, we want to know what stakeholders think about the following:

- The Project overall
- The proposed pipeline routes
- The proposed water recycling plant and associated pumping stations
- Proposed above ground plant along the pipeline route
- The process undertaken to develop the Project up to this consultation

- The preliminary environmental and other impacts of the Project and initial proposals for mitigation.

Q22: Are you holding in-person events?

Six consultation events will be held where you can meet members of the Project team and view consultation materials.

Date	Time	Location
Monday 10 June	2pm-8pm	Havant Rugby Football Club Hooks Lane Ground Fraser Road Havant Hampshire PO9 3EJ
Saturday 15 June	10am-4pm	Meridian Shopping Centre Elm Lane Havant PO9 1UN
Thursday 20 June	2pm-8pm	Southwick D-Day Memorial Hall Priory Road Southwick PO17 6ED
Saturday 22 June	10am-4pm	Jubilee Hall Little Shore Lane Bishops Waltham SO32 1ED
Thursday 27 June	2pm-8pm	Colden Common Community Centre Saint Vigor Way Colden Common SO21 1UU
Friday 28 June	2pm-8pm	Wickham Community Centre Mill Lane Wickham PO17 5AL

Q23: How can I find out more about the Project?

We have produced a suite of documents with information about the Project, the key one being the Consultation Brochure.

We have also produced the 2024 Scheme Development Summary, which describes how we have developed the Project, particularly the proposed pipeline routes and locations for the above ground plant, since we last consulted at our Summer 2022 Consultation.

If you come along to one of our consultation events, you can also speak to a member of the Project team.

Q24: How can I make comments on the Project?

We want to hear your views on the Project. The easiest way to respond is to complete our online feedback form which can be found at www.HampshireWTWRP.co.uk and paper copies are available at our deposit locations and at our in-person events. You can also email FeedbackHWTWRP@southernwater.co.uk to submit formal feedback.

You can also write or send paper copies of the feedback form to FREEPOST HAMPSHIRE WTWRP CONSULTATION. You don't need a stamp, just ensure you copy the freepost address correctly and remember that the Freepost must be in uppercase and make your handwriting as clear as possible.

Q25: What if I have any general questions?

For general questions, please contact HampshireWTWRP@southernwater.co.uk

If you come along to one of our consultation events, you can also speak to a member of the Project team.

Q26: Where can I read more about the Project?

You can find out more information by visiting our dedicated Project consultation website at www.HampshireWTWRP.co.uk

Here you can view all our consultation documents and use our interactive map so you can see how the Project might affect you and your area.

You can also visit the locations below to read reference copies of the consultation materials and pick up a copy of the feedback form.

Location	Address	Opening times
Bishop's Waltham Library	Free Street Bishop's Waltham Southampton SO32 1EE	Monday Closed Tuesday 1-5pm Wednesday 9:30am-1:30pm Thursday Closed Friday 1-5pm Saturday 9:30am-1:30pm Sunday Closed
Cosham Library	Spur Road Cosham Portsmouth, PO6 3EB	Monday 9:30am-6pm Tuesday 9:30am-6pm Wednesday 9:30am-5pm Thursday 9:30am-6pm Friday 9:30am-5pm Saturday 10am-3:30pm Sunday Closed
Eastleigh Library	1 Floor Swan Centre Eastleigh SO50 5SF	Monday 9:30am-1:30pm Tuesday 9:30am-5pm Wednesday Closed Thursday 9:30am-5pm Friday 9:30am-5pm Saturday 9:30am-5pm Sunday Closed
Fair Oak Community Library	Campbell Way Fair Oak Eastleigh SO50 7AX	Monday 9:30am-1pm Tuesday 2-5pm Wednesday 9:30am-5pm Thursday 2-5pm Friday 9:30am-1pm Saturday 9:30am-1pm Sunday Closed
Fareham Library	Osborn Road Fareham PO16 7EN	Monday 9:30am-5pm Tuesday 9:30am-5pm Wednesday 9:30am-1:30pm Thursday 9:30am-5pm Friday 9:30am-5pm Saturday 9:30am-5pm Sunday Closed
Havant Library	Havant Meridian Centre Havant PO9 1UN	Monday 9:30am-5pm Tuesday 9:30am-5pm Wednesday Closed

Location	Address	Opening times
		Thursday 9:30am-1:30pm Friday 9:30am-5pm Saturday 9:30am-5pm Sunday Closed
Leigh Park Library	50 Park Parade Leigh Park Havant PO9 5AB	Monday Closed Tuesday 9:30am-5pm Wednesday Closed Thursday 9:30am-5pm Friday 9:30am-5pm Saturday 9:30am-1:30pm Sunday Closed
Paulsgrove Library	Paulsgrove Youth Community Centre Marsden Road Portsmouth PO6 4JB	Monday 9:30am-12:30pm & 1:30-5pm Tuesday Closed Wednesday 9:30am-12:30pm & 1:30-5pm Thursday 9:30am-12:30pm & 1:30-5pm Friday 9:30am-12:30pm & 1:30-5pm Saturday 10am-3:30pm Sunday Closed
Waterlooville Library	The Precinct Waterlooville PO7 7DT	Monday 9:30am-5pm Tuesday 9:30am-1:30pm Wednesday 9:30am-5pm Thursday 9:30am-5pm Friday 9:30am-5pm Saturday 9:30am-5pm Sunday Closed

Q27: What happens after the consultation closes on 23 July 2024 and how will you use my feedback?

After the consultation closes, we will gather the feedback and analyse the responses received. We will carefully consider all issues raised when finalising the proposed application. As part of the Development Consent Order application we will publish a Consultation Report, detailing how we have engaged and consulted on the Project.

It may be necessary to make ongoing changes to the proposed Project following the Summer 2024 Consultation process. If we consider a significant change to the Project, or new statutory consultees are affected, we will consider targeted consultations beyond what is specified in the Statement of Community Consultation document, to help inform the final design of the Project. If more consultation is carried out, we will provide appropriate notification to relevant stakeholders who may be affected by the change(s) in question.

In addition to the Consultation Report, we will prepare a 'Summary of Consultation Feedback' report after the close of the consultation which will be published on our Project page. This document will focus on the feedback we received during the Summer 2024 consultation. A separate 'Response to Consultation Feedback' report will follow which will summarise our response to feedback provided through the Summer 2024 Consultation and demonstrate, at a high level, how we have considered issues raised in the refinement of the Project. This will be published at the same time we submit our Development Consent Order application.

For more information, please see Section 8 of the *Hampshire Water Transfer and Water Recycling Project* Summer 2024 Consultation Brochure.

Q28: Where can I get further information on the topics covered in this document?

More information on the Project can be found in the Consultation Brochure and the Preliminary Environmental Information Report and its accompanying non-technical summary, as well as the interactive map on the

consultation website. Links to the material can be found on the consultation website when it launches on 29 May 2024. Hard copies of these documents will also be available to read at our deposit locations.

www.HampshireWTWRP.co.uk


WATER
for LIFE®
from
Southern
Water®