

# Aim 3

Increase the resilience of our network to drought, flooding and equipment failure

Nathan and Sarah Rees with their two-year old daughter Katie in Redhill

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We have lived in our property for almost a year and with a new baby on the way, we have never been more reliant on water. We have been working hard to make the house child-friendly, which includes making the garden a fun haven for our daughter and little one due in September. We have replanted all the flowers, maintained the lawn and bought a water table so our children can play safely outside. We know that water is a valuable resource and do all we can to not waste it - the last thing we want are restrictions after all our hard work.

Our water consumption will inevitably increase in the autumn when the baby is born. We would struggle in the event of a major water outage as it would be really difficult not only to keep up with the endless washing and the general cleanliness of our little girl, but we would also not be able to sterilise bottles.

Fortunately, we have not experienced a situation where our water has been restricted and we know this is because of SES Water's efforts in maintaining their large network of pipes. However, we believe the majority of customers do not know the work that goes into being able to have an instant, clean and reliable water supply straight from the tap and in all honesty, why would they? The phrase, 'you don't know what you've got until it's gone' springs to mind!

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### Highlights

- No supply restrictions
- 11 kilometres of mains replaced
- One of the lowest burst mains and leakage levels in the UK

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### Our measures

Measures	Performance in 2016 / 2017	Targets by 2020
Water restrictions ✔	0 2016: 0 Target: 0	Less than one in ten years
Building a more resilient network ✔	36% 2016: 36% Target: 36%	At least 56% of properties supplied by more than one water treatment works