

Water Resource Management Plan public consultation

We have created this email template to help you respond to the Affinity Water consultation on their draft Water Resource Management Plan and Business Plan.

Please take the time to personalise the message and highlight to Affinity Water what you think is important.

Alternatively, you can respond via their survey [here](#).

Deadline to respond: **20th February 2023**

Example email template

Send email to:

DEFRA: water.resources@defra.gov.uk

Subject Line: Affinity Water Draft Water Resource Management Plan

Dear Affinity Water and DEFRA,

I am writing to you as a customer of Affinity Water in response to the public consultation on your draft Water Resource Management Plan 24 (WRMP24).

I care about our precious rivers in the South East of England, especially my local river **[insert river name and any positive memories you have had by the river]**.

I have already seen the devastating impacts climate change has had, from flash flooding to drought, which the WRMP24 plan should be looking to improve through better management of our water resource. Locally, **[insert examples of local impacts you have seen]**.

I believe acceleration of action is required to protect our rivers and water resource for communities and wildlife now, and for future generations, as rivers are our lifeblood. There are key things that are vital to put in place by Affinity Water to ensure this.

As an Affinity Water customer, I am urging you to consider my points below in the reviewed plans.

[We have compiled our responses but please personalise and add in anything you would like to highlight]

- Rolling out smart meters to give customers a better understanding of how they use water and where they can use less and to enable targeting of leaks in properties is to

be welcomed. However, the pace of roll out should be increased. 0.9 million households by 2040 is far off the full coverage that other water companies are aiming for

- The proposed measures to reduce demand in business sectors are welcome. These include water audits, encouraging water recycling and incentivising approaches to water efficiency. Affinity Water is urged to bring forward all of these measures to 2025
- It is great to see measures to reduce customer water use during drought and to phase out drought orders/permits which allow abstraction from the environment during drought. Together these measures will ensure precious habitats have sufficient water in drought conditions
- Steps to reduce the amount of water taken from groundwater sources are welcome, particularly restoring the flow of rare chalk streams. The development of new sources of supply, such as the Grand Union transfer, will help achieve this.

I hope you will help us take the action needed.

I look forward to hearing from you.

Yours sincerely,

[Your name]

[Your full address and postcode]