Here's what we do...

- **Provide safe drinking water**

- **Provide new jobs**

- **Work on a variety of environmental projects**

- **Reduce disruptions to water supply**

- **Encourage customers to use water wisely around the home**

- **Ensure there's enough water for now and in the future**

- **Return cleaned wastewater safely back to rivers, lakes and the sea**

- **Reduce sewer flooding affecting homes or gardens and local areas**

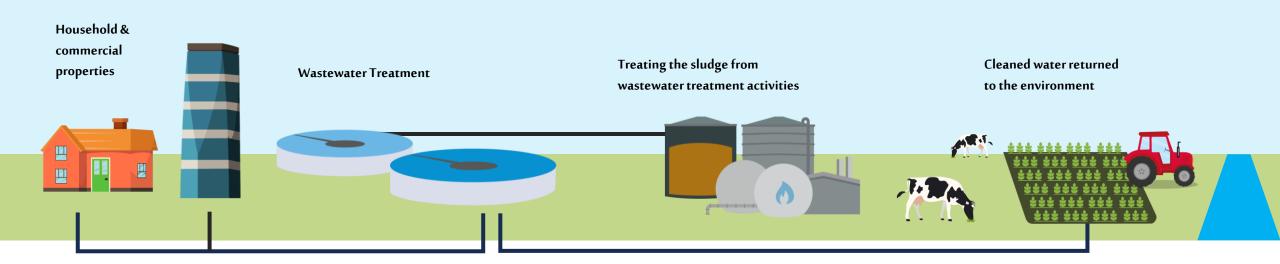- **Ensure sufficient wastewater treatment and drainage for now and in the future**

How is your wastewater and sewage taken away?

Household & commercial properties

Wastewater Treatment

Treating the sludge from wastewater treatment activities

Cleaned water returned to the environment

We take it away: what you flush down the loo and pour down the sink, along with rainwater drained from streets, goes through a network of sewers to one of our 500+ wastewater treatment works.

We clean and return it: the wastewater is cleaned and returned to lakes, rivers and the sea.
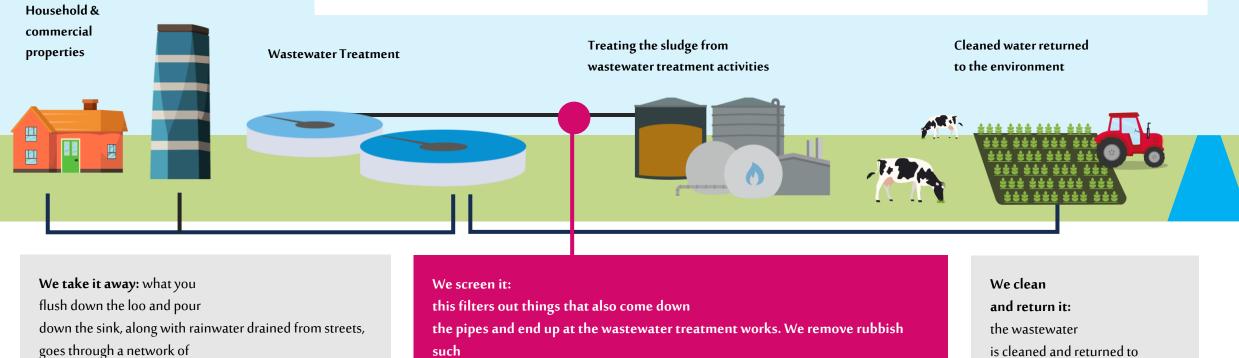
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We recycle it: any solids are removed at the wastewater treatment works and separated into 'sludge', which can be used to generate energy and the remaining solids are provided to farmers to spread on agricultural fields as a fertiliser.

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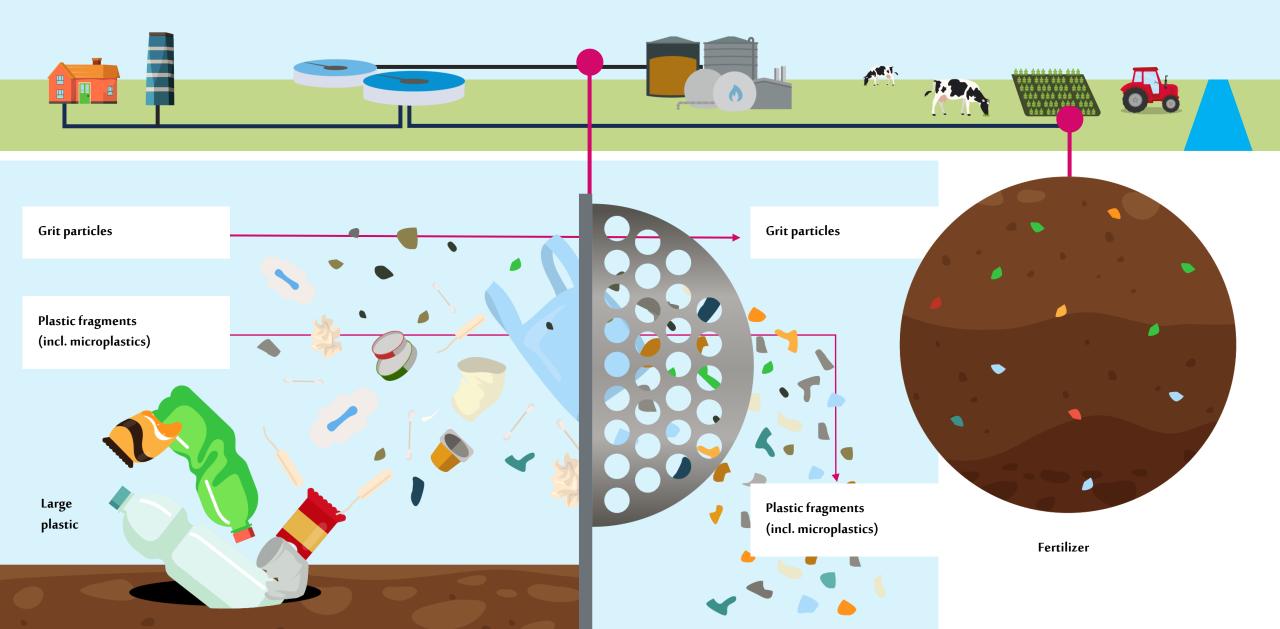
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We screen it:
this filters out things that also come down the pipes and end up at the wastewater treatment works. We remove rubbish such as grit and sand, as well as other things like wet wipes, cotton buds, facial wipes, and sanitary products.

We clean and return it: the wastewater is cleaned and returned to lakes, rivers and the sea.

The current filtering process...

Grit particles

Plastic fragments
(incl. microplastics)

Large
plastic

Grit particles

Plastic fragments
(incl. microplastics)

Fertilizer

The *enhanced* filtering process...

Grit particles

Plastic fragments
(incl. microplastics)

Large
plastic

Grit particles

Plastic fragments
(incl. microplastics)

Fertilizer