# YW DWMP

# Session 2 Topic Guide Draft

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| Section 1 - Introduction | <5 mins |

* Re-introduce yourself.
* Quick recap on legals/MRS Code
* Explain that the research is being conducted in the legitimate interests of our client. By agreeing to take part in the research they are consenting to the processing of the data collected; please note that the data will be used to inform the water resources plans and future water company plans. All research will be provided to water companies in a summary format so no comments with me attributed to any of you personally. For further information on how we handle our data and your rights as a data subject, please visit the privacy policy page on our website – thinkturquoise.com
* Explain audio/video recording and about Clients viewing the Session.
* Please be open and honest, there are no right or wrong answers we are entirely interested in your views.

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| Section 2 – Recap/scene setting | 5 mins |

* Quick recap and thoughts after session one
  + What are your thoughts on YW now – anything changed? What and why?

**Introduction to the topic/scene setting for tonight**

***So tonight we are gong ot be talking around……….***

* ***Regulation & Customer bills***
* ***More about areas that need to be considered in the DWMP such as:***
  + ***the impact of climate change;***
  + ***the impact of population growth;***
  + ***solutions to help mitigate the impact;***
  + ***partnership working***
  + ***The customers best value plan***

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| Section 3  Yorkshire Water Regulation & Performance Measures | 15 mins |

**Yorkshire Water are a regulated company, which means that customer bills and their levels of service and performance are signed off by OFWAT (the industry regulator).**

**SHOWCARD 1 – Privatisation and Regulation by OFWAT**

**SHOWCARD 2 – National Billing Information YW vs other company averages**

**SHOWCARD 3.1 and 3.2 – Billing information**

**This shows what the average annual bill price is across England and Wales, how this is split between clean water and wastewater and how much water companies invested over the last 5 year investment cycle.**

**SHOWCARD 4 – Current Performance**

**This shows you how YW are currently performing on wastewater measures. Performance against the measures bring reward and penalty linked to how well the measures are achieved.**

* What are your thoughts on YW’s performance?
  + Anything impressive / disappointing/surprising?
  + Having heard that targets are agreed with OFWAT, does this change your perception of YW in any way or their performance? – How and why?
  + Does how we are regulated change your perception of YW in any way?

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| Section 4 – Climate Change and Future Planning | 15 mins |

* What are your views around the environment and climate change generally (not in a water context at first)? Why do you feel like this? Has this changed in recent years/is this a new consideration?
* Generally, what aspect of climate change do you feel will have the biggest impacts on the environment and why?
* How do you feel water companies will impact the environment?
* How do you think climate change will impact upon the wastewater system?

**Just focusing on how climate change might impact our sewerage services:**

**Forecasts show for wetter winters and drier summers.**

**In winter, the impact of climate change will result in more intense bursts of rainfall which will lead to more frequent incidents of all kinds of flooding and overflow usage. For example – forecasts show that we can expect to see a 13% increase in the average intensity of rainfall across the Humber catchment by the 2050s.**

**In summer,more prolonged dry spells will impact water levels in rivers. Lower river water levels means there is less water to dilute the impact of treated waste water effluent from sewage treatment works when it enters the river, this will lead to a deterioration in river water quality. Drier weather may also lead to an increase in odour issues from the sewerage infrastructure due to less surface water to dilute the sewage and keep it moving through the system.**

* What are your thoughts on this?
* What do you think this means for future wastewater services?
* What should YW be prioritising regarding WW services?
* Should they be **improving current service** or **creating** plans that are more flexible over time to account and adapt for climate change? What is more important to customers?

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| Section 5 – Population Growth | 10 mins |

* How do you think population changes and growth will impact on wastewater services? What will it mean for YW and the wastewater system?

**The impact of population growth will mean more homes being built, increased infrastructure to support this increased population such as more schools / hospitals / roads etc and increased businesses. Yorkshire households are predicted to increase by 30% by 2033, with a third of that growth coming from an increase in single person households.**

**This will result in more wastewater to treat and potentially more paved and roof surfaces and less soakaway opportunity for rain water and therefore an increased risk of all types of flooding, and overflow usage**

* What are your thoughts on this?
* How can YW support population growth without compromising on service? What is the priority here?
* What can households do?
* What can the Government do?

**In addition to population growth all new houses and developments have a right to be connected to the sewer network for foul waste only – this is not the case for surface water.**

* Do you feel this is the right thing? Are you surprised by this?
* Would you welcome a national change to this approach?
* Any other suggestions on how YW can support population growth and reduce the impact of climate change?

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| Section 5 – Solution Options | 10 mins |

**Drainage solutions to account for increasing populations and climate change could look a little different. To minimise or even remove surface water from the netwok Yorkshire Water aim to include more nature based solutions rather than more traditional carbon intensive solutions like storage tanks, laying larger sewers or expansion of sewage treatment works.**

**Nature based solutions give opportunities for added value benefits such as green spaces/recreational spaces that might enhance mental health wellbeing and offer an opportunity to increase biodiversity with different plants which attract different species**.

**Show video**

* What do you feel about the information in that video?
* Were you aware of nature based solutions/SUDS?
* What is your preference? Tried and tested traditional methods or new and natural solutions? Why?

**Approaches to managing surface water that take account of water quantity (flooding), water quality (pollution) biodiversity (wildlife and plants) and amenities are collectively referred to as Sustainable Drainage Systems (SuDS).**

**SuDS mimic nature and are designed to store, treat and transport surface water, and slow it down before it enters sewers or watercourses during heavy rainfall. SuDS are drainage systems that** **are considered to be environmentally beneficial.**

**SHOWCARD 5 – SUDS Examples**

* Thoughts on nature based solutions/SUDS Positives /negatives? Supportive of this approach or unsupportive? Why?
* Should YW be conscious of carbon intensive solutions such as building bigger tanks and sewers, or more environmentally friendly ones such as nature based solutions?
* How do you think you as customers can help with reducing surface water / rainfall run off?

* Probe: thoughts around using of water butts/planting certain types of trees/rain gardens (removing surface water connection to sewer from house & garage roofs and hard surfaces like patios/driveways)
  1. How do you feel about taking some ownership in reducing surface water from your property reaching the sewers as discussed?
  2. What about if there were community SuDs (larger scale **surface water** (NOT sewage) reduction – would look like a pond) – would you support this or get involved in maintaining it? Cutting grass, weeding, litter picking – why / why not?
* How would you feel if rain water was stored near to where you live e.g. if recreation areas or verges were designed to deliberately flood when it rains to prevent drains and sewers from being overloaded and flooding homes or to reduce the use of overflows spilling into rivers?
* What are your thoughts on this? Likes? Dislikes? Supportive of this approach or unsupportive? Why?
* In some cases, SUDs can also potentially reduce the number of parking spaces available near homes or in car parks or the width of the road.
* What are your thoughts on this? Likes? Dislikes? Supportive of this approach or unsupportive? Why?
* If nature based solutions were sometimes more expensive to build, should YW still do them? Remember that its your bill that pays for the investment.
  + Would you be willing to pay more to invest in these more natural based environmentally friendly solutions? Why / why not?
  + How much more, if anything, would you be willing to pay (%?) – what is the cut off i.e. A couple of pounds per year? 1%, 2%, 5% / 10% etc (this can be placed in the context of how much of customers current bill is spent on wastewater services)? Refer Back to showcard 3.1 bills

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| Section 6 – Partnership Working | 5 mins |

* What are your thoughts on partnership working i.e. YW working on small, local or large citywide projects with other organisations such as the Environment Agency, local authorities, planning bodies, health trusts etc to help deliver wastewater services and solutions?
* Thinking about sewage services and rivers or the sea. Which organisations do you think YW should partner with and why?
  + How can this benefit customers?
  + How can this benefit YW?
* Which kind of wastewater activities do you think would suit a partnership approach? – how much responsibility should be YW vs other organisations?

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| Section 7 – Maintenance or Improvement? | 5 mins |

**Thinking about all that we have discussed and using the information we have provided to you across the two sessions……………**

* Do you wish YW to **maintain current performance** and meet targets outlined or, do you want them to **improve and tackle** some of the areas we have discussed with additional spend?
* Enhancing the service as opposed to maintaining it, may come at a cost to customers as it is more expensive – how do you now feel?
* Are there any areas in particular that you would wish YW to focus on improving vs maintaining current performance– which and why?

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| Section 8 – Creating a Best Value Plan | 20 mins |

**We now want to turn your attention to developing a best value DWMP (BVP) that will meet the wastewater needs of our region, in a way that ensures long term wastewater services up to 2050 and beyond.**

**The best value plan may not necessarily be the cheapest plan for customers. The cheapest plan may simply address maintaining and meeting current service levels and measures, without taking into account broader considerations of value such as improving the environment.**

**The plans can be created using a number of metrics and YW must consider customer and stakeholder wants and needs in their decision-making. It is therefore important that customers outline their wants and needs from the YW DWMP.**

**We need to understand what the DWMP plan must include in order for it to best meet your needs and priorities.**

**For example, one of your biggest priorities could be:**

* **bills are kept low, OR**
* **minimising internal domestic property sewer flooding, OR**
* **Reducing spills from storm overflows, OR**
* **Developing sustainable drainage systems, OR**
* **Customer education around sewer blockages**
* **Or, you might have a preference for hitting statutory measures OR that YW go further and beyond these measures. For example, do you simply want to maintain services or pay more for them to exceed statutory measures, or do you want to pay more for your priorities to be met sooner?**

**Ok, so it is now time for you to develop your best value plan. We want you to write down, in your own words on a piece of paper, what you think YW should be focussing on for the future (similar to this structure – SHOWCARD 7).**

**Please think about all of the knowledge you have gained throughout both sessions – so please consider all the metrics and measures, population growth, climate change, sustainable drainage solutions, partnership working etc discussions we have had…………**

**SHOWCARD 6**

**Best Value Plan:**

* Taking into consideration everything we have discussed across the last two sessions, what is important to you as a customer, for YW to focus on in the future and why?
* What are the priorities? – 1st, 2nd, 3rd etc
* Any other considerations around the delivery of these priorities e.g. partnership working, nature based solutions vs traditional carbon intensive solutions?
* Would you prioritise any areas of Yorkshire first? (the ones with more problems first?)

**Customer Targets:**

* When do you want YW to achieve this / these by? Remember this is a 25 year plan and not everything can be improved all at once as it is prohibitively expensive for customers - so are you looking to meet these in the short term (what is that?)? Mid term (what is that?)? Long term (what is that?)?
* So, thinking about the priorities you cite, when do you want these achieve by?

**Price of the bill to achieve your BVP :**

* The price you would be willing to pay, **if anything in addition to what you pay now**, to enable these things to be achieved - this could be as simple as 1% of your current bill, £1 per year, £5 per year, 50 pence per month etc.

Explore each persons BVP in turn and why they have chosen that / those aspects.

**We will collect this information once again via a post session questionnaire.**

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| Section 7 – Summary of Session 2 | 5 mins |

* Summarise customer views on DWMP.
  + Check they are happy that reflects what was said?
* Summarise customers views on the population growth and climate change
  + Check they are happy that reflects what was said?
* Summarise customer views on their best value plan.
  + Check they are happy that reflects what was said?
* Explain that they will receive a post-group questionnaire (Sent after the sessions).

**Thank everyone for their input.**