

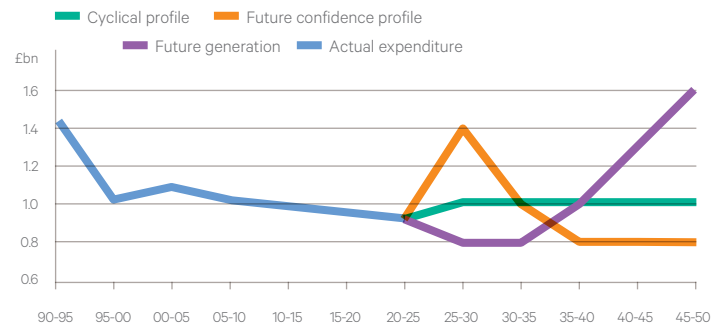
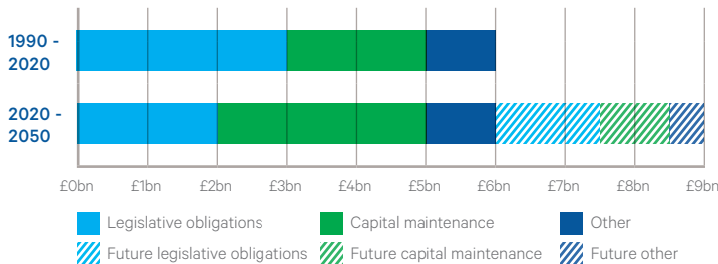
Highlights

Delivering our promises agreed with our customers during PR14	South West Water and Bournemouth Water fully integrated plan	Further stretching customer service improvements targeted through innovation	Additional investment delivering RCV growth balanced by additional affordability measures	Forefront of efficiency delivering value for customers and investors	Customers and investors sharing in the success of the company
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Overview

- Long term vision to 2050 for South West Water and Bournemouth Water developed to set context for 5 year Business Plan engagement and development
- Vision based on customer views obtained through extensive and innovative customer engagement undertaken to date
- Resilient service that delivers a clean, safe, uninterrupted supply of water still the number one priority - affordable bills for all a key consideration

Investment Scenarios



Increased investment levels driven by:

- Water resources (drought resilience, interconnectivity)
- Flood resilience
- Adoption of private water supplies and tackling lead
- Sustained pollution reductions
- 21st century drainage (sewer separation, downstream thinking)
- Drinking water risk minimisation
- Water Framework Directive
- Energy (renewables and bioresources)
- Enhancement of treatment works (water and wastewater)
- Bathing and shellfish waters
- Cyber security

Outcome Delivery Incentives

	Current	2050
CLEAN, SAFE AND RELIABLE DRINKING WATER	99.96% water quality standard	100% water quality standard
RELIABLE WASTEWATER SERVICE	165 internal sewer flooding	Approaching zero internal sewer flooding
AVAILABLE AND SUFFICIENT RESOURCES	82 MI/day leakage	Industry leading leakage
RESILIENCE	3,504 external sewer flooding incidents	Approaching zero external sewer flooding incidents
RESPONSIVE TO CUSTOMERS	89% customer satisfaction	100% customer satisfaction
PROTECTING THE ENVIRONMENT	179 Cat 1 - 3 pollutions	Approaching zero Cat 1 - 3 pollutions
BENEFITING THE COMMUNITY	95.8% bathing waters achieving 'good' status	100% bathing waters achieving 'good' status
FAIR CHARGING AND AFFORDABLE BILLS FOR ALL	c. 50,000 customers helped	All customers needing help assisted

Timetable

2017	September	Vision to 2050 Bioresources RCV submission
	December	Final Ofwat methodology published Draft Water Resources Management Plan submitted
2018	January	Water resources RCV submission
	April	Business plan customer consultation Customer acceptability
	May	Updated business plan submission Performance commitment submission
	September	Business plan submission
2019	January	Initial assessment of business plans published
	March/April	Draft determinations (exceptional and fast track plans)
	April	Companies submit revisions to business plans*
	July	Draft determinations*
	December	Final determinations published

* Slow track and significant scrutiny