



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 one of these targets in year two.

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 14.90 sewer collapses per 1,000 kilometres of sewer, and in year two we beat this by achieving a rate of 13.70. Our positive performance on sewer collapses is a result of our early 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. To reduce the number of sewer blockages, we are continuing with increased sewer cleaning programmes and customer campaigns such as 'stop the block', and we are employing dedicated blockage teams to respond to incidents faster. We are also continuing to roll out our dynamic network management programme, which makes innovative use of monitors in the sewer network to help us identify changes. This approach means possible issues can be identified and dealt with before they affect our service to customers.

Our performance in year two was 20,368 blockages, meaning we failed to meet our target of no more than 20,328 incidents. However, this shows a 9% improvement on the previous year so we are confident that the strategies we have put in place should help improve our performance in future years.

1/2
measures
achieved

