Related to Agenda Item 9bii)

Pennon South West Water BRISTOL WATER ses WATER

Peninsula House, Rydon Lane, Exeter, EX2 7HR
www.pennon-group.co.uk

Date 24 June 2026

Sent via email to all Parish and Town Councils in Cornwall

Dear Sir/Madam

South West Water is aware of a motion that has already or may be due to be tabled at an upcoming council meeting calling for a vote of no confidence in our organisation. We understand this motion is being led by Dowr Glan. We have proactively engaged with them, securing a meeting to discuss our ambitious investment plans across Devon and Cornwall over the next five years — plans that we believe demonstrate our commitment to meaningful, lasting change.

Pennon Group, owners of South West Water, is committing approximately £3.2 billion between 2025 and 2030 to transform water and wastewater services across its companies — South West Water, Bristol Water, Bournemouth Water and SES Water. Of this, an exceptional £2.8 billion will be invested in the South West Water region. This represents one of the most significant infrastructure commitments in the region's history. At the heart of this programme is a £760 million investment specifically targeted at reducing storm overflows and pollution, in line with the Environment Act and the Government's Storm Overflow Action Plan.

This is not about minor tweaks — it is about leading change we all want to see. The national target is to reduce storm overflow spills to no more than ten per year on average by 2050. South West Water has set its sights higher: we are determined to achieve this a full decade earlier, by 2040.

We have listened carefully to our customers, communities, and environmental stakeholders. As a result, we have prioritised investment where it matters most — focusing on storm overflows that impact designated bathing waters and shellfish waters across our region. The results speak clearly: in Cornwall, 88 out of 89 bathing waters were classified as 'Good' or 'Excellent' in 2025, based on rigorous Environment Agency sampling undertaken throughout the summer season. These are among the highest standards in Europe, and they reflect both the natural beauty of our coastline and the progress already being made.

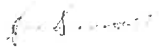
Clean, thriving beaches are not just an environmental priority — they are the lifeblood of local economies, supporting tourism, jobs, and community wellbeing. We are deeply committed to protecting and enhancing these assets so that Cornwall continues to flourish for generations to come.

We are under no illusion: meaningful environmental improvement takes time. But this is not a promise of future action — we are already delivering results. Across Cornwall, including in areas such as Falmouth, we have begun reducing storm overflow activity, and where investment has been made, measurable improvements are already being seen. This is real progress, backed by evidence.

We recognise the scale of the challenge before us — but we do not shy away from it. Our investment is bold, our ambition is clear, and our commitment is unwavering. We are ready to be held to account, and we are determined to deliver the cleaner, healthier waterways that our communities rightly expect and deserve.

We are committed to working closely with your Community Area Partnerships to demonstrate the scale of our investment over the next five years—and the transformational impact it will have on the environment in their communities. The full scale of our environmental investment across Cornwall can be explored through the Environment Agency's interactive map, bringing to life the breadth and ambition of our programme Price Review 2024 Water Industry National Environment Programme (WINEP) App.

Kind regards



Alan Burrows,

Head of Local Government Affairs