

Always improving, for the benefit of our customers and the environment

We have ambitious goals and can only reach them with the support of our people and communities.

Reducing debt and supporting our customers

Vulnerability Lead Rachel Ryan-Crisp describes how our new hardship fund is offering debt relief, bill reductions and tailored financial support to our customers.

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Support to get back Home and Well

Vulnerability Liaison Officer Stuart Bailey talks about how the Home and Well partnership is supporting our customers leaving hospital.

➔ Read more on page 45

Tackling blockages at a local level

Fat, Oil and Grease (FOG) and unflushables Manager Elvira Gabos explains how our local approach to tackling blockages is helping more customers.

➔ Read more on page 35

Understanding and supporting our customers and communities

Understanding our impact

Head of Asset Systems and Processes Cigolene Nguyen explains how we are measuring the carbon embedded in our construction programmes for the first time.

➔ Read more on page 61

Protecting and improving the environment

Reducing the use of storm overflows

Head of the Storm Overflow Task Force, Dr Nick Mills explains how we are collaborating to reduce flooding and the use of storm overflows across our region.

➔ Read more on page 39

Improving the health of our harbours

Senior Environmental Strategy Specialist Henry Badman outlines the importance of partnership working through our Healthy Harbours Summit in Hampshire.

➔ Read more on page 31

Supporting young adults in our community

Community Partnerships and Programme Manager Alex Willumsen explains how a donation to the Mountbatten Hospice on the Isle of Wight is changing the lives of young adults with life-limiting illnesses.

[→ Read more on page 67](#)

Enabling and empowering our people

Dive right into Southern Water

Recruitment Manager Simon Dickinson talks about how our new-look employer brand is helping future employees and our communities get a better understanding of who we are and what we stand for as a business.

[→ Read more on page 69](#)

We are constantly innovating to meet our promises and prioritise the current and future needs of our customers.

Always improving our water treatment

Project Manager Chris Hall is leading a pilot to test innovative new filtering technology at our Otterbourne Water Treatment Works, improving water quality for our customers.

[→ Read more on page 68](#)

Ensuring a supply of high-quality water for the future