



Questions to ask your water company about their 2025-30 Business Plans

This autumn, water companies will host Your Water, Your Say sessions, giving the public the chance to ask questions about each company's Business Plans for 2025-30. In online groups, you will be able to question company representatives. The plans detail how each water company will manage water supply and sewage, for the benefit of people and the environment.

The South East Rivers Trust has devised some questions for each water company – and urges you to come up with your own too and attend these sessions, which are as follows:

[Affinity Water Wednesday 18th October 6pm](#)

SES Water Thursday 16th November 6pm

[South East Water Tuesday 31st October 6pm](#)

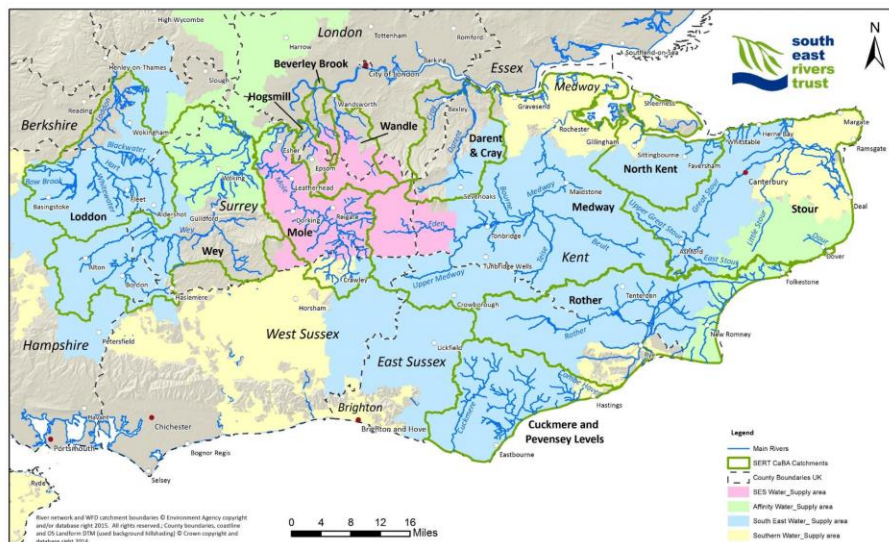
Southern Water Monday 27th November 6pm

[Thames Water, Thursday 30th November 5pm](#)

Further details and links will appear on Ofwat's [Your Water Your Say](#) web page.

While you will know who supplies your water, here is a handy map of which water company serves the whole of the area covered by the South East Rivers Trust.

Water co supply



Questions for all companies

What is the scale of your investment to reach the new water leakage reduction targets?

How will you meet challenging new targets of 110 litres water use per person per day?

What are your company's plans for nature-based solutions to clean, retain and replenish water and work with the landscape?

Past approaches to changing customer behaviour to reduce water use have had mixed success. What is your company doing to learn from past experience and explore innovative approaches?

What is your company doing to put pressure on the government to fast track the policies that are crucial for bringing down demand?

Specific questions for individual companies (company names hyperlinked to 2025-2030 Business Plans)

Southern Water

Targets to improve 52% of sewage overflows by 2040 and all by 2050 are too slow. We want cleaner rivers and coastal areas now. They are also off track to meet Water Framework Directives of all rivers reaching "good" ecological status by 2027, with sewage accounting for 12% of rivers not achieving good. Can these plans be brought forward, especially through nature-based solutions?

Thames Water

Could you advance abstraction reduction targets in the upper Darent before 2050? This river has been over abstracted for decades.

The proposal to reduce 10.2 megalitres per day from the Epsom sources to support Flow in the Hogsmill is welcome. What is Thames Water doing to ensure that this won't be delayed?

On the Teddington abstraction scheme, will results of studies about the impact on river ecology be made publicly available? When will these studies be completed and how can communities become involved in this?

South East Water

The commencement of smart meter roll-out to homes and businesses is welcome, but can anything be done to increase the pace of the roll-out quicker than completion by the 2035 target date?

Can you assure us that building Broad Oak reservoir in Kent and extending Arlington reservoir in Sussex will be carried out on the basis of beneficial or negligible impact to local freshwater habitats?

SES Water

How are you working with Thames Water to ensure that reducing unsustainable abstraction from the Hogsmill, Wandle and Darent will be progressed as quickly as possible?

The increased pace of smart meter roll-out is welcome. How will SES Water use smart meter data to ensure this results in the expected decrease in water use? What innovative, radical approaches are you considering?

The planned catchment work in the Eden and Mole are great opportunities to enhance nature and biodiversity at scale. How does this work feed into your biodiversity targets?

Affinity Water

What are your plans to reduce unsustainable abstraction and improve the resilience of water resources in the Stour and Dour catchments?