6. Collect and recycle wastewater

What do customers want?

Customers recognise that removing wastewater is one of our main responsibilities. There is strong customer and stakeholder support for reducing both flooding and pollution incidents associated with wastewater. We aim to achieve this through innovative technologies and planned programmes of work to manage risks before they affect customers.

We have made two performance commitments about collecting and recycling wastewater and met both of these targets in year four.

What have we done?

Sewer collapses can cause blockages and other issues in the sewer, including pollution and unpleasant smells. Our target was that there should be no more than 13.68 sewer collapses per 1,000 kilometres of sewer. In year four we met this by achieving a rate of 13.01. Our positive performance on sewer collapses is a result of our investment programme, improved technical checks of each incident and an active approach to investigating problems on the sewer so that we can stop repeat events. This has helped us to identify collapses and other problems on the sewer network before they affect customers or the environment.

We also have performance targets which specify a maximum number of sewer blockages that should happen on our network. Monitors we have installed as part of our Dynamic Network Management programme tell us when blockages are forming so we can send a dedicated blockage team to clear the blockage before customers need to contact us. To reduce the number of sewer blockages, we are continuing with increased sewer cleaning programmes and are seeing real benefits from customer campaigns such as 'stop the block'.

Our performance in year four was 17,986 blockages, meaning we met our target of no more than 19,656 incidents. This is our best ever performance, and we have seen an improvement every year of AMP7 as the strategies we have put in place continue to improve our performance.

2/2

measures achieved