Hampshire Water Transfer and Water Recycling Project

Summer 2024 Consultation
Summary of feedback

January 2025

from Southern Water

Contents

List of Figures

1. Introduction

Thank you for engaging with our plans for the Hampshire Water Transfer and Water Recycling Project.

This essential Project will help provide sustainable, resilient supplies in the water-scarce South East, without taking more from nature. We need to develop new water sources following significant reductions in the amount we can take from the environment during a drought.

We're tackling leaks, improving water efficiency and working with neighbouring companies to build new reservoirs. But the water resources challenge our country faces is stark – English water companies need to find an extra 5 billion litres of water a day by 2050 to maintain supplies.

Taking 5 billion litres a day more from the environment is not an option, so we and a number of other companies are planning to use water recycling technology to create a new sustainable source of water. Widely used around the world, water recycling creates a new source of raw water that will be treated further at our existing water supply works to the highest standards in the world.

As our plans for this Project have developed, we've continued to engage with customers, communities and stakeholders to hear their views on our proposals to keep the county's taps and rivers flowing. This document sets out the feedback we've received following our latest public consultation in Summer 2024, how we're responding to the issues raised and how we're incorporating feedback where we can.

The Project will mean we can leave up to 90 million litres more water a day in the environment during a drought – protecting some of the county's rare and sensitive chalk streams. It will ensure there's enough water for people and wildlife now and for generations to come.

I thank you for your interest and input to help us develop and deliver a new drought-proof source of water for the South East.

Lawrence Gosden, Chief Executive Officer, Southern Water

2. Project overview and progress to date

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 new pipeline to our Otterbourne Water Supply Works where it would be treated to strict drinking water standards before being sent into supply.

The Project includes the construction of permanent new infrastructure including a water recycling plant, installation of new pipelines and above ground plant, such as break pressure tanks and intermediate pumping stations (see Figure 1). Some temporary facilities, such as construction compounds, would also be required.

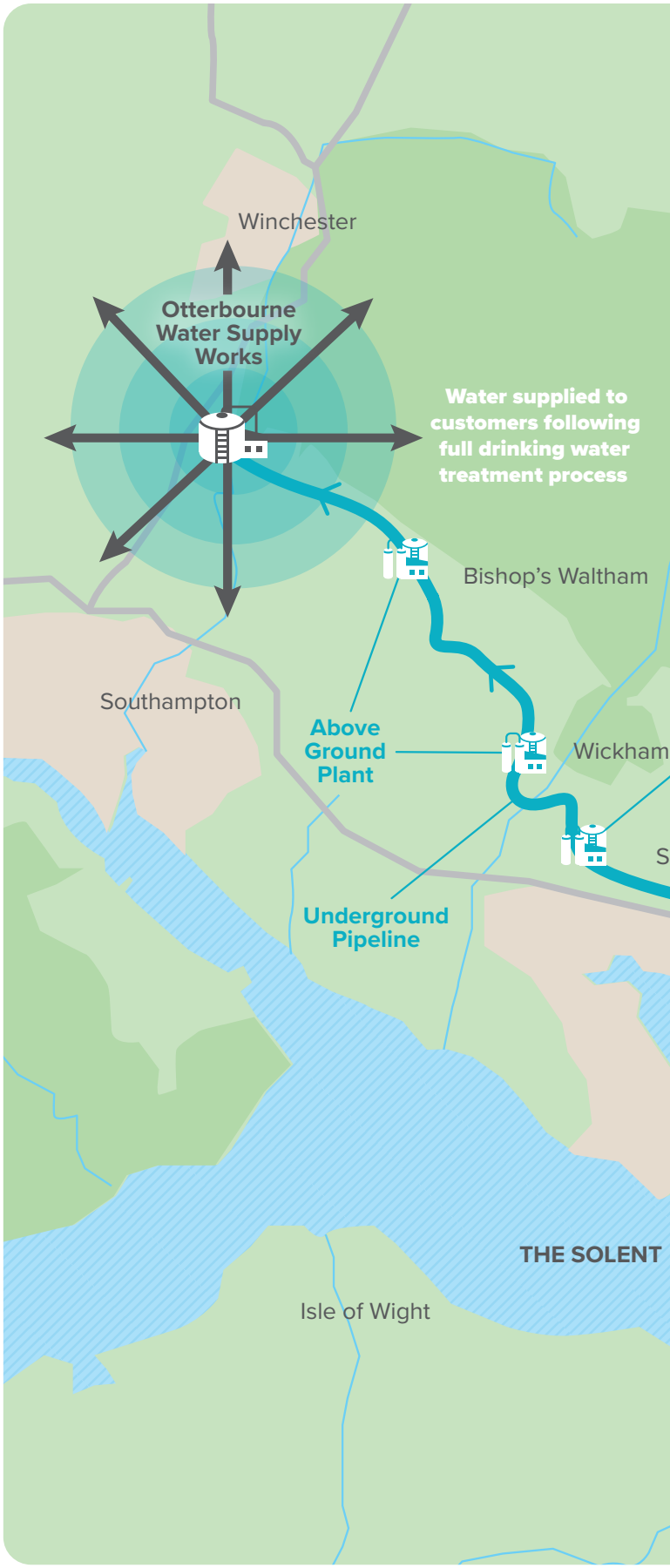
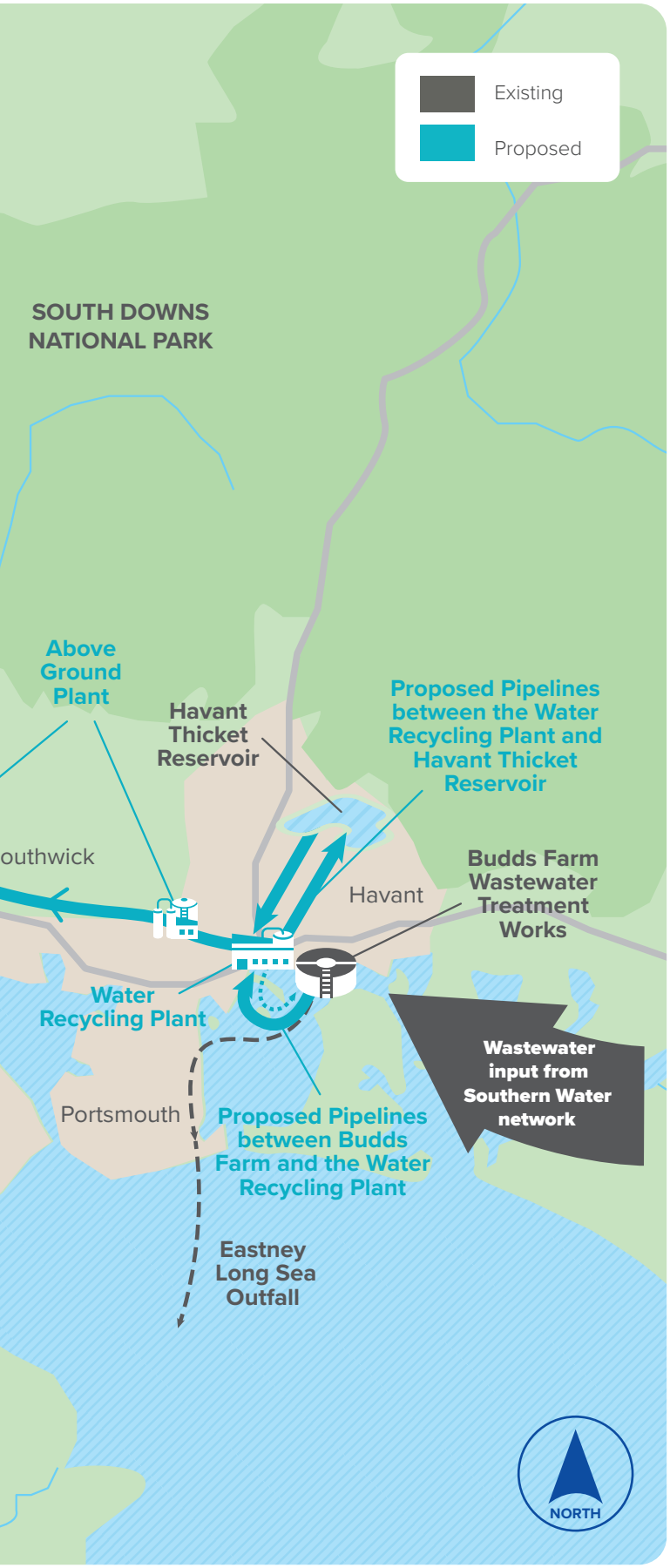


Figure 1 — *The Project*

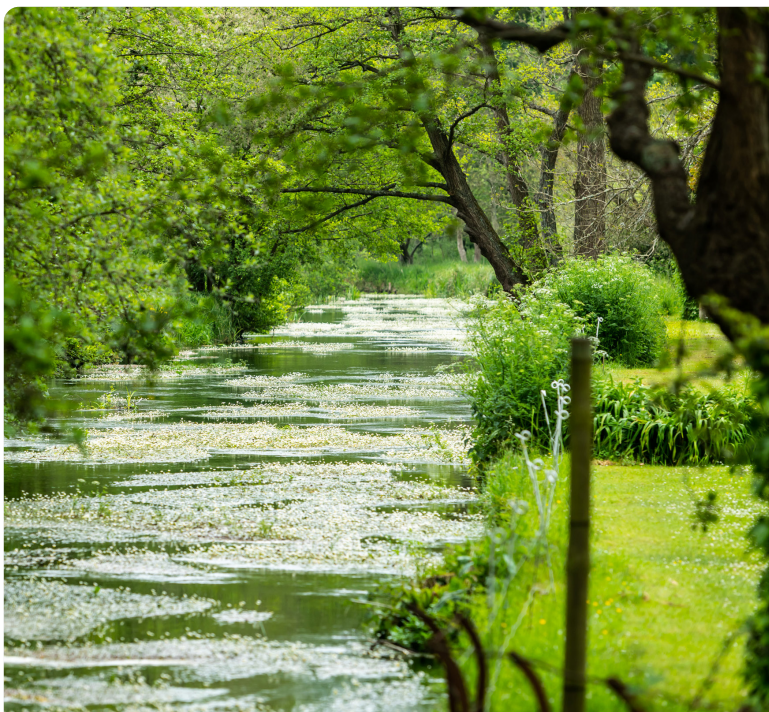


Not to scale, for indicative purposes only

In early 2021, we consulted on our initial proposals to build a desalination plant at Fawley in the New Forest and introduced alternative options, including water transfer and water recycling. Following the 2021 consultation, we assessed the proposals as part of an options appraisal process and concluded that desalination was not deliverable in the proposed location because of its potential impacts on the marine environment and the New Forest National Park.

We engaged with our regulators and other statutory bodies to confirm that the combined water transfer and water recycling option (the Project) had been selected as our new preferred solution for addressing Hampshire's water shortfall.

We continued to engage with key stakeholders during 2022 and held a six-week public consultation over the summer, at an early stage of the Project's development, to seek views on our emerging proposals, including the principle of the Project, the process we went through to select preferred pipeline corridors, the proposed site for the water recycling plant, and potential zones for the above ground plant. More than 550 responses were received with key issues being water recycling technology, the water recycling plant location, the proposed pipeline corridors, above ground plant locations, impacts on the environment, and construction impacts. The consultation feedback and ongoing engagement with key stakeholders helped to inform and refine the design of the Project in readiness for our Summer 2024 Consultation.



3. Our Summer 2024 Consultation

How we undertook our consultation

Our Summer 2024 Consultation, which ran from 29 May to 23 July 2024, provided a key opportunity to raise awareness and is helping us shape the proposed Project prior to the submission of an application for a Development Consent Order. This is a type of consent given by the Secretary of State for nationally significant infrastructure projects. The consultation asked for feedback on 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 the consultation
- The preliminary environmental and other impacts of the Project and initial proposals for mitigation.

We also provided information to explain the need for the Project and the use of water recycling in providing a new source of water.

In accordance with relevant legislation and guidance, we prepared a Statement of Community Consultation describing how we intended to carry out our consultation, which set out:

- When the consultation would be held
- The information that would be included in the consultation
- Who would be consulted
- The approach and tools that would be used to reach consultees and gather their views

The host local authorities, those that fall within the proposed draft Order Limits (i.e. proposed Project boundary), were consulted on the content of the Statement of Community Consultation.

Our consultation included:

1,668 letters posted to landowners

597 letters sent to stakeholders

45,061 leaflets sent

632 emails sent

111 posters distributed for display at **73** locations

Consultation brochure and technical information pack at **9** deposit locations

6 public consultation events

(in Southwick, Bishop's Waltham, Colden Common, Wickham and two in Havant)

Advertisements and notices: placed in the Hampshire Chronicle, Hampshire Independent, Portsmouth News, Southern Daily Echo, The Times, and London Gazette

A targeted Social Media campaign aimed at 18 to 24 and 24+ age groups which ran across Meta (Facebook and Instagram) for the duration of the consultation.

Who responded

Our dedicated Project website attracted

4,040 visitors

over the consultation period.

We received

769 visitors

across six consultation events.

Event		Attendees
Monday 10 June	Havant Rugby Football Club, Hooks Lane Ground, Fraser Road, Havant, Hampshire, PO9 3EJ	110
Saturday 15 June	Meridian Shopping Centre, Elm Lane, Havant, PO9 1UN	285
Thursday 20 June	Southwick D-Day Memorial Hall, Priory Road, Southwick, PO17 6ED	42
Saturday 22 June	Jubilee Hall, Little Shore Lane, Bishop's Waltham, SO32 1ED	80
Thursday 27 June	Colden Common Community Centre, Saint Vigor Way, Colden Common, SO21 1UU	138
Friday 28 June	Wickham Community Centre, Mill Lane, Wickham, PO17 5AL	114

Over **900** responses from feedback forms, letters, emails and calls to the freephone number.

Age Group	16-24	25-34	35-44	45-54	55-64	65-74	75 or over	Prefer not to say	
Female	1	4	22	27	32	37	16	8	45.7%
Male		10	14	20	38	37	25	7	46.9%
Other		2	1	1	1	1		3	2.8%
Prefer not to say		1	1	2	1	3		7	4.7%
	0.3%	5.3%	11.8%	15.5%	22.4%	24.2%	12.7%	7.8%	

Figure 2 — *Consultation responses categorised by age group and gender where provided*

4. What you told us

Several main themes emerged from the responses we received to the consultation. These have been summarised in the following pages along with information on how we are addressing them.

The Project

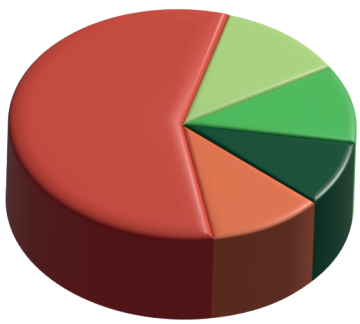
The following were the eight most commented on themes, in order of volume:

- Alternative solutions
- Trust and reputation
- Construction impacts and effects
- Water recycling attitudes and process
- Principle of the Project
- Use of the Havant Thicket Reservoir for the storage of recycled water
- Need for the Project
- Project cost

What you told us

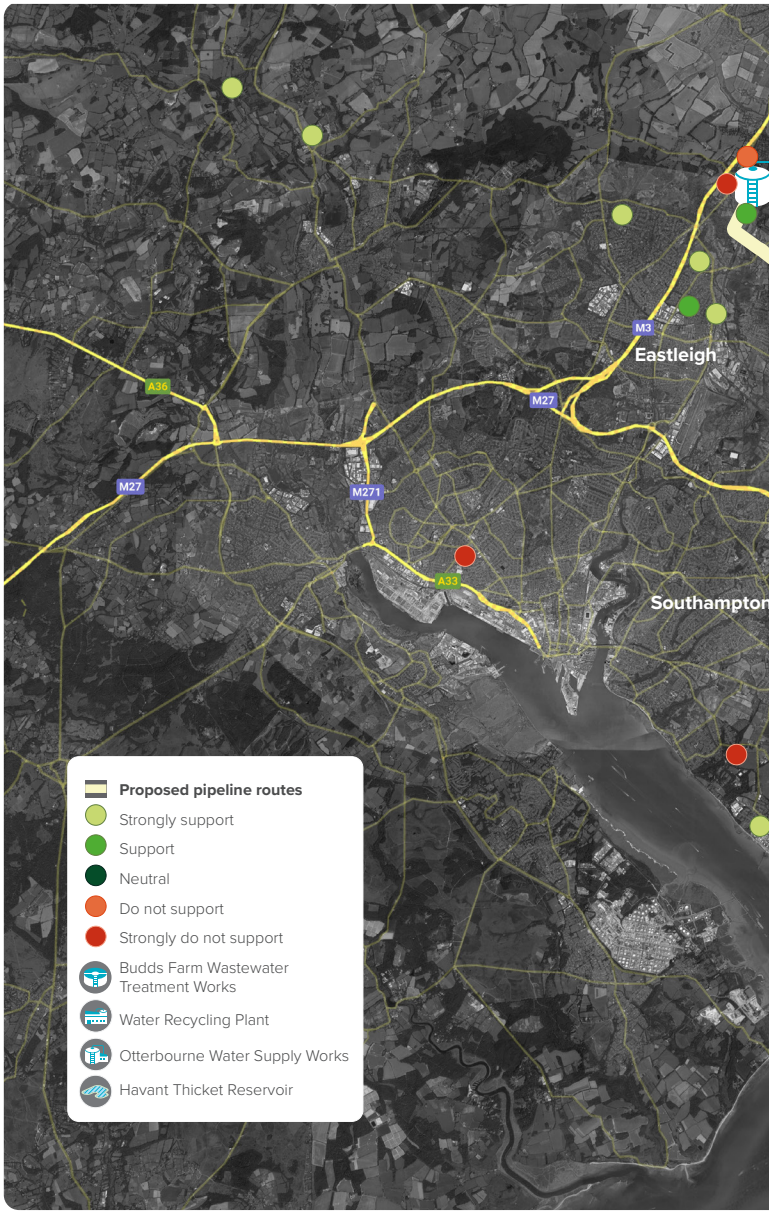
Of the respondents who commented on the need for the Project, many accepted that there is a requirement to reduce abstractions from the River Test and River Itchen, as well as securing future water supplies. Those who did not support the need for the Project cited the UK climate as a key reason, noting higher levels of rainfall over the winter months due to climate change. It was refuted that the South East is an area of severe water shortage and suggested that this solution is therefore not appropriate. There was scepticism from some respondents that Hampshire, and the South East more widely, will need the amount of additional water stated in the consultation material.

The feedback form asked ***'Overall, what do you think about the Hampshire Water Transfer and Water Recycling Project as a response to the water supply shortfall in Hampshire and reducing abstractions from the Rivers Test and Itchen?'.***



(12%) Strongly support
(11%) Support
(9%) Neutral
(11%) Do not support
(57%) Strongly do not support

Figure 3 — *Supporting and not supporting the Project*



A total of 563 respondents answered this question (see Figure 3).

Figure 4 shows the location of the 275 respondents who provided their postcode when responding to this question (where these were within the area of the Project). While there were some responses of 'support' and 'strongly support' in the Havant area, the map shows a proportionately higher level of 'do not support' and 'strongly do not support' responses in Havant when compared with other areas, such as along the pipeline route and at the end of the pipeline towards Otterbourne. While feedback on the need and principle of the Project was predominantly negative, responses from statutory bodies were less so. Several of the local authorities and environmental bodies recognise the need to deliver alternative water resources and reduce river abstractions.

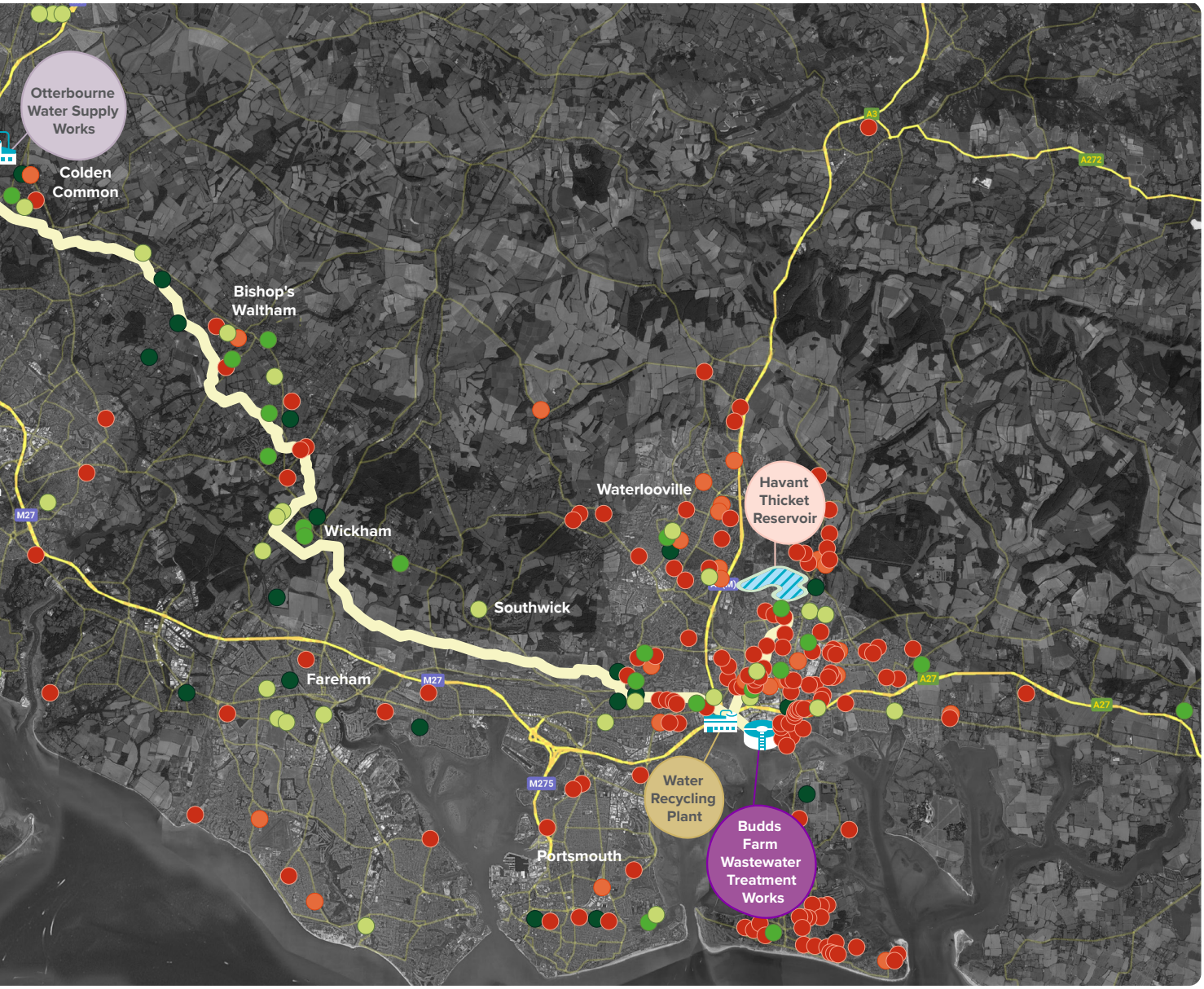


Figure 4 — *Location of respondents supporting and not supporting the Project*

Those who supported the Project as a solution did so largely because they felt it was a safe and appropriate way to enable reduced abstractions from the rare and sensitive River Test and River Itchen, as well as dealing with demand from population growth and increased housing development in the area. Those opposed to the Project cited the potential impacts on the environment resulting from both construction and operation (including the impact on the Havant Thicket Reservoir) and suggested that it is an expensive and unsustainable option to build and operate. Some respondents also indicated they were opposed to this solution because they were concerned with the health impacts of drinking recycled water.

Concerns around value for money and ongoing costs to customers stem from the expected running costs of the Project and the amount of energy required to operate the water recycling plant and for pumping when compared with traditional abstractions from the environment (which are no longer available following the abstraction licence reductions). Some respondents considered it likely that costs would increase due to inflationary pressures.

Attitudes towards recycled water as a drinking water source was one of the main concerns raised by respondents opposed to the proposals. Some respondents indicated that they would not want to drink tap water that took purified recycled water as part of its source, given concerns around drinking water quality and perceptions of drinking water that had come from treated wastewater. Additionally, concerns were raised over a possible adverse change in the taste of drinking water, and the potential for “forever chemicals” to be present in recycled water, and that this could drive people towards drinking more bottled water.

In relation to the water recycling process, some respondents voiced concerns about how controls would be put in place to ensure that water is not contaminated, highlighting a need for independent monitoring, as well as raising uncertainty over the use of a technology that, while widely used around the world, is new to the UK. A very small number supported water recycling as a much-needed solution to reducing river abstractions and providing a safe drinking water supply, provided that water quality is maintained.

A number of respondents criticised how much water is currently lost to leaks, stating that fixing leaks should be a priority in solving the water supply shortfall and this should be addressed before this Project goes ahead.

Various alternative solutions to deal with water shortages were suggested, including rainwater capture, coupled with more reservoirs to facilitate this and the use of aquifer storage. Respondents indicated that they believed the amount of rainfall in the UK would be sufficient to eliminate the need for water recycling to address water shortages and relieve pressure on abstractions from the rivers.

Trust in Southern Water was identified as a key issue (it was the second most commented on theme after alternatives). Reputational challenges stemming from storm overflows into coastal waters, including Langstone Harbour, and sewage overflows into waterways has negatively impacted views about the Project. A subsequent lack of trust has contributed to a lack of confidence in Southern Water to deliver this Project and safely operate the technology. Additionally, some respondents said they felt misled about the plans for the Havant Thicket Reservoir and its intended use and felt that the reservoir had only been given permission on the basis that it would be solely fed by spring water and used for recreational purposes. It was suggested that the Project would jeopardise the original plans for a 'Green Leisure Hub' and recreational facilities at the reservoir.

How we are listening and what happens next

We acknowledge concerns raised about the need for the Project and whether it's the right solution. Water scarcity is a very real issue in the South East of England, which needs to find more than 2,500 million extra litres of water a day by 2050 to maintain public supplies. Having a resilient water supply, especially in times of drought, is something that we must plan for. In Hampshire, the challenge is especially acute due to the need to reduce abstractions from the county's chalk streams and aquifers and is compounded by climate change and a growing population.

Our current Water Resources Management Plan (WRMP), published in 2019, identified the need for a major new water resource in Hampshire and a comprehensive options appraisal, undertaken in 2021, confirmed the Project as the best value solution that would have the least environmental impact and be the most resilient to an increasingly water-scarce future. Our draft WRMP24, which we consulted on from September to December 2024 and is due for publication in 2025, continues to identify the Project as the only feasible option to meet this need in the timescales required.

We acknowledge comments made about needing to look at alternative solutions but can reassure respondents that this has been done extensively through our water resource planning and options appraisal processes. Leakage reduction and demand management (more efficient water usage by customers) are a key part of addressing the water supply shortfall. We are committed to reducing leakage by 53% by 2050 and reducing average daily water use to

110 litres per person by 2045. Fixing leaks and changing behaviour cannot deliver the overall quantity of water needed. We are required to address the challenge posed by a water supply shortfall in a severe drought of some 200 million litres per day. In meeting 90 million litres of that shortfall, this Project will play a crucial role alongside leakage and demand reduction measures.

We are teaming up with neighbouring water companies to build two reservoirs that will supply our customers with water – one at Havant Thicket and one in Oxfordshire. We have looked at building more reservoirs locally, however finding suitable sites close to a reliable source and where the water is needed, with the right ground conditions, is challenging. Reservoirs also take a long time to plan and build and relying on rivers full of winter rainfall to fill a reservoir is not an option when consecutive dry winters mean river abstractions to fill them are not available. Reservoirs are a crucial part of a resilient water supply network but are not enough to meet the planned deficit during drought conditions and further new drought resilient solutions are required. A truly drought-resilient approach is to use water recycling to supplement the reservoirs and ensure a ready supply of water that does not need to be taken from the environment we are trying to protect.

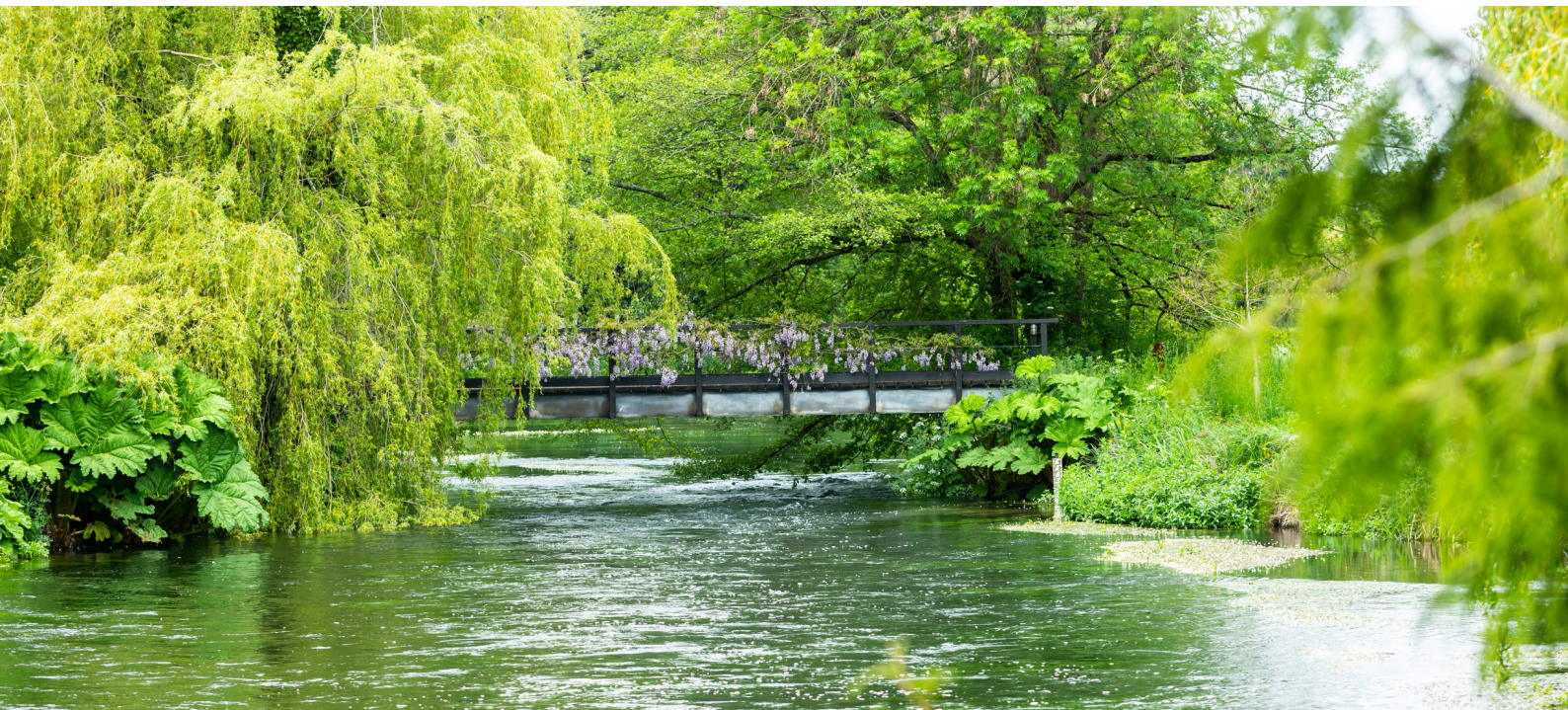
We have also investigated aquifer storage and recovery options in Hampshire which can be used for storing water underground in porous rock so it can be available when needed. We are investigating one such scheme in the Lower River Test for delivery from 2040 that could provide about 5.5 million litres a day. However, this would only address a very small amount of the shortfall that we face. The issue elsewhere in Hampshire is that the aquifers are not confined – i.e. the water would simply flow away.

We acknowledge the concerns and questions raised about the water recycling process. Water recycling technology is tried-and-tested in other parts of the world, including in Australia, Singapore and the USA, where companies have been recycling wastewater to create a drinking water source for more than 40 years. All water we supply to customers must meet strict UK drinking water standards, as enforced by the Drinking Water Inspectorate, and water supplied by the Project will also do so.

Water quality will be continuously monitored throughout the water recycling plant to ensure it only passes forward to the next stage of the process if it meets defined standards. This includes water entering the Havant Thicket Reservoir. We are one of a number of UK water companies developing water recycling plants. We therefore want to play our part in building confidence in the water recycling process and providing assurance that safeguards will be put in place to ensure regulatory and environmental requirements will be met and stringent water quality standards maintained.

Regarding the impact on the plans for the Havant Thicket Reservoir, the Project is separate to the current, approved plans for the reservoir. If our plans for the Project go ahead, Portsmouth Water will still deliver the environmental and community commitments made in the original application for the reservoir.

We are working with our regulators, a range of global water recycling experts and colleagues from various expert consultancies to develop our plans. We hope this collaborative approach to planning and delivery will help build trust and confidence in this essential strategic water resources project.



Design

What you told us

We asked, ***"Which section of the proposed pipeline routes is of interest to you?".*** The highest number of responses received were interested in the sections between the Havant Thicket Reservoir and Portsdown Hill.

Of those respondents raising concerns over the pipeline routes, the majority were mainly landowners who would be directly affected. Key concerns were impacts to farming from the amount of land that would be disrupted, both during construction of the Project and from ongoing maintenance, and the extent of the pipeline infrastructure required. Additionally, a number of respondents who objected to the pipeline route did so because of their opposition to the Project in general.

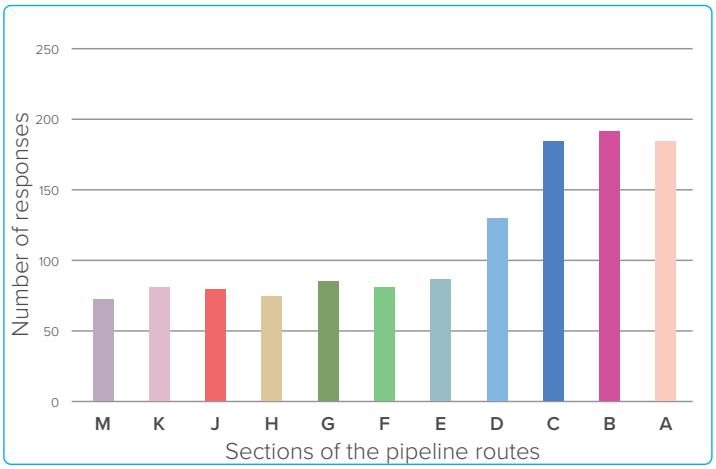


Figure 5 — *Sections of the route of interest*

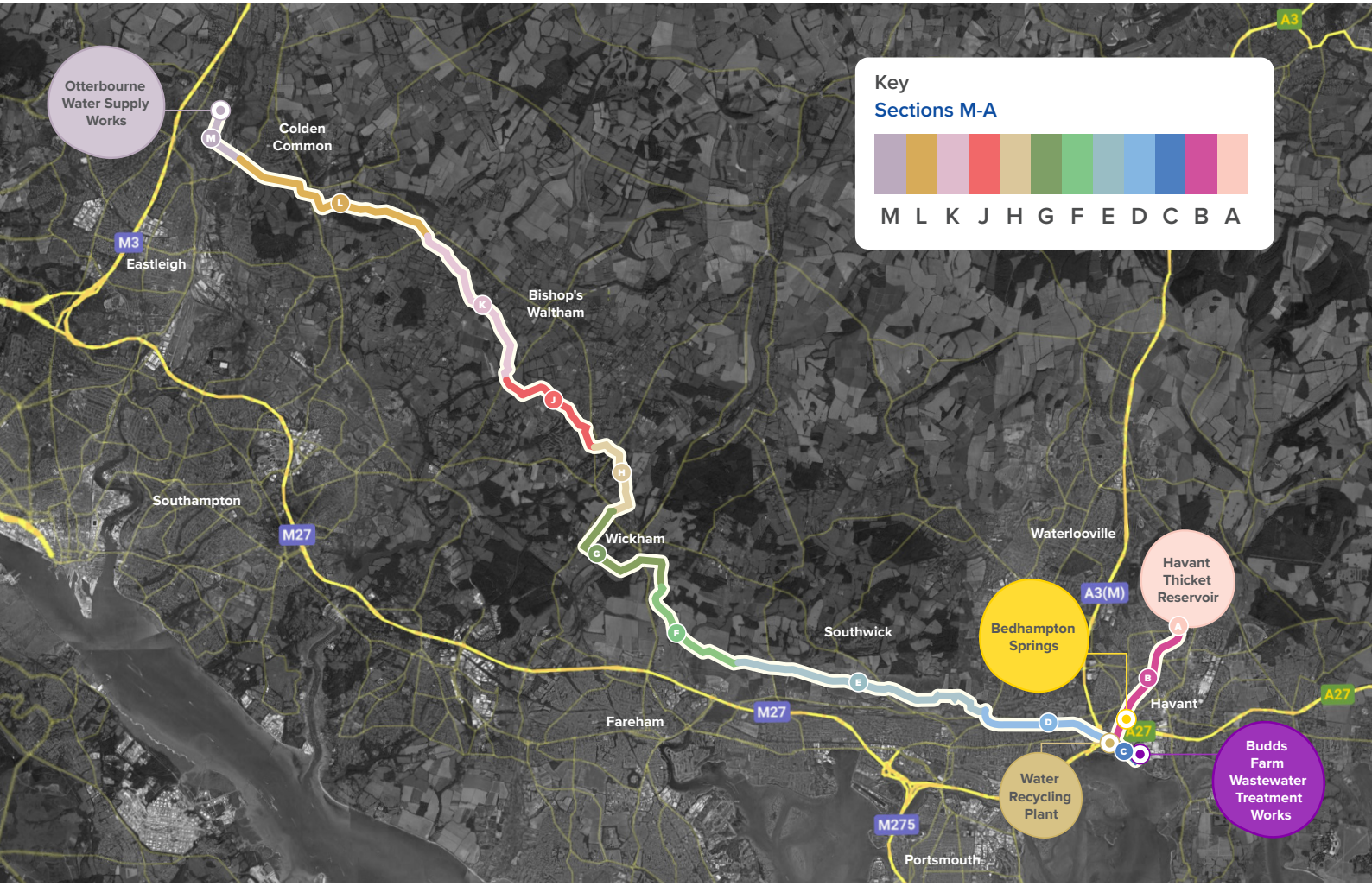
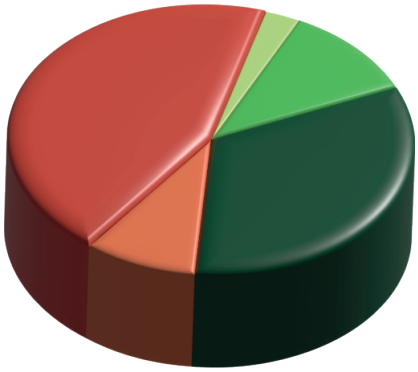


Figure 6 — *Proposed pipeline routes*

Figure 7 — *Proposed locations of above ground plant*

We asked, ***"What do you think about the locations we've chosen for the proposed above ground plant?"*** and received 406 responses to this question.



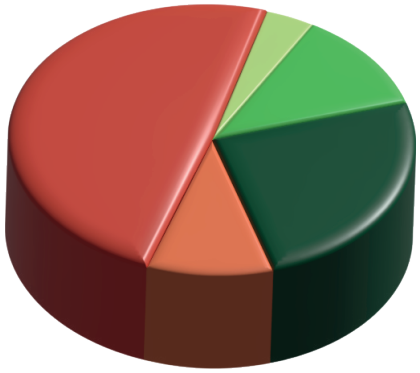
- (3%) Strongly agree
- (11%) Agree
- (33%) Not sure
- (9%) Do not agree
- (44%) Strongly disagree

Figure 8 — *Locations of above ground plant*

Where given, reasons for supporting the locations included their distance from residential areas, as well as recognising that above ground plant is a necessary part of the Project. Those against the locations largely cited overall opposition to the Project as a reason to object rather than highlighting particular concerns with the site locations, however some raised concerns over environmental effects such as visual impact and impact on habitats.

In addition to the specific responses on the feedback form, other feedback received relating to the design of the Project included comments about access routes and visual impacts, and suggestions for tree and scrub planting to lessen the visual impacts.

We asked, "***What do you think about the preliminary design principles we have identified for the sites for the proposed water recycling plant (including associated pumping stations), intermediate pumping stations and break pressure tanks?"*** and received 409 responses.



- (4%) Strongly support
- (12%) Support
- (25%) Not sure
- (10%) Oppose
- (49%) Strongly oppose

Figure 9 — *Preliminary design principles*

Few respondents provided further details to support their response, but, where a reason was given, those in support recognised the need for infrastructure as a key part of the Project. Those against the preliminary design principles largely refer to their opposition to the Project generally, as opposed to specific comments on the principles themselves, although some mentioned environmental and visual impacts.

How we are listening and what happens next

Good design is a key aspect of sustainable development, helping to make infrastructure projects more acceptable to communities. We are committed to good design by developing infrastructure that operates effectively, works with the environment and minimises impacts on local communities. The preliminary design principles are an important interim tool to achieve this. They will support the development of General Design Principles and Site-Specific Design Principles to control how the Project is further developed and what it will look like. We are continuing to work closely with key stakeholders, including all local authorities along the pipeline routes, to develop these principles for good design.

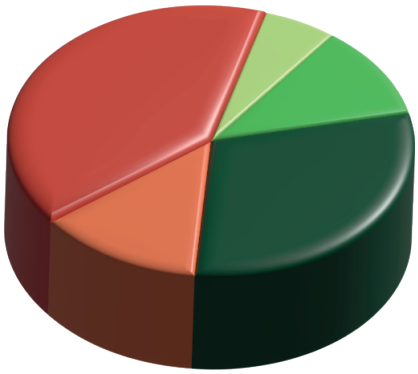
Alongside the development of these principles, we are continuing to refine the pipeline routes in response to feedback received through consultation. Avoiding environmental constraints and sensitive land uses wherever feasible has always been a guiding principle, and your feedback has helped to inform further refinement of the routes to minimise disruption from the construction and operation of the Project. We will continue to engage with local landowners and communities to update on where design refinements have been made that may affect them.

Figure 10 — *Draft illustrative environmental masterplan visualisation: water recycling plant*

Impacts on local communities

What you told us

We asked, ***"What do you think about the measures we intend to take to minimise construction effects on people that might be impacted?"*** and received a total of 367 responses.



(6%) Strongly support
(11%) Support
(30%) Not sure
(13%) Oppose
(40%) Strongly oppose

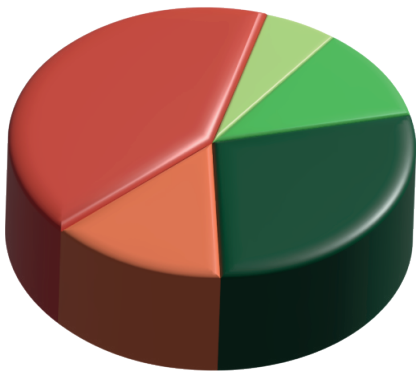
Figure 11 — *Measures to minimise construction effects on people*

Very few respondents provided specific comments on the measures proposed to minimise construction effects. A number of respondents thought that the Project would cause a lot of disruption in general, particularly given the long construction period. Some also raised concerns about potential noise and vibration impacts.

Landowners, in particular, highlighted concerns about the proposed 40-metre width of the working corridor required for pipeline installation, questioning the necessity of this and whether it could be reduced to lessen the impact. Additionally, some landowners sought clarification on how access to the working corridor will be managed in order to minimise impacts and ensure security is maintained for those affected.

Traffic and transport concerns largely revolved around access for construction vehicles (HGVs) and the impacts of lane/road closures. Respondents noted that the narrow nature of some roads could restrict the flow of traffic, particularly if construction vehicles are unable to pass in locations such as Portchester Lane, White Dell Lane, and Scivier's Lane.

We asked consultees ***"What do you think about the measures we intend to take to minimise operational effects on people that might be impacted?"***



(6%) Strongly support
(11%) Support
(28%) Not sure
(14%) Oppose
(41%) Strongly oppose

Figure 12 — *Measures to minimise operational effects on people*

A total of 374 people answered this question and although most did not provide any reason for their response, operational noise (from plant operating 24/7), and permanent damage to the landscape were raised as concerns from those that did.

How we are listening and what happens next

Likely construction impacts were considered in our Summer 2024 Consultation, with proposed mitigation measures to minimise effects on local communities. As part of the ongoing project development, environmental assessments are continuing and mitigation measures are being reviewed, updated and refined, taking into account feedback received. These include minimising noise and vibration during construction by, for example, scheduling works to avoid the most sensitive times, using quieter machinery where feasible and monitoring noise and vibration levels throughout the construction period.

Similarly, operational noise and vibration will be minimised by the use of quiet machinery, barriers, silencers and acoustic enclosures as required.

We recognise that the local landscape is important to the health and vitality of local communities. The Project continues to be sensitively designed to avoid loss of important woodland, trees and hedgerows where feasible. We are using existing landforms in our design and including new planting and landscaping to provide screening for above ground plant. An outline landscape and ecology management plan, to be submitted as part of our Development Consent Order application, will set out how this planting will be established and managed, and how the landscape will be restored following construction works.

A 40-metre working width is required for the efficient installation of the pipeline and has been determined using industry best practices based on the size of pipeline, the size of trench, amount of soil excavated and the size of the machinery and equipment required. We are reducing this width in constrained or sensitive locations where feasible.

The construction programme is four years in total, however individual elements of the Project will not take the full duration to construct. For example, the open cut sections of the pipeline will be completed in approximately two years, and this will again be split into sections with the longest section taking around 18 months but the shorter sections taking considerably less.

Access to working areas will be via the haul road alongside the pipeline with entry points from site compounds and nearby roads. Entry points will typically be secured with a person on the gate during working hours and the gates locked at all other times. Additional security measures will be installed where necessary.

B2177 Portsdown Hill Road

A number of traffic-related management plans are being prepared to provide measures that will:

- minimise disruption from construction traffic on the local transport network (for example, through scheduling deliveries outside of peak hours),
- set out how traffic will be carefully managed on routes affected by construction works (for example, through traffic management and restrictions on HGV routes),
- encourage construction workers to travel to work sites by sustainable modes of transport, and
- mitigate impacts on Public Rights of Way, such as through temporary closures and diversions during the construction phase.

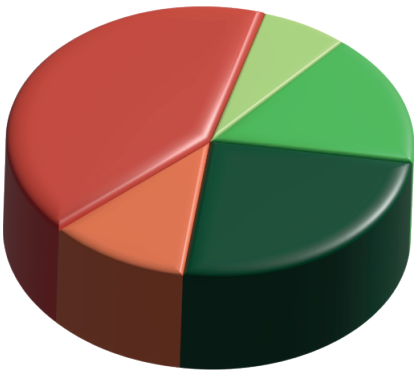
All traffic management plans are being informed by engagement with the relevant local and national highway authorities. Further surveys are also being undertaken of proposed access routes to ensure their suitability for use by construction vehicles.

Environmental impacts

Environmental assessment and mitigation

What you told us

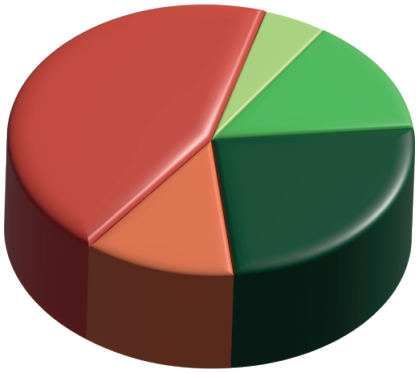
We asked, ***"What do you think about the measures we intend to take to minimise construction effects on the environment?"*** and received 375 responses.



(7%) Strongly support
(16%) Support
(25%) Not sure
(11%) Oppose
(41%) Strongly oppose

Figure 13 — *Measures to minimise construction effects on the environment*

We asked, ***"What do you think about the measures we intend to take to minimise operational effects on the environment?".*** 372 people responded to this.



(5%) Strongly support
(14%) Support
(25%) Not sure
(12%) Oppose
(44%) Strongly oppose

Figure 14 — *Measures to minimise operational effects on the environment*

Respondents who provided further information expressed concerns about the construction impacts of the Project, particularly the disturbance to local wildlife and environmentally sensitive areas, including sites of historical and cultural interest, and conservation areas.

Those who opposed the measures to minimise construction and operational effects on the environment mainly cited their general opposition to the Project in response, as well as a lack of trust in Southern Water to implement the proposed environmental measures effectively.

There were also a number of concerns over the detail of the environmental assessments that have been undertaken, with some suggesting that more detail was needed. Additionally, some respondents were concerned over wider environmental issues, including the energy use of the Project during both the construction and operational phases, and the implications of this in terms of carbon emissions and climate change. Another area of concern was the use of chemicals in the water recycling process.

Some respondents who supported the proposed measures to address environmental impacts noted the care that had been taken at each stage of the Project to address environmental issues.

How we are listening and what happens next

The Preliminary Environmental Information Report included as part of our Summer 2024 Consultation contained a number of initial assessments on the likely environmental impacts of the Project. This included proposed mitigation measures to avoid and reduce any such effects on the environment. It set out measures incorporated in the design (for example, through avoiding statutory designated sites and ancient woodland) as well as measures to be employed through good practice and processes to reduce impacts during construction and operation. These assessments are now being refined and updated as part of the Environmental Statement that will support our Development Consent Order application.

In response to feedback, we are continuing to refine the Project design to further reduce any impacts, for example, by avoiding additional areas of woodland, reducing working widths in sensitive areas and providing space for further artificial badger setts if required. Protected species licences will be secured to minimise any risks to protected wildlife (e.g. badgers, bats, great crested newts, hazel dormice, otters and water voles).

Assessments to be included in our Development Consent Order application will consider any impacts of greenhouse gas emissions from the Project, and the impacts of climate change on the Project. This will include energy emissions during both construction and operation, and carbon released from materials, fuel consumption, and chemical use. Mitigation measures will be included, such as the sustainable use of materials and natural resources and incorporating energy-efficient and low-carbon designs where feasible to reduce emissions from the Project.

Water quality

What you told us

The proposed use of the Havant Thicket Reservoir to store purified recycled water prompted some concerns about water quality at the reservoir. Some respondents stated that the reservoir was supposed to have been the first chalk spring fed reservoir in the world and that this would no longer be the case with the water recycling proposals.

The mixing of purified recycled water with spring water in the reservoir raised concerns that recycled water could negatively affect the reservoir's water quality. Some respondents were also worried about potential malfunctions in the water recycling process and whether systems would be in place to manage these issues and prevent wastewater releases into the Havant Thicket Reservoir.

Some respondents raised concerns about the impacts of the project on water quality in the wider environment, particularly in Riders Lane Stream, Hermitage Stream and Langstone Harbour, all of which would receive compensatory flows from the reservoir once it is operational. Respondents also noted that the Project could result in changes to the quality of releases from the existing Eastney Long Sea Outfall and therefore affect coastal waters.

How we are listening and what happens next

We acknowledge the number and strength of concerns raised by respondents, particularly from those in the Havant area, about water quality impacts. We are currently undertaking extensive modelling and assessments to understand the potential impacts of the Project on water quality. These include assessments of water quality in the reservoir, in downstream water bodies, and in the Solent. We will be carrying out a further consultation in Spring 2025 to update on the findings of our latest water quality assessment work prior to this being fully reported in the Environmental Statement as part of our Development Consent Order application.

Any water taken from the reservoir will undergo further treatment to meet strict drinking water standards before being supplied to customers and any statutory environmental requirements for water quality, whether in the reservoir, downstream water bodies or the Solent, will be subject to a consent granted by our environmental regulators with which we must comply.

Construction of the water recycling plant

What you told us

The site where we propose to build the water recycling plant prompted concerns from some respondents due to its previous use as a landfill site. These concerns mainly relate to the disturbance required for tunnel shafts and piling and the potential for this to mobilise contamination into the surrounding area (particularly Langstone Harbour). Respondents asked for more information on how excavated landfill waste would be dealt with, the proposed measures to prevent potential disturbance of contamination within the landfill, and the responsibility for dealing with any potential contamination.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How we are listening and what happens next

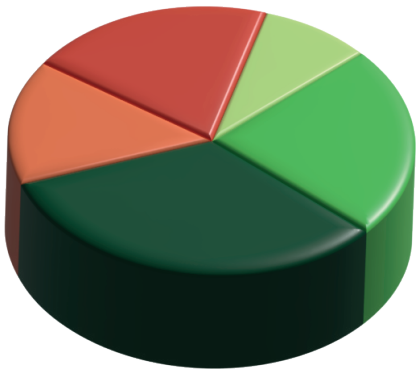
Building on former landfill sites is commonplace and, when undertaken using good practice construction measures, poses little risk to the environment. Our initial land quality and ground conditions assessment, included within our Summer 2024 Consultation, did not identify any significant impacts arising from construction at the proposed water recycling plant site subject to adopting good practice construction measures. These include undertaking the required risk assessments, and adopting management and remediation plans to address both the handling of excavated waste and potential mobilisation of contamination from the landfill. Ongoing ground investigations will inform our updated assessment as part of our Development Consent Order application and we are continuing to work closely with the Environment Agency and Havant Borough Council in developing the concept foundation design and waste management and remediation measures.

Consultation

What you told us

The feedback form asked for comments on the quality and effectiveness of the consultation. Overall, the responses indicated that generally the information was clearly presented, the website easy to navigate, information at events was of a good quality and the events well located (based on average to very effective ratings). Some respondents felt, however, that the promotion of the events could have been more effective. Some feedback suggested the consultation should have included more detail on the alternatives to the Project, which had previously been considered and discounted. Respondents also criticised the level of communication from Southern Water with its customers and landowners about the proposed plans.

We asked, ***"Was the website easy to navigate?".*** A total of 347 respondents answered this question.



(9%) Very effective
(23%) Effective
(33%) Average
(15%) Poor
(20%) Very poor

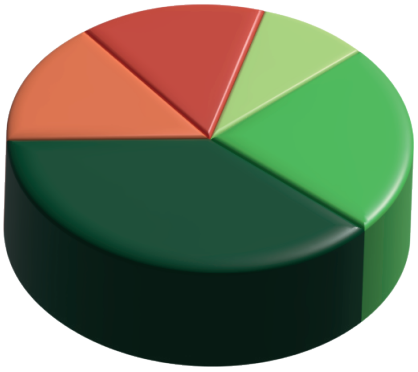
Figure 16 — *Website navigation*

We asked, ***"Were the public information events suitably located?".*** 291 people responded to this.

(12%) Very effective
(20%) Effective
(28%) Average
(18%) Poor
(22%) Very poor

Figure 18 — *Locations of the public information events*

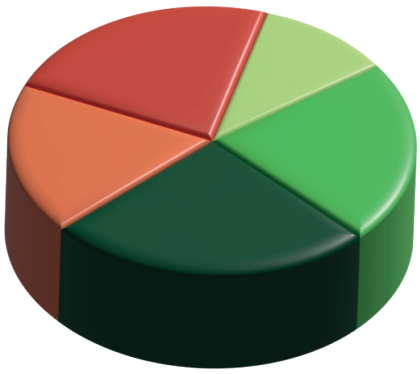
We asked, ***"Was the information presented clearly?".*** 371 people responded to this.



(9%) Very effective
(23%) Effective
(38%) Average
(15%) Poor
(15%) Very poor

Figure 15 — *Presentation of information*

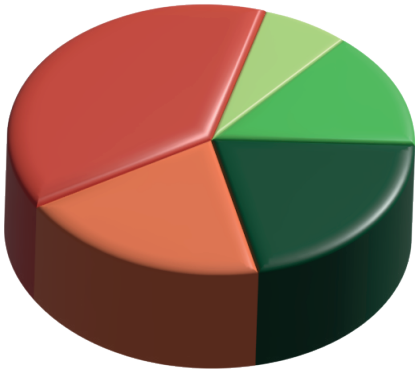
We asked, ***"Were the public information events of good quality?"*** and received 274 responses.



(11%) Very effective
(22%) Effective
(26%) Average
(18%) Poor
(23%) Very poor

Figure 17 — *Quality of the public information events*

We asked, ***"Was the consultation promoted well and to the right people?".*** A total of 343 respondents answered this question.



(7%) Very effective
(14%) Effective
(21%) Average
(20%) Poor
(38%) Very poor

Figure 19 — *Promotion of the consultation*

How we are listening and what happens next

In producing the information for the consultation, we tried to strike a balance in the level of detail of information provided; presenting enough to inform consultees of the proposals without being overwhelming and off-putting. Prior to carrying out our Summer 2024 Consultation, we engaged with host Local Authorities on our Statement of Community Consultation, which set out the details of how we proposed to consult. This included details of the consultation zones, consultation materials, publications for advertisements and notices, and locations for the deposit of consultation material for public viewing. We selected the locations for the events in consultation with the local authorities and the number of these that would take place. The consultation was carried out in accordance with the Statement of Community Consultation.

With regards to the promotion of the consultation, we carried out extensive notification and advertising to raise awareness about the consultation and to engage with the local communities who may be affected by the Project. Letters with information about the Project and the consultation were sent to affected landowners, tenants and businesses within the draft Order Limits (i.e. proposed Project boundary). We sent leaflets to businesses and people living within 1km of the draft Order Limits. Posters were distributed to areas within 5km of the draft Order Limits and advertisements were placed in the Hampshire Chronicle, Hampshire Independent, Portsmouth News and Southern Daily Echo. We also used social media, including Facebook and Instagram, to promote the consultation.

We had 769 visitors join us across our six public consultation events, held to provide information on the consultation and give people the opportunity to talk to the Project team. These events included exhibition boards describing the Project, online maps pinpointing people's homes in relation to the Project and members of the team on-hand to answer questions. Paper copies of consultation materials including feedback forms and the consultation brochure were also available.

As the design of the Project progresses, we will engage with any additional stakeholders who may be impacted. In addition, as noted earlier in the report, we have taken on board feedback provided through the Summer 2024 Consultation on concerns relating to water quality and we will be carrying out a further consultation on this and other design updates in early 2025.

5. Next steps

The consultation responses received, and feedback from our ongoing engagement, continue to be considered alongside our studies, surveys and ongoing design and assessment work to progress the Project.

We will be applying for a Development Consent Order for the Project later in 2025.

All consultation activities for the Project will be set out in the Consultation Report, to be submitted as part of the Development Consent Order application. This will set out in more detail how issues raised during the consultation have been taken into account in the development of the Project. Additionally, the Environmental Statement will form part of the Development Consent Order application and will provide a comprehensive assessment of any likely significant effects of the Project.

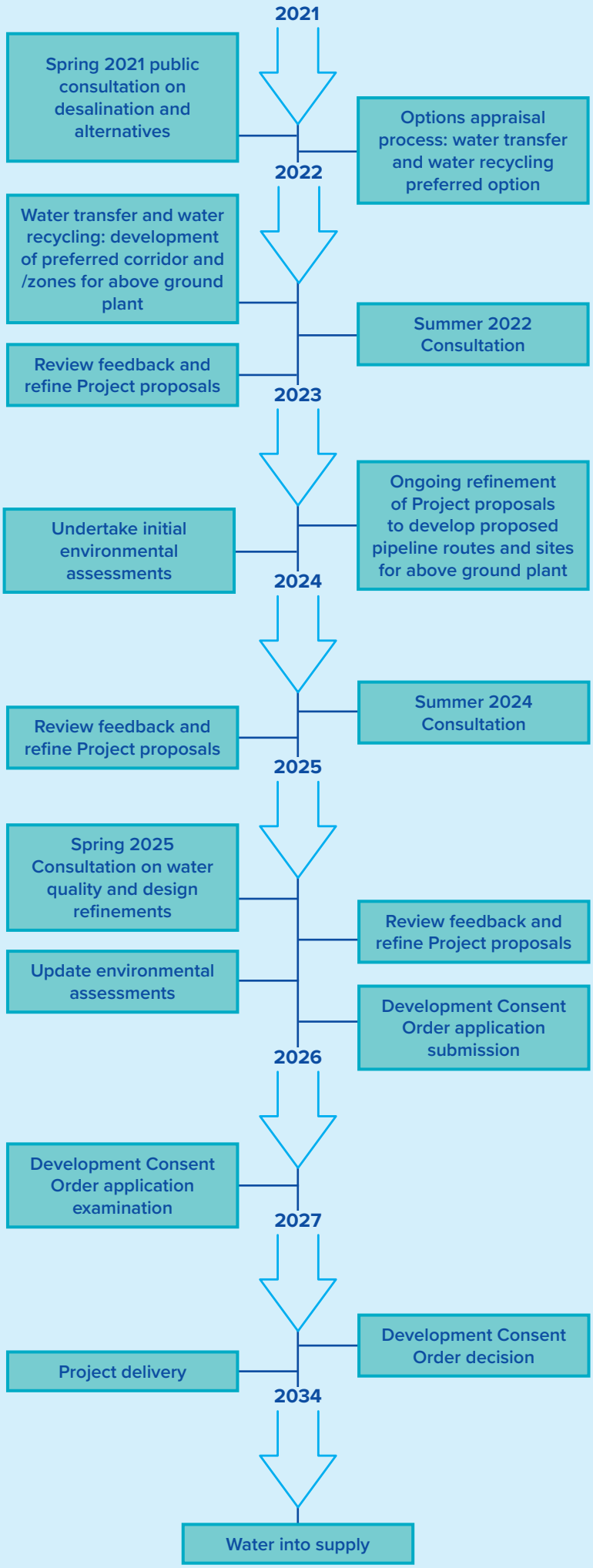


Figure 20 — *Proposed Project timeline*

How to contact us

If you have any queries about the Project, please visit our website at **www.HampshireWTWRP.co.uk** or contact us at:

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