Get River Positive Report April 2024

GET RIVER POSSIDE





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INTRODUCTION FROM OUR CEO



Rivers matter. They are the lifeblood of the places where many of us live, work and play. And it's only right that we should play a leading part in protecting them. That's why I'm pleased to share this second annual report for Get River Positive, reporting on progress and some of our results from last year.

We've made a clear promise to you that our operations will not be the cause for rivers not achieving good ecological status, and we've set out our detailed plans to get there. We're already working hard to reduce spills from storm overflows, and we're securing the major investment that's needed to deliver on our promises and commitments.

The good news is, our plans are working. We're the only water company to be recognised for four consecutive years with the highest fourstar rating for Environmental Performance Assessment and we're confident to secure this for an unprecedented fifth year. This will be the result of a huge amount of work from people across the business in challenging circumstances, given the record-breaking rain in our region this year. To accelerate our environmental plans even further our shareholders have recently invested an extra £1 billion so that we can bring forward necessary work and go even faster. We are spending £1.5bn over the next six years to halve the amount of spills on our overflows. As we do this work, we've also promised to keep our customer bills as low as possible (they're already the second lowest in England). We've also announced our plans for the future in our ambitious £12.9 billion business plan for 2025-2030 and our Storm Overflow Action Plan ('SOAP') means we'll make a £4.4bn investment up to 2050 – into wastewater infrastructure, sewage treatment and storm overflows, ('SOs') themselves – ensuring we can make sustained improvements over the next 25 years.

The bottom line is, we are working hard and will do what it takes to play our part in creating healthy rivers. We'd love to keep talking to you and we'll tell you how we're doing, so please take a look at our Get River Positive website where you can see our progress. I'd encourage you to sign up to our regular newsletters.

Rivers are important to us all. We're doing what's needed and we are moving quickly to make this right. This is our promise to you.



Executive summary

Our performance in 2022 was underlined by the Environment Agency (EA), who for the fourth year running awarded us the highest rating for our environmental performance. We are confident that we will maintain this result for 2023 (awarded in July 2024) for an unprecedented fifth year in a row. Last year alone we were the only four star rated company and no other company has ever achieved more than three consecutive years.

We have completed our roll out of Event Duration Monitors on every one of our 2,472 Storm Overflows, ('SOs'). This means we have a full picture of the number and duration of spills- and access to a rich dataset to help us understand how SOs perform and build action plans for future investment to drive even further improvements for customers and the environment.

The last 12 months have seen some of the most exceptional and challenging weather conditions in our history, including the wettest February on record in our region for 200 years. The latter part of 2023 and early 2024 were characterised by sustained periods of significant rainfall, including 10 named storms (between September 2023 and February 2024). Close to 30% of rivers in our region recorded their highest ever levels driven by the 35% increase in rainfall in our region over the year. As a result, we estimate that we treated an additional 10% of wastewater across our region in comparison to the previous year. Exceptionally wet weather and storm events affect many areas of our business, impacting everything from our customers to our assets.

Our teams have worked determinedly, in exceptionally challenging conditions, to keep our services operating efficiently and minimise the impacts felt by our customers and the

- Five ambitious pledges to make our region's rivers the healthiest they can be, as quickly as possible.
- 100% of our storm overflows had EDM monitors installed as of December 2022, over a year in advance of the Government's ambitious target to have all monitors in place by the end of 2023. We now collect and report 300 million data points every year on how our storm overflows are performing.
- We have had no serious pollutions in 2023 and we have achieved the highest rating from the EA over the last four years.

environment. However, this extra rainfall has had an impact on the number of spills seen by all water companies.

We recorded 24.9 average annual spills per S0 in 2023 – which is in line with spills in 2021 but an increase from 2022 as a result of increased rainfall. This year we achieved no serious pollutions and we are determined to reach our target of an average of 20 spills per overflow by 2025.

Quite rightly, people expect that their water company should not cause harm to the environment. We have committed that by 2030, our storm overflow operations will not be the reason for any stretch of river in our region to be classified as unhealthy. Already, our share of impact on rivers is reducing, and today we believe we are responsible for 14% of Reasons for Not Achieving Good Ecological Status, ('RNAGS') in our operational area. This is based on our assessment of data downloaded in August 2023 and using all classifications of certainty, with 86% attributable to other sectors and stakeholders.

Clearly, water companies aren't the only contributor to river health. That is why for many years we've been working to support other sectors – such as farmers through our 'STEPS' programme – and other stakeholders in reducing their impact on rivers too. We also have our Advisory Panel, which includes members from across river users groups, providing a brilliant opportunity for them to work with us to achieve the change that is needed.

River health is important to so many people and we look forward to updating you on the projects linked to each pledge as they progress. As ever, your feedback on our approach is welcome and will help us shape our plans for the years to come.

- Our 10 River Rangers have attended over 280 meetings, working with our partners, environment groups and importantly, people in local communities.
- Current two year programme of investment of £384m supporting spill reduction
- A further £1.1bn of investment planned up to 2030 to reduce average spills to the lowest level in the water industry.

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Our progress:



Increasing SeWer capacity and storage to slow the flow of storm water during wet weather

We continue to work with our Advisory Panel who oversee our progress against our river pledges. We expanded membership this year to Seven experts

100%

of our

storm overflows have

event duration

monitors



Continuing to invest

a year on our

waste network

Moving two stretches of river towards bathing quality by 2025

Our bigger efforts:

Received the highest

four-star rating

from the Environment Agency for the fourth year running in

2022 and are confident

we will be awarded the highest rating for an unprecedented fifth year in 2023



Severn Trent is currently responsible for 14% of RNAGS in our region



10 River Rangers, working in communities and with partners to improve river health





OUR FIVE POINT PLAN TO IMPROVE OUR REGION'S RIVERS BY 2030

In March 2022, alongside Anglian Water and Hafren Dyfrdwy, we launched Get River Positive, our five point plan to improve the health of rivers in our region. This is our second annual report, and we are excited to share what has been happening over the past year to benefit our region's rivers and highlight a few specific activities we will be working on in the near future.



Pledge One

treatment works do not harm rivers



Pledge Two





Our Get River Positive Pledges provide a clear focus to improve the health of rivers in our region. They set a benchmark for the water industry by going much further and much faster than anyone else, and deliver our Environment Act commitments ahead of target. Our Pledges focus on a number of key areas:



Pledge Four



Pledge Five

PLEDGE ONE:

Ensure storm overflows and sewage treatment works do not harm rivers

RAIN RAIN RAIN



more rain in the region compared to 2022.



lose to **30%** of river gauge stations in our egion recorded their highest ever levels in October duri n **Babe**

WHERE DOES THE RAIN GO?

Our sewers deal with rainfall on roads and ilt-up areas. But they can sometimes get too full.



During wet weathe storm overflows act like a releas valve and **protect** nomes from flooding.

Heavy means that of storm overflows spill is **rain water**.

300million

WE'RE WORKING ON IT

We're improving the network. That means fewer spills from storm overflows.



£384m current programme of investment

Our aim: no storm overflow to spill more than times a year, on average.

> £1.1bn in 2025-2030 to meet targets at least five years ahead of those set by regulators and Governme



HOW WE'LL

DO IT

2

Treatment Treating more sewage reduces spills.

Storage Additional capacity on the network storing water during heavy rainfall.

3

We've made good progress and want to continue to reduce our impact on rivers. We aim to reduce our contribution to Reasons for Not Achieving Good Ecological Status, 'RNAGS' in local rivers to 10% by April 2025, building on our progress to date – which has seen us reduce our contribution to 14%. We have had no serious pollutions and we are striving to have no RNAGS related to Combined Storm Overflows by 2030.

Everyone who works for, and with, Severn Trent takes the responsibility for the health of our rivers seriously, and are dedicated to driving down our impact further. This includes our community River Rangers, Data Scientists and a Zero Spills hub specialising in spill reduction.

Challenges like this need new ways of thinking. We are funding a £41m package of investment for smart interventions such as reed beds, modular storm water storage solutions and using new technology to predict and prevent spills faster than before.

Storm overflows are a part of our sewerage network, like many others across the world. They

Case Study: Stroud, Gloucestershire

Our major £25m sewerage upgrade across Stroud will reduce future sewer flooding and also protect rivers in the area. This will result in over four miles of new sewer pipes in total to be installed as part of the project. A new Combined Storm Overflow 'CSO' site is being constructed as part of the project, which will house a new storm tank measuring 26m in depth and 25m in diameter. The capacity of the new storm tank will be 7,400m³ – nearly the equivalent of three Olympic sized swimming pools or over 24,500 bath tubs of water.

We are upgrading many old Victorian sewers, as well as removing the existing large sewer pipe that runs through the canal channel in the town.

The new network will also have smart controls that can hold water back during severe weather events, before returning it back to our treatment works when rainfall has subsided and we have increased capacity to treat it.

All of this work means not only a new sewerage system for local customers but the extra capacity will result in fewer spills into watercourses, such as the River Frome, underlining our commitment to keeping our rivers healthy.

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were originally developed in the Victorian era to prevent flooding to homes, and protect against one of the worst events that can happen in a customer's home. The pressure on the sewage network has increased as a result of population growth and more unpredictable, extreme weather patterns.

Customers quite rightly expect us to protect their homes from flooding. Alongside the new smart interventions mentioned above, we are looking at our entire network of storm overflows to make them fit for the future.

From 2025 to 2030 we're investing £1.1b to transform our network. We'll be using a range of options, from hard engineering to naturebased solutions. A large part of this will look at managing water flow upstream, before it even gets near to overflows.

It's a big challenge, and to do it right will take time, but we are committed to getting this right to improve outcomes for our customers and the environment, both now and over time.



PLEDGE TWO:

More opportunities for everyone to enjoy our region's rivers

More people now see the value in their local rivers when it comes to health and wellbeing activities. The first few months of 2024 saw 27 Bathing Water applications to Department for Environment, Food and Rural Affairs, ('DEFRA') from local communities across the whole country, up from four in 2023. Three of these applications were for sites in our region. One of these was for the river Linney in Ludlow, where we're already working closely with the local community and improving water quality through our Green Recovery Bathing Rivers programme.

The last 12 months have been significant for our £78 million Bathing Rivers programme. To improve 50km of rivers across Shropshire and Warwickshire means designing targeted interventions across multiple locations. In early 2024 we broke ground in both counties, and started a busy year of construction to bring our careful planning with customers and communities to life. The best engineering solution would be to create an additional pipe network to separate the sewage and rainwater that currently travels together in our sewer network underneath historic towns such as Leamington Spa and Ludlow. We're aware of the disruption this can cause to our customers and communities, so instead we're targeting some key areas to make a big difference. Storm water storage tanks, larger pipes, improved pumps, and increased capacity at our treatment sites will deliver meaningful improvements for the rivers Leam, Avon and Teme.

And we've gone further still. Work has started on installing ozone treatment at three of our wastewater treatment sites – one in Shropshire and two in Warwickshire. This is an innovative additional process using ozone gas to enhance effluent quality at the end of the normal sewage treatment process. We're the first UK water company to trial this process to treat wastewater and we're excited to understand its effectiveness in removing micropollutants and pharmaceuticals.

Working together to make our region's rivers great places to be

We know that creating opportunities for everyone to enjoy our region's rivers isn't just about improving water quality. That's why we want to support water-based leisure activities, including exploring what we can offer at our reservoirs.

2023 saw us launch paddleboarding at our beautiful Ladybower Reservoir in the Upper Derwent valley for the first time. It's a sport that's becoming increasingly popular to escape the stress and pace of modern life. And in 2024 we're working in partnership to support another activity on the rise – by trialling managed swim events and sessions at Carsington Water. If the trial goes well, we'll be hosting further events in 2025.

We work together with lots of organisations across our region to keep rivers healthy. Recently our partnership with the Severn Rivers Trust has seen us tackle riverbanks in Warwickshire. Our River Rangers and Community Champions worked alongside Severn Rivers Trust and the local community to collect rubbish in and around local rivers as part of a 'Big Spring Clean' - a great way to make our region's rivers appealing places to be.

Sewage pollution is commonly caused by blockages in the sewer network. We welcome the recently announced ban on the supply and sale of wet wipes containing plastics that is being brought in by the Government by summer 2024.

Customers can help by only flushing the three Ps pee, poo and (toilet) paper. This would avoid many pollutions every year and would be a key step to reducing the risk of blockages.



Over the last year we have continued to work on raising awareness of the impact of sewer misuse through customer communications, MP engagement, and education in schools. We're also working with food service establishments with our partners Environmental Compliance & Services, 'ECAS' to educate on commercial fat, oil and grease disposal.

Case Study:

Gurdwaras (Sikh Temples)

We've recently launched a unique partnership with a number of Gurdwaras in our region.

Along with our contract partners ECAS we've linked up with Life-cycle Oils and community group Gurdwara Aid to prevent damaging sewer blockages and fatbergs by installing kitchen traps to collect Fats, Oils and Grease.

Gurdwara Aid spokesperson Harvinder Singh said:

This ground-breaking partnership joins Gurdwara Sahibs with Life-cycle Oils and Severn Trent to help keep our waterways and drains flowing.



Case Study: Mansfield

Our £76 million sustainable drainage Green Recovery project in Mansfield is a great example of a larger scale approach to reducing storm water flows into our network.

Our Mansfield project will see us create the UK's first catchment-scale flood-resilient community, using an innovative 'nature-based' approach to reduce surface flooding risk. We are installing Sustainable Urban Drainage Systems ('SuDS') across Mansfield to absorb rainwater, providing additional storage capacity through a mix of nature-based surface water storage, including rain gardens, permeable paving, bioswales and detention basins, which deliver significant environmental benefits and reduce the pressure on the sewerage network.

NB: SuDS stands for Sustainable Drainage Systems.

PLEDGE THREE:

Supporting others to improve and care for rivers

Our progress

Over the last year we've continued to engage with communities, schools and organisations across our region to support them in helping to improve river health. Whether that's through funding restoration projects, partnering with wildlife trusts or educating customers on how to prevent blockages in the sewer network, we believe we can all make a positive difference.

Helping community groups and charities

Central to our third Get River Positive Pledge is our Community Fund, which over the last year has awarded £256,763 to projects that help protect river health.

The biggest award went to the Severn Rivers Trust's Black County River Schools project, which received £199,500 for an education and physical infrastructure programme. The project aims to help young children from urban areas in the Black Country discover and connect with their rivers and take action to protect them.

Through taking part in assemblies, classroombased workshops, riverside visits and community celebrations, children will not only gain skills, they will also boost their physical, mental and emotional wellbeing too.

This project will also reduce the risk of surface water flooding at the selected schools. With features like rain gardens, water butts, attenuation ponds, green roof structures, hedgerows and mini woodlands, these schools – and their pupils – will be river friendly in more ways than one.

We are so excited to be bringing our learning programme to schools in the Black Country. We're transforming buildings and playgrounds into river-friendly spaces that are also great places for children and teachers to spend time. Pupils will build confidence and skills and will also be a part of the change – through things like planting trees, helping design gardens and painting murals to make their schools greener and more sustainable, and ultimately improve the health of their rivers. This is an ambitious project that simply could not happen without the support of the Severn Trent **Community Fund – thank you!**

Alice Fallon, Head of Community Engagement, Severn Rivers Trust

Severn Rivers Trust Black Country River Schools

Awarded £199,500

The Severn Rivers Trust is a charity established in 2008, made up of local river experts, which covers the whole of the UK's longest river from source to sea. The Trust's vision is: 'A healthy, resilient River Severn for everyone.'

An active team, the Trust makes things happen on the ground, working with many stakeholders



to make a real and positive difference for the river and its communities.

Our grant will support the Trust in running an education and physical infrastructure programme to help local young people from urban areas in the Black Country discover their rivers and take action to protect them.

PLEDGE THREE:

Supporting others to improve and care for rivers (continued)

Case study: River Corve, Shropshire

Working with the Shropshire Wildlife Trust, we're helping to restore a section of the River Corve, bringing major environmental benefits to this once listed site.

In 1992, the channel was declared ecologically dead as a consequence of historic dredging. This had removed habitat-forming structures such as rocks and gravel, as well as causing marginal vegetation to be lost due to the loss of bank variability. Dredging the channel also prevented the neighbouring land from being used as a flood meadow, losing biodiversity and botanical

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interest, as well as contributing to increased downstream flooding.

Our funding will restore the channel, making it a vital habitat for trout and provide an opportunity to reintroduce white clawed crayfish to support the downstream population at Stanton Lacy, in addition to broader biodiversity gains.

This is a key part of wider river habitat improvement in the area, including work carried out by Slow the Flow on the Wilde Brook and the large weir removal at the Corve confluence and proposed weir removals downstream. We're delighted to be playing our part in renaturalising a significant portion of the River Corve.

Helping farmers improve river health

Our unique collaboration with the agricultural community has seen us support over 5,000 farmers in the last decade to help protect water quality through a range of schemes.

Since launching our new package to promote regenerative farming practices in May 2022, we have awarded 427 Severn Trent Environmental Protection Scheme, 'STEPS' grants for on-farm improvements that help protect water quality and biodiversity – worth almost £4.9m. This has achieved reduction loads in pesticides of 1,444 units, 21,066kg of nitrates and 1,225 Colony Forming Units of cryptosporidium.

Case study: STEPS in action

Andrew Court, a Staffordshire-based farmer with a mixed enterprise, has used STEPS funding to support his business's transition to Environmental Land Management Scheme and make efficiency savings.

He explains that STEPS-funded cover cropping has a key role in creating biologically active soils and increases organic matter which encourages beneficial soil bacteria and fungi, which in turn produces healthier crops.

"This has enabled us to cut back on expensive inputs and has also helped reduce nitrate leaching, which can affect the local groundwater catchment and we've also seen improvements in soil structure, which is vital for preventing erosion and increasing water retention."

66

Our main objectives over the last few years have been to reduce fertiliser usage, improve soil health and protect local watercourses. We know farmers need the right tools to do their job, and by switching to low drift nozzles, farmers can grow healthy and sustainable crops while helping to reduce pesticides reaching watercourses. Since 2021 we have held 18 'Swap your Nozzle' webinars in which we've offered free low drift nozzles to over 250 farmers, covering over 75,000ha of arable/grassland. We've also delivered 50 Closed Transfer Systems to farmers to enable fast, clean and safe chemical transfers to and from sprayers, reducing the risk of spills and pesticides entering watercourses.



PLEDGE FOUR:

Enhance our rivers and create new habitats so wildlife can thrive

Celebrating two years of our River Rangers

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Our team of River Rangers are at the heart of the work we do to protect and enhance our rivers. For the last two years they have been working closely with local stakeholders and communities to ensure we all work together towards the goal of making our region's rivers the healthiest they can be. Since January 2022, team members have attended over 280 meetings with partners and environment and community groups about river health.

Since we introduced our River Ranger team, they have completed more than 7,000 inspections. This additional sampling and monitoring provides us with further data so we can better understand the quality of rivers in our region and build action plans for future investment to drive even further improvements for customers and the environment. Our River Ranger team provides customers and communities with someone they can talk to that has a real understanding of the local rivers and watercourses. Whether it's doing a guided river walk or carrying out monitoring and sampling, providing this direct link to our communities is so important.

Gareth Mead, River Ranger manager

I think Get River Positive is so important, and it's great that the public can see we're actively doing all we can to improve the health of rivers. We're lucky to get to work in some nice places and meet some great people.

Terence Johnston - River Ranger

Our Great Big Nature Boost

In 2020 we committed to one of the largest programmes to improve and enhance nature across our region, because when we take care of nature we take care of our water. Improving habitats not only has a benefit for wildlife but helps clean and manage our water.

To date we have worked with over 100 partners to deliver our commitments, including smaller local organisations through to household names such as the National Trust, RSPB and the Canal and River Trust.

Case study: Nottinghamshire Wildlife Trust

Since 2020 we've been running a wide range of projects with Nottinghamshire Wildlife Trust. These include exciting new projects such as the beaver release project at the Idle Valley Nature Reserve and landowner grant schemes in identified farmed landscapes to increase the connectivity of habitats at landscape scale.

Overall, we have managed to improve over 600ha through our partnership with Nottinghamshire Wildlife Trust with over half a million pounds of funding. The projects focus on improving natural wetlands and wet meadows to help provide diverse habitats and prevent flooding. There is also species-specific work such as the reintroduction of beavers and most recently, water voles to watercourses.





PLEDGE FOUR:

Enhance our rivers and create new habitats so wildlife can thrive (continued)



Severn Trent Community Champions

We think it's important to give our own people – our 'Severn Trenters' - the chance to make a difference too. Every Severn Trent employee can spend two working days a year doing voluntary work and further support our Get River Positive commitments. Over the last year, 415 of our people, in partnership with local environmental groups, spent around 2,490 hours clearing rivers, litter picking, removing non-native species and finding/removing a collection of larger items that don't belong on or near our waterways.

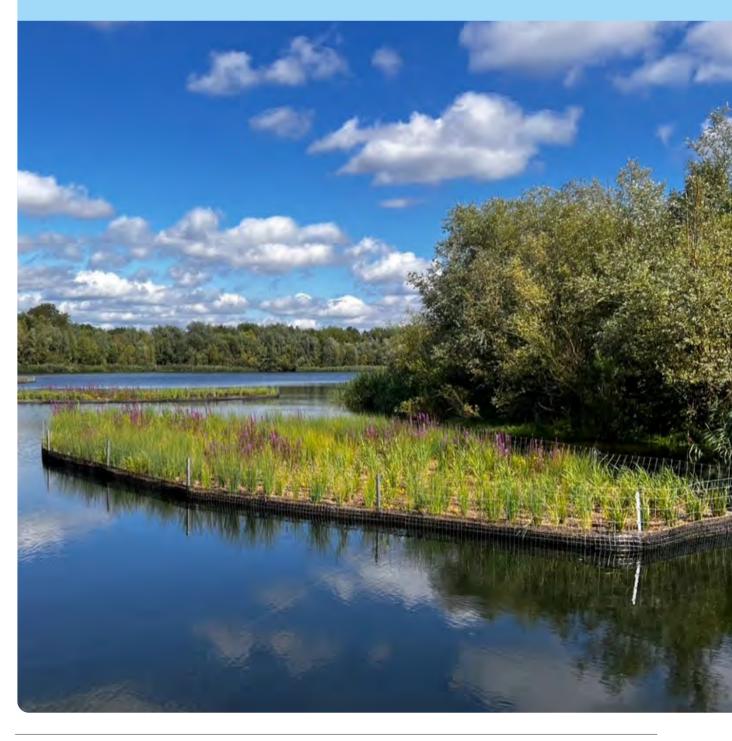
Patrick Lagunas, one of our Community Champions commented:



One door, one couch, one chair, one trolley, one barrier, one carpet, two tyres, two wheelie bins, two suitcases, three paving slabs, four bikes and about a million crisp packets later. Yes, I think the team made a MASSIVE difference to the River Sowe's health and positively impacted the local community.

Case Study: Floating Wetlands

Our Green Recovery water resources project has delivered 33 floating wetlands at Witches Oak. This is a good example of a larger scale approach to using low-carbon impact treatment. The new knowledge combined with our net zero funding proposal to Ofwat will support our aim to be net zero by 2030. This project will increase water supplies by up to 93 Ml/d – enough to serve a city the size of Derby. In addition, our work to achieve this will increase the biodiversity of 46 ha of habitat at our Witches Oak site.



20

Our 33 floating wetlands were completed ahead of schedule. The floating wetlands biologically pre-treat the raw water before we abstract it, reducing the amount of traditional treatment required. We also completed our innovative ceramic membrane pilot plant in December 2022 and it has been in operation over the last year collecting critical data to support realtime optimisation which is supporting our work towards reducing our carbon impact. Which we will share with the wider sector to benefit all customers and communities.

PLEDGE FIVE:

Be open and transparent about our performance and our plans

Storm overflow map

We are permitted to use storm overflows by the Environment Agency during times of high rainfall or snow melt, to protect homes and businesses from flooding.

Customers should be able to see where those pipes protecting our homes end up and when they are operating. We have published a near real-time map of our storm overflows. The map enables our customers to see the current status of each storm overflow in their area. When designing our map we sought feedback from our Advisory Panel alongside other interested stakeholders to develop a map which is easy to navigate.

Our Chief Engineer, Bob Stear, said: "This new interactive map provides close to real time

information from our storm overflows across the region, as well as information on local plans for investment in your area."

The map is available on our Get River Positive website and takes data from thousands of monitors installed on storm overflows – recording information at least once every 15 minutes. These monitors helped us analyse more than 300 million data records last year.

Severn Trent, along with our customers, is committed to the need to reduce overflow spills, and that is why we are investing £1.5bn over the next six years to halve the number of spills across our region.

Storm Overflow Action Plan (SOAP)

We recently announced our Storm Overflow Action Plan to meet government and industry targets, helping rivers be the healthiest they can be. We plan to invest £4.4bn across the network on a mix of improvements including increasing capacity of storage tanks and designing nature-based solutions. A total of 2,472 storm overflows will undergo investment – each with its own individual action plan - with a variety of improvements ranging from increasing the capacity of storage tanks to introducing green nature-based solutions.

Advisory Panel

After a successful year, the Advisory Panel members have all agreed to remain on our Panel to help focus on our AMP8 programme of investment running up to 2030.

The Advisory Panel's objectives are:

- To hold us to account and to push us to go even further;
- To provide support and expertise to help us to deliver our five Pledges;
- To help us to develop new partnerships across the Severn Trent region;
- To help shape our next business plan and long-term environmental strategy and;
- To be open and transparent around our performance and plans.

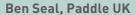
We have enhanced the Panel's membership to include more representation from river users, alongside land use and habitat experts. We extended the total number of individuals on the panel to include Ben Seal from Paddle UK (formerly British Canoeing).





Access and enjoyment of blue and green spaces is vitally important to the health and wellbeing of millions of recreational users of water, like me. Living, working and playing alongside the River Derwent in Derbyshire means its health, and that of all our region's rivers is very personal to me and my family. I am looking forward to working with the Get River Positive Advisory Panel and with Severn Trent colleagues to ensure the interests of both people and nature are considered.





FOR MORE INFORMATION ON SEVERN TRENT'S GET RIVER POSITIVE COMMITMENTS VISIT

WWW.GETRIVERPOSITIVE.CO.UK



WONDERFUL ON TAP