

2025/26

Reliable wastewater services, clear information and support

How Severn Trent Connect performed from 1 April 2025 to 31 March 2026 - explained clearly for customers.

0	0	0
sewer flooding incidents	pollution incidents affecting customers	GSS service failures

Approximately 1,926 properties received our wastewater services during the year.

Reliable service and customer support

We provide wastewater services 24 hours a day, seven days a week. Routine inspections, proactive maintenance and network monitoring help us identify and resolve issues promptly.

10	7.9%	0	0
billing complaints	receiving WaterSure or social-tariff support	sewer blockages	GSS compensation payments

How we supported customers

One point of contact for billing

South East Water manages customer accounts and billing on our behalf. This gives customers a single point of contact and a combined bill covering water and wastewater services.

Help with bills

Around 8% of customers received support through WaterSure and social-tariff arrangements. Information about these schemes and payment support was included in customer and developer communications, including resident newsletters.

Complaints

South East Water received 10 customer complaints during the year. All related to billing rather than sewerage network performance. Customers were directed to available social-tariff support where appropriate or helped through manageable repayment arrangements.

Where Severn Trent Connect provides the full wastewater collection and treatment service directly, customers also benefit from a small discount to tariffs compared with the local incumbent provider.

Treating wastewater and protecting the environment

The table below shows our wastewater treatment compliance for 2025/26.

Measure	Performance
Biochemical Oxygen Demand (BOD)	100.0%
Ammoniacal Nitrogen	96.8%
Suspended Solids	100.0%
Iron	100.0%
Chemical Oxygen Demand (COD)	100.0%
Phosphorus	100.0%
Overall wastewater treatment compliance	96.8%

What happened?

Environmental performance at Camp Farm Treatment Works

During the year, there were two occasions where ammonia levels exceeded the permitted consent limits at Camp Farm Treatment Works. These events resulted in an annual compliance performance of **96.8% against the ammonia consent standard**.

Both incidents were reported to the Environment Agency, who classified them as **Category 3 events, meaning they had a minor environmental impact**.

Each event was investigated promptly, with operational measures introduced to minimise any potential impact on the environment. Following assessment, the biological treatment process was allowed to recover naturally under controlled conditions, supported by ongoing monitoring and operational management.

What is ammonia?

Ammonia is a naturally occurring compound that contains nitrogen. It is found in wastewater because it is produced when organic matter, such as food waste and human waste, breaks down.

At a wastewater treatment works, ammonia is removed through the biological treatment process before the treated water is returned safely to the environment. If ammonia levels are too high, it can affect the quality of rivers and streams because it can reduce oxygen levels in the water and impact aquatic life.

Monitoring ammonia levels is therefore an important part of ensuring that wastewater treatment works operate effectively and protect the environment.

Investing for resilience

A significant capital investment programme is under way at Camp Farm. It includes upgrades to key treatment processes and associated infrastructure, designed to improve treatment performance, increase operational reliability and support continued compliance as flows into the site grow.

Making information and support easier to find

Following Ofwat's review of our "no worse off" performance assessment, we developed an action plan and submitted the final version in June 2026. We had already started implementing improvements during 2025/26.

Clearer communications

Strengthening customer communications through developer publications and updates to the Severn Trent Connect website.

Complaints information

Improving the visibility of complaints procedures in customer-facing information.

Support and accessibility

Increasing awareness of WaterSure, social tariffs, payment support and the Priority Services Register. Registering is quick and easy. Simply fill in our secure online form [here](#) (opens in a new tab), or call the South East Water Customer Care Team on 0800 952 4000. This phonenumber will be open 24/7 for water supply related enquiries.

Working with our partner

Continuing to work with South East Water to improve awareness, identify potentially eligible customers and encourage uptake of available support.

Looking ahead

We will continue to focus on reliable wastewater services, accessible customer support, clearer communications, and the investment at Camp Farm that is intended to strengthen treatment performance and operational resilience.

Find out more

Our full Annual Performance Report 2025/26 provides further information about our performance, governance and regulatory reporting. It is available alongside this customer summary on our website.

This publication summarises information reported in the Severn Trent Connect Annual Performance Report 2025/26. Figures have been rounded or described as approximate only where the APR does so.