

APPENDIX E – Testing the plan

E1. Stakeholder Engagement and Consultation

The review of our previous Water Resource Management Plan (WRMP) and corresponding pre-consultation activities began in September 2016.

This section explains how we engaged with our stakeholders and customers through the pre-consultation period, and the key messages that we have taken from our stakeholders to feed into the plan.

During the pre-consultation period we engaged with our stakeholders and customers in a variety of ways:

- face to face meetings
- external stakeholder technical workshops
- customer research, including willingness to pay
- discussion and scrutiny by our multi-stakeholder CCG (customer challenge group) which we refer to as Water Forum
- Severn Trent WRMP website

Face to face meetings

From September 2016 we have held a number of face to face pre-consultation meetings with specific stakeholders including:

- Natural Resources Wales / Environment Agency
- Dee Valley Water Customer Challenge Group (CCG) – now the Dee Valley /Powys Water Forum
- Drinking Water Inspectorate
- Ofwat
- Chester and Cheshire West Council
- Wrexham County Borough Council
- Blueprint for Water
- United Utilities
- Dwr Cymru Welsh Water

During these meetings we set out our proposed approach for developing the WRMP and sought comments from these stakeholders as to how we can best engage with them during the process, and discussed possible opportunities for future collaboration.

WRMP External Stakeholder Workshops

As part of the pre-consultation process, we held a series of technical workshops for key stakeholders, as outlined in table E2.1 below:

Date	Workshop	Objectives
15 June 2017	Powys area WRMP workshop	<ul style="list-style-type: none">• Understanding water resource needs• Water quality improvements

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		<ul style="list-style-type: none"> • Catchment management and waste water improvements
28 June 2017	Dee Valley area WRMP workshop	<ul style="list-style-type: none"> • Understanding water resource needs • Water quality improvements • Catchment management improvements
12 October 2017	Welsh WRMP workshop	<ul style="list-style-type: none"> • To review and feedback on our draft Welsh WRMP

Table E2.1 – Details of technical workshops for key stakeholders

During each of the workshops, we encouraged open discussions on a variety of topics to help gain an understanding of what aspects of the plan was particularly important to our stakeholders. The outcome of these discussions are summarised in table E2.2 below.

Workshop	Discussion summary
Powys (15 th June 2017)	<p>Water Resources</p> <p>Customer Engagement:</p> <ul style="list-style-type: none"> • Water is perceived as an abundant resource in Wales so changing customer mind set will be hard • Engage with schools and local community groups • Need to have really clear messaging with well-defined benefits of being water efficient • Better collaboration needed with land owners • Make more of your visitor sites to spread message on water cycle source to tap <p>Resilience:</p> <ul style="list-style-type: none"> • Resilience is seen as a big issue in the Powys area as there is only one single source • Sustainable land management should be looked into • Understanding of consumption in the area will be low due to it being a rural area, so harder to detect leaks and metering will be low <p>Water Quality:</p> <ul style="list-style-type: none"> • There is a significant increase in pig and chicken farms in the area, this will cause water quality issues <p>Waste Water Improvements and Catchment Management</p> <p>Customer Engagement:</p> <ul style="list-style-type: none"> • Do customer tours of site improvements so they can see first-hand the work you're doing to improve the local environment • Messaging should put more emphasis on the fact that a clean water environment reduces risks to water quality, which will ultimately lead to cheaper bills <p>Innovation:</p> <ul style="list-style-type: none"> • Need to be more innovative with your campaigns • Look into what other sectors have done, need more innovative, catchment based solutions to demonstrate environmental leadership <p>Partnership:</p> <ul style="list-style-type: none"> • Work more closely with land owners, there could be lots of quick fixes here

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	<ul style="list-style-type: none"> • Do more ‘soft’ catchment approaches rather than improving treatment works • Improvements shown have been treatment focussed, how about behavioural changes activities and landowner collaboration <p>Wider Obligations</p> <p>Assets:</p> <ul style="list-style-type: none"> • Need to do a stock take of our environmental assets – use of natural capital • Make sure all of your assets have multiple benefits • There are good opportunities round Vyrnwy e.g. peatland restoration <p>Biodiversity:</p> <ul style="list-style-type: none"> • Top 3 priorities in relation to the new biodiversity duty were felt to be: <ul style="list-style-type: none"> ○ Invasive non-native species (INNS) – will be included in the list of NEP drivers. ○ Review of land management practices at our various sites to look for enhancement of ecosystems opportunities. ○ Partnership working
<p>Wrexham (28th June 2017)</p>	<p>Water Resources</p> <p>Customer Engagement:</p> <ul style="list-style-type: none"> • More education needed on leakage on customer’s private pipes • Availability of water supply is taken for granted, need to get customers to appreciate what would happen if they lost supply • Focus on vulnerable customers, don’t forget those who don’t use technology • There is still a strong perception that metering will cost customers more – how to change this <p>Resilience:</p> <ul style="list-style-type: none"> • Need to balance how much money we spend on customer education vs leakage reduction • Make sure River Dee is not over abstracted • Flooding is a bigger concern than drought – what are ST doing about this? • Could be big opportunities in attenuation of water • Need to be more ambitious with leakage target • Current catchment management schemes are focussed on water quality, could they be expanded to include attenuation/slow flow etc • Utilise existing groups for partnership working <p>Water Quality:</p> <ul style="list-style-type: none"> • There are water quality issues on the Dee which haven’t been mentioned in this workshop – use partnership working to help overcome these issues • Septic tanks are a big problem and will be impacting water quality • Land use changes will have a big impact on water quality in the future and could be further impacted by climate change <p>Wider Obligations</p> <p>Assets:</p>

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	<ul style="list-style-type: none"> • Look into opportunities to expand reservoir storage through surrounding wetlands for flood storage • Develop assets to have multi-benefit, soft approaches <p>Biodiversity:</p> <ul style="list-style-type: none"> • What are Severn Trent doing around INNS? • We should support upland management e.g. peatland restoration • Top 3 biodiversity duties should be INNS, uplands, and working with farmers/land owners <p>Customer Engagement:</p> <ul style="list-style-type: none"> • A lot of work is being done with domestic customers, need to do more with land owners – there could be some quick fixes found here • Get involved in local projects, be active in local partnership groups • Education on full water cycle source to tap needed • Customers need to understand drivers pushing us from above – this is both a top down and bottom up approach <p>Partnership:</p> <ul style="list-style-type: none"> • Lead on innovative work with university research • Be ambitious, don't hold back • The Dee Valley Catchment Group should be seen as a great way of feeding into area statements • Need to build a closer relationship between CLA and Severn Trent/Dee Valley • To be most effective there needs to be 121 relationships with landowners, not through other organisations
<p>Wrexham (12th October 2017)</p>	<p>Catchment and Partnership Work:</p> <ul style="list-style-type: none"> • Do we understand the long term risks to land use in the Dee catchment? Due to the economics of farming and Brexit the nature of agriculture in the catchment could change dramatically, resulting in different water quality challenges in the future. • Do we need to scenario test for different land uses in the future? • Slowing the Flow type projects are expected to take off in Wales for upland management. We need to think about the role this could play for water quality and flood management • Work with NGOs in relation to delivering demand management messages – customers may value it more if the message comes from an independent source <p>Customer:</p> <ul style="list-style-type: none"> • Show the impact of leakage in different ways; such as the cost aspect involved in treating and moving more water than necessary to make up for the amount lost (and how this will reflect on their bill) • Hard to ask customers to conserve water if we're not efficient ourselves – need to show them we're doing our part • Education – rather than sending our own staff out to schools spend a few days training teachers, provide them with data, resources etc, so they can take the messages back to embed in their schools

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	<ul style="list-style-type: none"> • Make the water cycle/water demand/flood and drought risks etc part of curriculum on GCSEs so kids learn about water resources in more detail • Water efficiency should be a national campaign involving all the water companies to reach more people. Needs to be a national step change in this area like the smoking ban or recycling campaigns. • Incentivise customers to use less. E.g. if they use less as a community they get money put into a community fund at the end of the year. This way they may get pressure from others in the community to change. <p>Leakage and Metering:</p> <ul style="list-style-type: none"> • DVW is better at leakage than ST – how do we convince customers that we are still serious on leakage? • Lobbying for full metering was encouraged • If we remove the nervousness about customers looking after their own supply pipe then they may be more comfortable with the prospect of metering. There was a view that one of the key barriers that stops people wanting a meter is that they are worried about getting a leak and having to pay for water they haven't used. • Compulsory metering would not be accepted by Welsh customers. Customers would see this as a back-door route to putting up bills. CCW experience is that customers' bills go up after switching to a meter. • The cost of supply pipe adoption should be shared between customers and companies. It has multiple benefits and the proportion of the cost associated with the leakage benefit should be paid for by water companies. <p>Resilience:</p> <ul style="list-style-type: none"> • 85% of DV water is from the Dee, if this gets polluted how long can customers go without their supply being interrupted? • Look into the future impact of tidal restrictions and sea level rise i.e. treatment of brackish water and storage facilities • Maximise storage opportunities <p>Other:</p> <ul style="list-style-type: none"> • WRMP should cover all aspects of water management i.e. flood risk as well as drought • The flooding resilience strategy sounds more reactive than proactive – wouldn't it be better to stop the flooding occurring in the first place? • How will abstraction reform affect us? It's a concern for Canal and River Trust – is there scope to work together to look at the common impacts?
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Table E2.2 – key discussion outcomes from technical workshops

The feedback from these forums has been invaluable for developing, not only this dWRMP18, but also our thinking around catchment management approaches for our Welsh areas and better future engagement with our customers and key stakeholders in Wales.

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Water Forum

As part of our pre-consultation we have regularly discussed the development of our WRMP with our Water Forum. This multi-stakeholder group includes representatives from Consumer Council for Water, Natural Resources Wales, Local Consumer Advocates and local councils.

The Water Forum has a remit to scrutinise both how well we engage with our customers, and how well our final business plan reflects the outcome of that engagement.