

Water and Flooding Response to Key Lines of Enquiry from South West Water

- Annual update on SWW activities, including storm overflows – **please find a link to the EDM Annual Returns here: [Event Duration Monitoring - Storm Overflows - Annual Returns - National Data Library](#)**. This are submitted every calendar year and published by the Environment Agency in March. The latest set of data is for 2025 (published March 2026). This data will be an update to that provide in October last year which would have been based on 2024 data returns).
- Why have there been storm overflows over the summer when there have been no storms? – **WaterFit Live provides near real time data for all our storm overflows, this shows whether the overflow is active and for how long. This information helps customers and stakeholders understand how the wastewater network is operating and supports greater transparency around storm overflows. We are required to provide data in near real time, and we are currently not able to validate this before it is published. This means occasional false readings can be published. These false readings may occur due to factors such as leaves, twigs, bubbles, or foam. These can all trigger an Event Duration Monitor (EDM) and indicate an overflow is operating when it is not. A full validation is undertaken on a monthly basis, and the data is amended to reflect these false readings. In addition, in some circumstances, illegal connections are made to our network which can cause storm overflows to operate in dry weather. Ultimately, we are required under the Storm Overflow Action Plan to reduce spills from storm overflows to no more than 10 spills on average (as defined by the Environment Agency's spill methodology) by no later than 2050. Our plans are more ambitious and we aim to achieve this by 2040. All storm overflow target dates are included within the WINEP here: [Water Industry National Environment Programme \(WINEP\) | Engage Environment Agency](#) and National Storm Overflow Action Plan here: [National Storm Overflows Plan | Water UK](#)**
- SWW has been labelled as the worse water company for Environmental Issues, what action is SWW taking to address this? **We recognise that our performance is not where it needs to be and we are investing significantly over this current 5 year period to reduce storm overflows and pollutions. We have produces a Pollution Incident Reduction Plan which sets out how we will tackle pollutions. This plan is submitted to the Environment Agency and is now a regulatory requirement.**