

Guernsey Water Business Plan 2016 – 2025

Customer Summary



GuernseyWater
Running water

Source to Sea

RAIN

EVAPORATION

Out to sea

We PROTECT
OUR ENVIRONMENT
from source to sea

We ensure that your drinking water is SAFE & GOOD TO DRINK

EFFECTIVE DRAINAGE prevents flooding & pollution

We collect rain water from our island's streams

We store sufficient water in our reservoirs and quarries

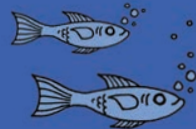
We treat your water so it's safe and good to drink

We work collaboratively to protect the environment

We collect wastewater and storm water

We treat your wastewater by removing non-biodegradable items

We return your wastewater safely to the sea



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Customer Summary

Three main themes in our business plan set out how we will improve our water and wastewater services for you over the next 10 years.

1. Strategy

Our plan will develop long-term strategies that are essential if we are to invest wisely in our infrastructure and our ability to provide you with a valued service in the future.

2. Service

We provide a vital service for your everyday lives and livelihoods; we are also stewards for the water environment from source to sea. Whether for households, businesses or the environment our plan is dedicated to providing you with an affordable, reliable and quality service.

3. Efficiency

To be efficient we must do more than just reduce our costs; we will get the most from our resources by focusing on the things that matter most to you. Our plan will help us get closer to you and better understand where you see best value in how we spend your money. Allocating more resources to delivering your priorities will help us become more efficient.

Our business plan will deliver six outcomes:

1

Valued by customers

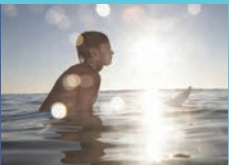


Our customers understand, trust and value the quality of all our services and find them affordable

- Better understand our customers' needs and experience of our services
- Make it easier to contact and do business with us

4

Protect our environment



Water quality is protected from source to sea and our environmental impact is carefully managed

- Reduce our carbon footprint
- Work in partnership to improve bathing water quality

5

Sufficient and resilient



Our water and wastewater systems are adapted to climate change and have sufficient capacity to meet the future needs of our island

- Develop long-term strategies for water resources and drainage
- Invest in the resilience of our critical assets
- Plan to be ready for emergencies

6

Firm financial foundations



Our operations and services are efficient, investment in our assets is affordable and an appropriate return on investment is available to the States of Guernsey

- Benchmark our services to ensure we are providing value for money
- Review our financial strategy to balance delivery of our plan against affordability for customers

2

Safe and good to drink



Our customers trust that our drinking water looks good and tastes good

- Invest in efficient water treatment to improve drinking water and reduce costs
- Reduce water quality-related customer complaints

3

Effective drainage



Our customers are protected from flooding and wastewater is returned safely to the environment

- Develop partnerships that reduce the impact of flooding
- Reverse the deterioration of our wastewater drainage systems
- Tackle sewer flooding and pollution from sewer overflows

Our vision is focused on the value of our core business which is water and wastewater service provision

“Customers always value the quality of our drinking water and the safe return of our wastewater to the environment.”





FOR OUR DETAILED
BUSINESS PLAN 2016 – 2025
PLEASE VISIT
water.gg/plan



STATES OF GUERNSEY