

Number	Topic	Consultation format	Comment	Official Response	Policy change recommended	Ref page
1	Affordability	Email	Water Affordability Objectives Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: - Should match local inflation not 10%	If Connect are expected to accelerate investment, and afford it, they will need to increase prices above inflation in these cases.	None	
2	Affordability	Email	Tariffs should consider different consumers, differing rates: agriculture, pensioners, poor, vulnerable groups	Agriculture are currently paying different rates from commercial and from residential. But Government Subsidy could be targeted to the vulnerable.	Include reference to subsidy being targeted, and this could mean targeted to vulnerable groups or sectors. Included within the objectives.	
3	Affordability	Levelwood Bar (Public Consultation)	Our last utility bill showed an estimated cost yet the meters were read by the meter reader and then some people had an extra 20 plus pounds added to their bills, why is this?.	Your last utility bill was for the last quarter and would have included a set price for both one or two months and then an estimated cost for the third month at the new Tariff. It is envisaged that Renewable energy will help to reduce the cost of electricity and this in turn will assist with reducing the operating cost of the Water treatment plants. This will enable the balancing of the cost of utilities which would mean a reduction in Electricity cost and a marginal increase in water rates but at the same time not to impact the consumer into paying overall increase cost.	None	
4	Affordability	BHCC (Public Consultation)	Value for money. Need to understand about increase not exceeding 10% per year.	Average bills would be considered to ensure increasing water prices would be offset energy increases	None	
5	Affordability	Electronic Letter - URA	The maximum water tariffs are controlled by the URA. The URA has a duty to protect consumers from unreasonably high prices. Any increase in prices is inextricably linked to the level of subsidy provided. The URA is also obligated to support a progressive reduction in levels in subsidy. As the URA sets the maximum water tariffs the performance measure is not one that the URA can support given the current legislative framework. The BDO report makes reference to Connect inheriting a network in need of investment. There is an inherent conflict in the obligation to provide water that is affordable with a desire to reduce the subsidy and the need for investment. The URA will not allow cross subsidy from electricity. SHG may wish to consider better targeting any subsidy to ensure that it is used to invest in the infrastructure which may increase water security.	Discussion with URA noted that URA have the duty to protect consumers from unreasonably high prices. Therefore the Strategy should be changed to reflect their role as an overseer of pricing.	Delete: "Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: • The average domestic electricity bill reduces by the equivalent amount. • The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG." Replace with: "Customers are protected from unreasonably high prices, as regulated by the URA."	16, 20
6	Affordability	Electronic Letter - Connect	Secondly the 10% cap on water tariff increases is a major concern. We are all under increasing pressure to improve services with limited resources. There is an added expectation of some contribution from Connect for any EDIP programme funding and currently we are providing 50% for the borehole exploration which gives increased budgetary pressure. At the current consumption and tariff level a 10% increase in water tariffs will increase revenue by £94k. Since most of our costs are linked to inflation then with inflation at 2%, 3% and 4% our costs will rise by £123k, £184k and £246k respectively. In real terms these scenarios will make us £28k, £90k and £151k worse off. This will seriously impede our ability to deliver the service.	At the moment, the Strategy does also allow for the increases to exceed 10% when: 1. The average domestic electricity bill reduces by the equivalent amount. 2. The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG. Discussion with URA showed that they already oversea pricing and their role should be reflected in the Strategy.	Delete: "Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: • The average domestic electricity bill reduces by the equivalent amount. • The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG." Replace with: "Customers are protected from unreasonably high prices, as regulated by the URA."	16, 20
7	Affordability	Electronic Letter - Connect	We have achieved all of the KPI's set by the Utilities Regulatory Authority with the exception of unplanned water interruptions; the following graph shows the problem. There is an urgent need to address this since water interruptions are a major contributory factor to non-revenue water. The reason for this high rate of failure is the sustained under investment prior to divestment and the only way to address this is to deal with the replacement of £8M fully depreciated assets that are now worn out and failing.	The options needed to upgrade would also come part of the WRMP options (as these take in account both maintenance and leakage) and affordability is a part of the WRMP. When WRMP is signed off the issues of how to pay will need to be agreed. Having this discussion at this early stage might not be productive as we don't know what figures we are expecting to need to fund.	None	
8	Affordability	Electronic Letter - Connect	The independent review did not reveal any major inefficiency in the business but did highlight the need to invest in dealing with leaks and bursts which will cost money. The huge quantity of worn out assets were inherited but need to be replaced which will cost money. Improving the service will cost money. The 10% cap is an unrealistic expectation and we recommend that the strategy should be silent in terms of charges. The Utilities Regulator needs to take into account what are reasonable tariff charges and must balance that against the benefits of any planned investment.	At the moment, the Strategy does also allow for the increases to exceed 10% when: 1. The average domestic electricity bill reduces by the equivalent amount. 2. The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG. Discussion with URA showed that they already oversea pricing and their role should be reflected in the Strategy.	Delete: "Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: • The average domestic electricity bill reduces by the equivalent amount. • The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG." Replace with: "Customers are protected from unreasonably high prices, as regulated by the URA."	16, 20
9	Affordability	Electronic Letter - Connect	Clearly a strategy that drives Connect to improve services but impedes the ability to pass the costs on to the consumer is a strategy that is unlikely to work. As we learned from the visiting councillor from Cape Town when they undertook to improve water security following their severe water shortage, they accepted it was going to require significant investment and reprioritised their budgets to allow them to invest in their water infrastructure.	At the moment, the Strategy does also allow for the increases to exceed 10% when: 1. The average domestic electricity bill reduces by the equivalent amount. 2. The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG. Discussion with URA showed that they already oversea pricing and their role should be reflected in the Strategy.	Delete: "Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: • The average domestic electricity bill reduces by the equivalent amount. • The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG." Replace with: "Customers are protected from unreasonably high prices, as regulated by the URA."	16, 20
10	Agriculture	Public Consultation (PAS)	Will farmers be allowed to build their own reservoirs if they have a stream that pass through their land?	There is no reason why this cannot be allowed. This could provide water security to the farmer and also aid in providing water to the utility supplier.	None	

11	Agriculture	Public Consultation (PAS)	There is an appreciation of the self-sufficiency. Will farmers be subsidised?	Farmers are currently subsidised in certain avenues and are provided some subsidy for their water consumption. Are all farmers taking advantage of this we cannot tell but this information would be available from the ANRD section. As SHG has in place the Sustainable Economic Development plan this can be addressed through this avenue also.	None
12	Agriculture	JTCC (Chamber of Commerce)	Untreated water for agriculture? Can additional storage be put in place for agriculture support? Will farmers be given a discount?	There is no reason why this cannot be allowed. This could provide water security to the farmer and also aid in providing water to the utility supplier. Farmers are currently subsidised.	None
13	Agriculture	JTCC (Chamber of Commerce)	Water for agriculture should not be treated.	Most of the agriculture areas, Longwood, Mill Field, Tobacco plan are supplied untreated water. It's expensive to separate water supplies (treated/untreated) but where it is economical to do so, maintaining untreated water supplies could be done. Equally if someone wants to pay directly for piping for untreated water to their land this could be done.	None
14	Agriculture	JTCC (Chamber of Commerce)	Consideration for areas where people get treated water for Agriculture to be untreated. (Information for consideration for WRMP)	Most of the agriculture areas, Longwood, Mill Field, Tobacco plan are supplied untreated water. It's expensive to separate water supplies (treated/untreated) but where it is economical to do so, maintaining untreated water supplies could be done. Equally if someone wants to pay directly for piping for untreated water to their land this could be done.	None
15	Agriculture	JTCC (Chamber of Commerce)	Putting everything on the table is a welcome position but there is need for immediate needs considerations. What impact will the survey have on the short term needs? Agriculture water is needed and is needed now.	Immediately there is currently no shortage of water to agriculture. The Strategy addresses short, medium and long term needs.	None
16	Agriculture	JTCC (Chamber of Commerce)	Help farmers to build huge storage of untreated water for them to take.	Could be an option which is considered in the WRMP. We would need to understand demand and location which is a factor of the WRMP	None
17	Agriculture	BHCC (Public Consultation)	There is recommendation/aim to improving behaviours of efficient water use. There was abuse of Casons water use during drought. As a farmer he had to watch his vegetables die while people abuse water. There may be need for that to be shut during future droughts.	Improving behaviours is part of the Strategy, yes.	None
18	Agriculture	BHCC (Public Consultation)	Future considerations should note that Blue Hill has the most animals, so in summer weather the increase water use is for animals as they will be dry feeding. Any thoughts to install reservoir in Blue Hill for farming/animals?	Could be an option which is considered in the WRMP. We would need to understand demand and location which is a factor of the WRMP	None
19	Agriculture	Harford CC (Public Consultation)	Can you explain about the subsidy about the farmers? Are they going to take the subsidy away?	This is on the SHG website. The Strategy doesn't recommend the removal.	None
20	Climate Change	Email	If you need anything from the Met Office, please let me know. I don't know any of the answers myself about the effects of climate change here, seasonal forecasting etc., but if there are any specific questions I might be able to find people better placed to answer them. A while ago, I gave Connect a World Meteorological Organisation document about the various ways of defining 'drought' - I don't know if that has been or will be useful. Unfortunately, I don't think anyone is doing seasonal rainfall forecasts for the South Atlantic - I'm not sure it's ever even been studied. I keep thinking that would make a good project for one of our scientists	Noted, thank you.	None
21	Competition	JTCC (Chamber of Commerce)	There is need for change of legislation to allow the threat or opportunity for competition. This will help reduce inefficiencies	Inefficiencies can be reduced by regulation as opposed to competition	None
22	Connect	Electronic Letter - Connect	Thank you for presenting the draft water strategy as part of the consultation process and for providing an update on the EDIP programme to the Connect Board. Connect is supportive of the aims of the strategy and is committed to working closely with SHG to deliver the agreed strategy. Although generally in agreement the Connect Board would like to raise the following issues to be taken into account please:	Noted, thank you.	None
23	Consultation Process	Kingshurst CC (Public Consultation)	Who is on the Working Group?	Chief Secretary, Nicole Shamier, Simon Wade, Darren Duncan, Russell Yon, Clare Harris, Barry Hubbard, Lawrence Muranganwa, Richard Wotton Alan Hudson (special advisor), John Cox (provided support)	None
24	Consultation Process	JTCC (Public consultation)	Agree with the questions in the Strategy .Did say it would be hard to ask additional questions, but we strongly encouraged him to do so'	None	None
25	Consultation Process	Levelwood Bar (Public Consultation)	With having the working group, are you getting issues and concerns? How will this be addressed?	Several issues and concerns have been raised and they all have their valid points. Addressing these will be the result of the Final approved Water Strategy document and all other concerns will be addressed through the supporting work to establish the WRMP.	None
26	Consultation Process	BHCC (Public Consultation)	How much buy in from stake holders about Peaks restoration plan and works?	Current indications are positive. The project will be helping water supply.	None
27	Consultation Process	Kingshurst CC (Public Consultation)	Why doesn't the presentation cover all of the points in the Strategy?	This presentation is an overview only, all of the points are covered in the Strategy which can be found online.	None
28	Consultation Process	Kingshurst CC (Public Consultation)	In this Draft Strategy it refers to the Water Plan 1990 saying that Ian Mathieson's delivered the plan. Is this correct? Can I have a copy of the Water Plan signed by Ian Matterson?	The remarks and comments in the draft strategy are not conclusive and this can be recommended for change. The use of 'et al 'after Mathieson's name means that others are also listed and were involved. A copy of the report can be provided.	None
29	Consultation Process	Kingshurst CC (Public Consultation)	Can the strategy be streamlined? Who will monitor the objectives set out in the strategy?	The Strategy/Water Plan will be monitored by SHG. Some people like the additional detail.	None
30	Consultation Process	Kingshurst CC (Public Consultation)	There is reference to the Water Strategy in the Social Economic Development Plan. Given the effects of Covid -19, will the document be modified?	As Covid-19 is relatively new it will be highlighted. It will be timely to address this this and update the SEDP.	None
31	Consultation Process	Kingshurst CC (Public Consultation)	How often will the Strategy be reviewed?	This is one of the questions in the Draft Strategy. The preference of the WG is to at least have a review every five years.	Include: The Strategy should not need to be adjusted until something significant comes about, but this can be considered light touch every 5 years.

32	Consultation Process	Kingshurst CC (Public Consultation)	I feel that the objectives have been summarised too much which raises questions as to what they cover.	Some people like less detail / shorter document.	None
33	Consultation Process	Email	If drafted and reviewed by SHG (CSH is more than 60% SHG owned) interests of stakeholders, interested and affected parties are not prioritised. Independently reviewed or drafted, with active stakeholder and public consultation throughout compilation of document	The regulator had the opportunity to input to the strategy.	None
34	Consultation Process	Electronic Letter - URA	The URA applauds the aims of the WRS. As the URA must remain independent of the Government it is important to understand that it cannot adopt the strategy or management plan in order to discharge its duties unless it can become a regulatory objective. The drafting of the strategy must take into account that if Connect were to be responsible to SHG for compliance, it would also be answerable to the URA for its directives where there is a power to enforce through financial penalty. The URA, SHG and Connect must work together to avoid unnecessary conflict between Connect meeting their obligations to the URA and also SHG. The URA recognises that while SHG are providing a subsidy they have an obligation to the taxpayer to ensure value for money and additionally recognises that water security is very much an obligation upon a state	Noted, thank you.	None
35	Cross Subsidy	JTCC (Chamber of Commerce)	Water and electricity. One might be used to offset the other. It will affect the benefits from one side. Do the Utility provider offset operational cost by using funds from the Electricity operations to cover cost of water operations?	Ans: Currently the subsidy pays for water; both electricity and sewerage pays for itself and there is no cross subsidy to water. The current draft policy sets a target so one does not subsidise the other.	None
36	Cross Subsidy	Kingshurst CC (Public Consultation)	How will this work be funded?	Water resources will come under the responsibility of the water provider. Connect makes bids for Capital funding but bids will have to meet the Economic Development Investment Programme criteria. Other options can be looked at and would possibly include funding from alternative sources i.e. BOSH.	None
37	Customer Service	Harford CC (Public Consultation)	When people phone, Connect teams should come straight away rather than delay and come a day later to reduce the losses from leaks.	This will be covered under the leakage reduction target in the Strategy	None
38	Demand for water	JTCC (Chamber of Commerce)	Development for growth in Island economy will increase water needs and usage. Trade Winds development will provide 150 homes and at full capacity will require 40 million litres a day. Will these figures be factored into future planning, likewise that of other developments to include Bottom Woods CDA's and Bunker's Hill also continuous development in HTH.	Ans: It is a good question how does planning inform the WRMP and WRMP inform planning. In the first, an understanding of the developments and population growth will be fed into the modelling for the WRMP. On the second, this could call for more need of a masterplan, which takes in account water supplies as well as other issues and could be developed after the LDGP. CSH communication with Trade winds development did highlight to them that our system cannot cope with their predicted demand and they would need to find own source. Bunkers ridge is a different as it can be accommodated with some design considerations.	None
39	Demand for water	JTCC (Chamber of Commerce)	Climate change study predicts 20% reduction in water in the next 20 years (featured in John Cox Infrastructure report).	This will be factored in the WRMP. Precisely why we require one.	None
40	Demand for water	JTCC (Chamber of Commerce)	There is need for detailed analysis based on tourism predictions. (Bali – Tourism used 4000litres per day per tourist, leaving the locals without water)	This is part of the demand forecast for the WRMP	None
41	Demand for water	Sandy Bay CC (Public Consultation)	Where would additional water come from? Boreholes, Surface water etc.	This will be part of the options analysis in the WRMP.	None
42	Drinking water quality	Electronic Letter - URA	The URA sets targets on water quality by use of the NTU and microbiological integrity of water within the network and at customer's premises. Connect exceeds the targets at 100% for microbiological integrity and likewise for NTU except for recently at Redhill.	Current indications from water quality studies (from water samples sent off island) that the water quality is good in St Helena. We have equipment in SHG to test here which can be scheduled.	None
43	Efficiency	HTHCC (Public Consultation)	Some years ago, he provided a bid for water metering, and felt like there was money savings to be had but Connect did not chose his bid. He questioned whether Connect provide best value for money.	Ans: Although this was a long time ago (and incidentally to save money Connect moved the metering to an in house process last year) the process was clarified about how a complaint would be handled if this type of thing happened again. A complaint would be sent to the HR manager (who is a different person from the team doing the procurement), and if this was still not resolved this could go up to the regulator. It could be worth reflecting the regulator's role(the URA) in the WRS.	None
44	Efficiency	Harford CC (Public Consultation)	Capital supplied by DFID needs to be spent wisely. This idea of sending 3 Land rovers to do a small is a sign of inefficiency.	Efficiency is being continually looked at. The latest report on Connect by the BDO (on the SHG website) goes into this in more detail.	None
45	Efficiency	Harford CC (Public Consultation)	Concerned about the estimated bill and water went up by over £50. Connect employees drive past the reservoirs past his house (Tony Duncan) and park for about 15minutes and then drive back up every day. <i>These were acknowledged to be Connect issues and need to be raised in the right channels which the individuals were advised. However, one of the individuals was not happy by the answer they got about the estimated bill and will definitely follow it up.</i>	Efficiency is being continually looked at. The latest report on Connect by the BDO (on the SHG website) goes into this in more detail.	None
46	Environment	JTCC (Chamber of Commerce)	Drought security. Darwin Plus.	None	None
47	Environment	JTCC (Chamber of Commerce)	Environmental Impact on water supply due to continuous use of pesticides? Has any testing been carried out on our water to identify if the water is contaminated? St Helena is fragile. Central ridges do produce millions of gallons of water which does end up in the aquifers and in our bodies. Has there been tests for nitrates and nitrites in the water.	Ans: Chemical testing reports on our (CSH) website.	None

48	Environment	HTHCC (Public Consultation)	Concerned about the spraying of pesticides and this getting through to the water table and into our drinking water. Some areas the run off would be fine, but in other areas where the water goes to a reservoir for example there is a concern.	Ans: Whilst Pesticides Application is being looked at by ENRC in a different policy; for this WR Strategy it might be worthwhile regularly testing to see whether pesticides are being leaked into the water in harmful doses as part of the Water Quality target.	None	
49	Environment	Kingshurst CC (Public Consultation)	Should environmental considerations be covered as one of the aims?	Yes	Can include sustaining environmental and ecosystem functions in the overall aims	8
50	Environment	Kingshurst CC (Public Consultation)	Has the water source at Osbornes recovered as it ran dry during the last drought?	Yes the water supply has returned to Osbornes.	None	
51	Environment	Email	Strategic Aims and Objectives Aims The overall aims of this Water Resource Strategy - Does not include sustaining environmental and ecosystem functions	Yes	Can include sustaining environmental and ecosystem functions in the overall aims	8
52	Environment	Email	Strategic Aims and Objectives- Does not include an assessment of water sources (potential and existing)	This is part of the work that needs to be done to achieve the aims.	None	
53	Environment	Email	Drinking Water Quality Objectives - - Chlorine levels should be regulated, health should include effect on skin	The chemicals are compliant with the WHO rules.	None	
54	Environment	Electronic Letter	The St Helena National Trust congratulates SHG for drafting the Water Resource Strategy 2020-2050. It includes very important policy intentions and is a positive step towards managing our vital water resources. We are particularly pleased to see that: 1. The strategy considers the natural environment (Principle 6: Encourage the sound management and protection of freshwater resources. Principle 7: Protect of the island's environment and ecosystems). 2. The strategy encourages a shift towards more sustainable and efficient use of water (Principle 5: Improve behaviours associated with the efficient use of water). 3. The strategy includes a focus on pro-active sustainability of water resources (Strategic objective 4, water sustainability) with references to the 2019 Climate Change Policy and the Environmental Protection Ordinance 2016. In particular, it appears that sections 4, 5 and 6 of the Ordinance, i.e. the sections referring to objectives, principles and general duty regarding the environment, were considered when developing the strategy. 4. The performance measure for water sustainability includes requirements to not cause extinction and to promote the recovery of threatened species. 5. The strategy includes recent Darwin Plus funded research by SHG and Arcium to understand the relationship between the cloud forest, mist capture and the impact of invasive species in the cloud forest on St Helena's water supply. We look forward to seeing how the policy intentions outlined in this strategy will translate into actions in the Water Resource Management Plan.	Noted, thank you.	None	
55	Environment	Electronic Letter	In relation to number 5 above, we are mindful that the Peaks Implementation Plan is currently being developed by SHG, Connect, and National Trust etc. It aims to follow on from the Darwin Plus funded research project and implement many of its recommendations for water security and climate change resilience, as part of a wider habitat restoration programme which includes conservation of invertebrates.	Will reference the Peaks Implementation Plan in the Strategy.	Include: "The Peaks Implementation Plan is currently being developed by SHG, Connect, and National Trust etc. It aims to follow on from the Darwin Plus funded research project and implement many of its recommendations for water security and climate change resilience, as part of a wider habitat restoration programme which includes conservation of invertebrates. Further work will be required to ensure that water security is future proofed, and this will be developed in the Water Resource Management Plan."	10
56	Environment	Electronic Letter	In relation to number 4 above, we advocate for stronger performance measures for water sustainability. We consider 'not causing extinction' to be a minimum requirement for any strategy. We would like to see a performance measure of 'net biodiversity gain', meaning that the natural environment and its ecosystems are not simply be preserved, but improved.	Green options such as cloud forest improvements will be considered in WRMP	Can include sustaining environmental and ecosystem functions in the overall aims	8
57	Environment	Electronic Letter	We would like to highlight some of the detrimental effects that the process of desalination can have on natural environments. Desalination systems can cause impingement, entrainment, concentrated waste brine discharge, turbidity, changes to water currents, possibility of toxin release, increase in sea water temperatures, and the high energy demands for the desalination process contributes to global warming.	This will be considered as part of the options appraisal in the WRMP	None	
58	Environment	Electronic Letter	Linking efficient use of water and concerns for the environment, we advocate for consideration of wastewater and sewerage management. We would like to see an end to raw sewerage being discharged into the marine environment; outfalls in the sea can lead to algal blooms, high e-coli levels, and impacts on coastal and marine biodiversity.	Bathing water quality and sewerage has not been part of the scope of the Water Resource Strategy.	None	
59	Existing Investment	JTCC (Chamber of Commerce)	What has connect added to date?	Will look at suggestions and add to the ongoing work of the Strategy or the WRMP which will be part of the next stage. Connect has done a lot of work to date. To list a few include, improvements of catchment, construction of reservoirs, relining of most reservoirs, construction of transfer systems, ongoing replacement of old infrastructure,	None	
60	Existing Investment	JTCC (Public consultation)	In Alarm Forest the infrastructure was upgraded in 2011. Increasing the water pressure to the homes from approximately 6 bar to 12 bar and by doing so putting the operation of the small PVC lines to their max. When these lines is not bleed properly it causes a lot of air in the lines to travel through to the customers which causes damage to solar panels.	Ans:- This is the reasons why additional flush valves are being installed.	None	

61	Existing Investment	JTCC (Public consultation)	How successful was the last aquifer drilling project and was any measurements taken to acquire the size of the water table/underground reservoirs?	Ans: The most successful borehole from the last drilling project was the one in Warren Gut, Levelwood and although there were signs of water in several other boreholes they were not sustainable, most notably was the one at Harper's. As for the measurements of the water table don't think that any was made.	None
62	Existing Investment	Levelwood Bar (Public Consultation)	Can a figure be provided for the amount of water that is in the Island's piped distribution Infrastructure?	There is about 2,000 cubic meters of water contained within the pipes with about 90% of that water being treated and 10% untreated.	None
63	Existing Investment	Sandy Bay CC (Public Consultation)	Why was Sandy Bay fed from Levelwood Reservoir	This is an operational question for Connect	None
64	Health	Online Questionnaire	Nothing in the principles about personal hygiene and nothing about protecting the vulnerable i.e. access, cost, debt etc.	The subsidy will be considered to be targeted and consider vulnerable groups.	None
65	Health	Online Questionnaire	Target for chemical integrity at consumer meter-Chlorine levels should be regulated, health should include effect on skin Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless: -Should match local inflation and not 10% CSH should reduce reliance on SH -Reduce on reliance to SHG subsidy should not fall on consumer cost increase -Only CSH and SHG are protected in this objective/ targets and not the consumers	Chlorine levels are within WHO guidelines. If Connect are expected to accelerate investment, and afford it, they will need to increase prices above inflation in these cases.	None
66	Objectives	Online Questionnaire	Objectives do not include sustaining environmental and ecosystem functions	This can be included.	Can include sustaining environmental and ecosystem functions in the overall aims
67	Objectives	Online Questionnaire	Cultural services are not listed in the principles	Assume the reference is most pertinent to untreated water. It's expensive to separate water supplies (treated/untreated) but where it is economical to do so, maintaining untreated water supplies could be done. Equally if someone wants to pay directly for piping for untreated water to their land this could be done.	None
68	Objectives	Online Questionnaire	The measures in the document are vague save for the affordability of water where the targeted increase is specified (10%). The rest of the targets remain vague the strategy need to clearly outline what it seek to achieve for example on water loss what level will be acceptable by the strategy, there is need to make the measures quantifiable	Working group believe measures are measurable	None
69	Options	Public Consultation (PAS)	Appreciation of the need to consider processes such as the RO and Desalination. Is there a budget in place? What are the expected deliverable dates to funding streams?	All options will be discussed and provide input into the WRMP. Once the most viable option or options are identified then the process of implementation to include funding will be undertaken. Funding streams could come from the Economic development and Infrastructure Program (EDIP) which is actually in place at this moment but would need approval from SHG and DFID, or CSH could look else where to secure funding like loans from BOSHS. This process will take time and the strength of the Business cases submitted will also determine the deliverable dates.	None
70	Options	Public Consultation (PAS)	Is water pumped back into the aquifers?	I don't believe this is being done. CSH do have in place the means to pump water from one part of the island to the next. This was accomplished after the 2016 drought and now water is pumped from Hutts Gate and Chubbs Spring into the Scotts Mill storage system that replenishes the Red Hill treatment plant as the Western part of the island felt the impact more during this most recent drought period.	None
71	Options	JTCC (Chamber of Commerce)	Should there be more storage i.e. dams/reservoirs/tanks to capture water in other areas not utilize already? What is the situation that water is running into the sea? A dam in the right place will support in the right place. Use local information/knowledge.	Ans:- Need to put the options on the table. Make use of local resources. This will be part of the WRMP	None
72	Options	JTCC (Chamber of Commerce)	An echo to focus on the development of options related into the Valleys and constituencies,	Options analysis will be part of the WRMP	None
73	Options	JTCC (Chamber of Commerce)	Will Desal/RO be considered, and will it be projected into future development for water supplies?	Options will not be limited but investigated fully	None
74	Options	JTCC (Chamber of Commerce)	Other options should be included like more boreholes but monitored so that they don't drain down the water reserve and damage the water table.	Options analysis will be part of the WRMP	None
75	Options	JTCC (Chamber of Commerce)	Water is now flowing through Heart Shaped Waterfall. Black-bridge. Looked at the options.	Options analysis will be part of the WRMP	None
76	Options	JTCC (Chamber of Commerce)	Recommended to consider a dam at Drummonds for WRMP - A dam should be considered to be constructed at Drummonds Point for the future development, water can be used at Chubb's Spring or pumped back to Scott's Mill.	There is an investigation done by CSH for a dam up at Rural retreat which is the same stream. Options analysis will be part of the WRMP	None
77	Options	JTCC (Chamber of Commerce)	Tank constructed in 1984 Green Hill? Where is this water being pumped?	The tank does supply water to Sandy Bay and currently gets water from Levelwood. Options analysis will be part of the WRMP	None
78	Options	JTCC (Chamber of Commerce)	There have been 3 dams in Broad Bottom and Woodland, going out to sea. The last 20 years those 3 dams have been neglected. Those dams needs to be resuscitated.	CSH has been part of a site visit to this place. This land is in Paul O'Sullivan and can be investigated by the developer. Options analysis will be part of the WRMP	None
79	Options	JTCC (Chamber of Commerce)	Drought. More and more storage. 30 000 predicted numbers of tourists would not have been sustained in this drought. Need for More storage around the Island.	Options analysis will be part of the WRMP	None
80	Options	JTCC (Public consultation)	Concerned about the amount of water wasting at sea especially the amount going down the 'Run'	Ans:- There is some work ongoing with regards to the amount of water going out to sea via the 'Run'. A quick estimate a few weeks ago projected that approximately 1800 Cubic Meters was going to sea. It would be preferable to have increase storage capacity further upstream to avoid additional infrastructure cost. i.e. pumping back to Red Hill treatment Plant. It is hoped that through this process all of these potential options, including water storage, boreholes and desalination will be encompassed as possible outputs from the WRMP.	None
81	Options	JTCC (Public consultation)	Can a dam/reservoir be built at Drummonds Point?	Options analysis will be part of the WRMP	None
82	Options	JTCC (Public consultation)	What about break pressure tank?	Ans:- Aging infrastructure, some flawed design works and possibly human error at times, all account for systems loss. Pressure tanks would be an advantage but with the increase addition of flush valves being added this should assist with mitigating most of the problems.	None

83	Options	JTCC (Public consultation)	Pumping of water is costly. Has Solar power being considered?	Ans: Pumping of water this past drought period cost approximately 150K pounds. All avenues will be looked at and the signing of the contract with PASH will provide alternatives, however CSH cannot expect to have cheaper power to support their utilities functions and the consumer would be required to pay for their electricity so all of this needs to be worked through thoroughly and costed.	None
84	Options	JTCC (Public consultation)	What about additional storage facilities in other districts?	Ans:-This is also being investigated and will form part of the WRMP.	None
85	Options	JTCC (Public consultation)	What about using water pumps powered by solar power and reusing storm water?	Ans:- Solar power is fine but will only provide power when good sunlight is available, the most preferable source of renewable energy would be wind power. With regards to re-using storm water several options are being looked at and the possible ways of how this water can be stored and made available for use. Rainwater collection at homes is somewhere where it could all start. A possible incentive program put in place by CSH will encourage the public to become more involved in re-using water.	None
86	Options	JTCC (Public consultation)	Erosion is bad. A lot of water goes out to sea around the Island. What can be done to capture this water?	Ans:- Again it all depends on the infrastructure and the finance available to put the infrastructure in place. It might be considered to make this water available to the farmers if the storage capacity was put in place. This type of facilitating will need collaboration between other stakeholders also.	None
87	Options	Levelwood Bar (Public Consultation)	Don't approve of Drilling, have experience of when a bore hole was drilled at Harpers and water was found only for the water to disappear into another ravine. Must be very careful when drilling.	These are the type of areas we like to discuss and have additional input on. CSH will look at all possibilities to find the best solution or solutions to ensure that the main issue is solved and that is to provide a better service to the customer.	None
88	Options	Levelwood Bar (Public Consultation)	Fishers Valley reservoir. Is it true that a large reservoir will be constructed here?	The design is available and there is potential to construct a dam in the area, however again as explained earlier it is in the wrong location when it comes to cost to the consumer. It would take a lot of infrastructure and pumps to get the water to the nearest storage facility and onto the areas that would need the water. It is hoped that the exploratory borehole project will identify water in the areas requiring the water and with this will come a reduced cost in delivering the water through the infrastructure required.	None
89	Options	Levelwood Bar (Public Consultation)	What about Shark's Valley water?	There is plenty of water here but there is a high saline content and again is a costly operation to deliver the water back into the system, this is not to say that this can be reviewed in the future.	None
90	Options	BHCC (Public Consultation)	There are three disused catchment with yam in the Broad Bottom area. There is need to explore Salt Spring and borehole on the camp ground, nr High Peak.	CSH has been part of a site visit to this place. This land is in Paul O'Sullivan and can be investigated by the developer.	None
91	Options	Kingshurst CC (Public Consultation)	Has replenishment of bore holes during the raining season i.e. pumping excess water back into the bore holes been explored?	At this moment no. But this can be looked into. Options analysis will be part of the WRMP	None
92	Options	Sandy Bay CC (Public Consultation)	Are you aware of the Thornton Era? He wanted to build a reservoir at Rock Water above Solomon's Shop, this would be ideal for a water storage area.	Options analysis will be part of the WRMP	None
93	Options	Sandy Bay CC (Public Consultation)	Is it still planned to Build a second reservoir in Levelwood	Options analysis will be part of the WRMP	None
94	Options	Sandy Bay CC (Public Consultation)	I would prefer to have our spring water.	Options analysis will be part of the WRMP	None
95	Options	Sandy Bay CC (Public Consultation)	Can alternative water treatments be put in place? Ultra violet systems?	Options analysis will be part of the WRMP	None
96	Options	Harford CC (Public Consultation)	Chubb's spring re-cycling backwash water? Is Connect recycling the water from the backwash?	Not at the moment. Study in place to ascertain benefits. CBA. Options analysis will be part of the WRMP	None
97	Options	Harford CC (Public Consultation)	Are there any plans to increase water sources?	Borehole exploration still need to be expanded. Options analysis will be part of the WRMP	None
98	Options	Harford CC (Public Consultation)	Is the Fishers valley dam going to be constructed?	Not at the moment as the infrastructure review consultant has advised against. Options analysis will be part of the WRMP	None
99	Options	Harford CC (Public Consultation)	Are RO plants an option for St Helena? Take energy 100% renewable to run the RO plants that will help reduce the energy costs.	All options will be considered and costed accordingly.	None
100	Planning	HTHCC (Public Consultation)	In discussing several potential options about infrastructure investments in future, Peter said he could see a reservoir by High Knoll Fort.	Ans: Some tanks by HKF could be an option which could be looked at. Wouldn't know at this stage whether this was technically or financially feasible – that process is for WRMP.	None
101	SHG Subsidy	JTCC (Chamber of Commerce)	Water subsidy is untargeted in the presentation and Policy says it is Targeted.	Strategy says it should be targeted	None
102	St Helena Context	Email	Cultural indicators and considerations are not included in this strategy- agriculture and horticulture for local production are completely disregarded yet form a major component of reducing reliance on imported food. Of the 7 million pounds allocated for subsidies. only 6000 is spent on agriculture for water; most of which fail to consider non-commercial farmers	None	None
103	Subsidy	Levelwood Bar (Public Consultation)	Is CSH operating a profitable operation?	The Electricity side is operating effective however on the water production side CSH is operating at three quarter of a million pound loss per year.	None
104	Subsidy	Email	CSH should reduce reliance on SH - Reduce on reliance to SHG subsidy should not fall on consumer cost increase - Only CSH and SHG are protected in this objective and not the consumers	Yes, this is part of the Strategy	None
105	Subsidy	Online Questionnaire	How can Connect reduce their subsidy from SHG in the short term if Water Bills cannot increase by more than 10% in any year (and only when electricity bills are reduced by the same amount in the same year)? In this scenario and with the current water bills paid by customers being approximately 50% of the total cost (the other 50% subsidized) then it would take at least 5 years for Connect to be subsidy free, which I do not consider to be consistent with the current (or future) business plan.	The water tariff could go up by more than 10% if the electricity tariff decreases.	None

106	Subsidy	Electronic Letter - Connect	The draft strategy if adopted drives Connect to improving service which we are happy about and is consistent with the aims of divestment and the URA. SHG is becoming more focussed on delivering core services and wants people and organisations to become less dependent on them which again is consistent with the original aims of divestment. The UK Government now wants to see a contribution from the island for any capital investment in water and it is obvious that increasing contribution from St Helena is expected.	The options needed to upgrade would also come part of the WRMP options (as these take in account both maintenance and leakage) and affordability is a part of the WRMP. When WRMP is signed off the issues of how to pay will need to be agreed. Having this discussion at this early stage might not be productive as we don't know what figures we are expecting to need to fund.	None
107	Terrain	Public Consultation (PAS)	What are the challenges that Connect face currently say terrain in transferring and sourcing water?	The terrain of the Island and the infrastructure requirements are really challenging and in most cases adds to the financial requirements to both these elements of managing the Islands water resources.	None
108	Terrain	JTCC (Chamber of Commerce)	Transfer systems helps but there is need for collection of water in respective areas and that should be given priorities.	The WRMP will consider this	None
109	Untreated Water	JTCC (Chamber of Commerce)	What is Connect's objective to supply treated water to the Island and is there a date to meet the objective?	The WRMP will consider this	None
110	Untreated Water	JTCC (Chamber of Commerce)	There is still preference to have untreated supply as opposed to treated supply	Noted, thank you.	None
111	Untreated Water	BHCC (Public Consultation)	There was 100% advocating for untreated supply to be maintained within this zone as represented by those present from this area.	Noted, thank you.	None
112	Untreated Water	Sandy Bay CC (Public Consultation)	Didn't realize that Sandy bay was receiving treated water	Noted, thank you.	None
113	Untreated Water	Sandy Bay CC (Public Consultation)	Why must we have treated water?	Because it is an aspiration as set out in the sustainable development goals.	None
114	Untreated Water	Harford CC (Public Consultation)	When Connect renew all the pipeline, can they leave the old pipeline for supply of untreated water for those people who need it?	Most of the agriculture areas, Longwood, Mill Field, Tobacco plan are supplied untreated water. It's expensive to separate water supplies (treated/untreated) but where it is economical to do so, maintaining untreated water supplies could be done. Equally if someone wants to pay directly for piping for untreated water to their land this could be done.	None
115	URA	Electronic Letter - URA	AIMS (QUESTION 1) The URA supports these aims as they are consistent with the statutory obligations upon the URA	None	None
116	URA	Electronic Letter - URA	PRINCIPLES (QUESTION 2) 2.2.1 Ensuring adequate access to safe drinking water This is consistent with the URA's obligations and targets are already set by the URA in relation to water quality	None	None
117	URA	Electronic Letter - URA	2.2.2 Ensuring availability of water of required qualities to sustain and develop agricultural production This aim is supported as being consistent with the obligations upon the URA	None	None
118	URA	Electronic Letter - URA	2.2.3 Providing continuity of water supplies required for economic activity (e.g. food processing, construction, tourism, etc.) This aim is supported as being consistent with the obligations upon the URA	None	None
119	URA	Electronic Letter - URA	2.2.4 Ensuring that water resources and associated infrastructure assets are managed efficiently to minimise the cost of water to all consumers This is consistent with the URA's obligations in particular s. 4(1)(b) of the Ordinance which requires the URA to ensure (so far as is consistent with paragraphs (d) and (e)) that the prices charged for such services do not create unreasonable hardships for households or unreasonable hindrance to commercial and economic development in St Helena	It is noted that the affordability targets align closely with the URA's responsibilities	None
120	URA	Electronic Letter - URA	2.2.5 Improve behaviours associated with the efficient use of water This aim is supported as being consistent with the obligations upon the URA	None	None
121	URA	Electronic Letter - URA	2.2.6 Encourage the sound management and protection of freshwater resources This aim is supported as being consistent with the obligations upon the URA	None	None
122	URA	Electronic Letter - URA	2.2.7 Protecting the island's environment and ecosystems The URA has no obligations as far as this principle is concerned, however the aims are not inconsistent with its role	None	None
123	URA	Electronic Letter - URA	2.3.1 Water security This aim is supported as being consistent with the obligations upon the URA	None	None
124	URA	Electronic Letter - URA	2.3.2 Drinking water quality The URA already sets targets for water quality to be met by Connect in accordance with s.5(1)(a) of the Ordinance as part of the PUDP	It is noted that the targets align closely with the URA's responsibilities. To avoid duplication, suggest delegating this target set to the URA.	None

125	URA	Electronic Letter - URA	<p>2.3.3 Water affordability</p> <p>The URA is obligated to ensure that consumers are protected from unreasonable prices and also must ensure that the prices charged do not create unreasonable hardships for households or unreasonable hindrance to commercial and economic development in St Helena (ss. 4(1)(a)&amp;(b) of the Ordinance). The URA sets the maximum tariffs that may be charged having regard to these obligations</p>	Discussion with URA noted that URA have the duty to protect consumers from unreasonably high prices. Therefore the Strategy should be changed to reflect their role as an overseer of pricing.	<p>Delete:</p> <p>"Any change in tariff should ideally not increase the average domestic water bill by more than 10% in any year, unless:</p> <ul style="list-style-type: none"> <li>• The average domestic electricity bill reduces by the equivalent amount.</li> <li>• The increase is permitted by the Utility Regulatory Authority as defined in the Utilities Ordinance Section 4 Objective and duties of the Authority. And by the Governor in Council when CSH is subsidised by SHG." <p>Replace with:</p> <p>"Customers are protected from unreasonably high prices, as regulated by the URA."</p> <p>Include:</p> <p>"The URA is obligated to ensure that consumers are protected from unreasonable prices and also must ensure that the prices charged do not create unreasonable hardships for households or unreasonable hindrance to commercial and economic development in St Helena (ss. 4(1)(a)&amp;(b) of the Utilities Ordinance). The URA sets the maximum tariffs that may be charged having regard to these obligations."</p> </li></ul>	16, 20
126	URA	Electronic Letter - URA	<p>2.3.4 Water sustainability</p> <p>This aim is supported as being consistent with the obligations upon the URA</p>	None	None	
127	URA	Electronic Letter - URA	<p>The Water Security Objectives are consistent with the obligations upon the URA. The following comments are made upon specific objectives.</p> <p>The Water Network should be efficient</p> <p>The URA is concerned regarding the high level of non-revenue water lost through the network. This was highlighted by the BDO report from May 2019 which recorded an increase in non-revenue water from 27.9% in 2013/14 to 52% in 2017/18. It is however noted that there have been significant reductions of late in specific areas of the island, these may go some way to ensuring a greater level of water availability. The next report to be published by the URA will address these issues and consideration will be given to setting targets if necessary.</p> <p>Access to Water Supply</p> <p>The URA sets targets on this which are met. Connection times for water are currently taking 1 day.</p> <p>Customer Experience</p> <p>The URA sets targets on this in the CoP's which are met</p>	The URA was looking to set targets around this but have not yet done so, so currently there is no duplication of targets, although there is some overlap of remit. Suggest keeping the Water Strategy Targets in the Strategy as is, and include a requirement for the URA to also report on the Water Strategy Targets relevant to URA responsibilities. This allows them to use these publically consulted targets, and add any additional that they see as being appropriate to their role.	<p>Include:</p> <p>"The URA have obligations regarding such things as Water Network Efficiency. Where the URA have obligations which are consistent with the Water Strategy targets, the Water Strategy targets should be taken into account by the URA in their reporting."</p>	20
128	URA	Electronic Letter - URA	<p>The URA agrees that the targets and expectations as outlined in the consultation are representative of the expectations of the residents and businesses of St Helena. The concern raised is that specific targets are already set by the URA in some areas and the URA cannot adopt SHG targets due to the impact of s.3(6) of the Ordinance, which requires the URA to act independently of the Governor, ExCo or any other person or authority. Additionally there may be an overlap in responsibilities which will not be of benefit to the provider or the customer. No doubt thought can be given to this when the strategy is finalised.</p>	In discussion with Chair of URA, this could be covered by including a requirement for the URA to also report on the Water Strategy Targets relevant to URA responsibilities. This allows them to use these publically consulted targets, and add any additional that they see as being appropriate to their role.	<p>Include:</p> <p>"The URA have obligations regarding such things as Water Network Efficiency. Where the URA have obligations which are consistent with the Water Strategy targets, the Water Strategy targets should be taken into account by the URA in their reporting."</p>	20
129	URA	Electronic Letter - URA	<p>q6 The URA does not answer this question as the detail or structure of the WRMP is not known. It may be that the general objectives are reviewed every 5 years but certain other elements need reviewing more regularly</p>	None	None	
130	Water Efficiency and Storage	Public Consultation (PAS)	<p>Are there subsidy for storage tanks for households as the current costs are very high?</p>	SHG has made a reduction on the current customs duty paid per tank but there is no certainty that this reduction is reaching the consumer. This might also provide an opportunity whereby CSH could derive a subsidy programme to support the consumer.	None	
131	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>Why not use the housing development, currently going on as test/trial case for water efficiency measures? (Bunker's Ridge, Bottom Woods CDA). Water saving techniques on those?</p>	Ans: Good idea. In Bottom Woods there plans to be energy saving and water storage for use in irrigation system. We could look at budgets to see if a pilot could be utilised. Alternatively building regulations. Until projects and budgets are agreed we cannot go into too much detail on this, but we can set the direction of travel in that proposals will be considered to promote water efficiency in both SHG buildings through use of a KPI and within the wider community through incentives or pilots.	<p>Include:</p> <p>"Proposals will be considered to promote water efficiency in both SHG buildings through use of a KPI and within the wider community through incentives or pilots supplementary to the existing lower tax rate and existing building regulation requirements."</p>	11
132	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>Where is the largest consumption? Commercial, Agriculture and other. Where is the need for change of culture needed? Use of incentives to be able to install tanks. Use rainwater which is freely available.</p>	Whether it was drought or not, on the day of the meeting the indication was Domestic had the highest percentage.	None	
133	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>Use of roof water. It is very costly and you can't afford the infrastructure.</p>	Reduced tariff (5%) is in place. Targeted subsidy could be considered		
134	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>Incentives on water storage needs a follow on. There is no guarantee that it will be passed on customers by the merchants.</p>	Until projects and budgets are agreed we cannot go into too much detail on this, but we can set the direction of travel in that proposals will be considered to promote water efficiency in both SHG buildings through use of a KPI and within the wider community through incentives or pilots.	<p>Include:</p> <p>"Proposals will be considered to promote water efficiency in both SHG buildings through use of a KPI and within the wider community through incentives or pilots supplementary to the existing lower tax rate and existing building regulation requirements."</p>	11
135	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>Water harvest must be put in for any new house. Any new house will likely have new appliances which will be water efficient.</p>	Yes, as part of the building regulations	None	
136	Water Efficiency and Storage	JTCC (Chamber of Commerce)	<p>For old houses an aerator to help reduce water – Suggested options.</p>	Yes, this is a water efficiency option.	None	
137	Water Efficiency and Storage	HTHCC (Public Consultation)	<p>Wondered whether as well as having more rainwater storage tanks in HTH, there could be a municipality wide rainwater collection tank and residents could have access to this untreated greywater for their gardens.</p>	Ans: There may be merit in the Strategy for some discussion around untreated water supply expectations.	None	

138	Water Efficiency and Storage	Kingshurst CC (Public Consultation)	The Strategy indicated that the Redhill system holds 64,800 cubic metres of water at full capacity. A newspaper article produced on 26 June 2020 indicated that full capacity of the system is 64,332 cubic metres. What is the correct figure?	The total reservoir volume is 64332m3. When we include the raw water tanks at Redhill the total raw water capacity will be 64852m3	None
139	Water Efficiency and Storage	Kingshurst CC (Public Consultation)	What options for increasing available water supply have been looked at?	All options will be considered, including desalination/ reverse osmosis systems. Climate change is a reality and so the water shortages experienced must be addressed. This is a timely process that will allow all options to be tabled and discussed. It will also enable CSH to evaluate the infrastructure requirements and the financial elements.	None
140	Water Efficiency and Storage	Kingshurst CC (Public Consultation)	Is recycling of water a consideration?	Yes	None
141	Water Efficiency and Storage	Kingshurst CC (Public Consultation)	If the plan is to have extra water in storage, what will the quality be like at the end of the storage period?	Good question. It would not be good if we had a lot of water in storage which would become stagnate over a period of time. Therefore solutions will have to be looked at on how to address this if this type of solution is deemed preferable.	None
142	Water Efficiency and Storage	Kingshurst CC (Public Consultation)	Have butyl bags (pillar tanks) been investigated as a means of water storage as evaporation is reduced compared to open storage.	The options will be considered by the WRMP	None
143	Water Efficiency and Storage	Harford CC (Public Consultation)	Can you explain re-using water? The use of grey water. There should be considerations for control measures to be put in place to control impacts of recycling water as some of the recycled water can be breeding places for Mosquitoes as witnessed in Ascension.	Re use of water from roof, together with reuse of water from treated facilities	None
144	Water Loss	JTCC (Chamber of Commerce)	What is the water loss?	Ans: Around 50%. A programme is being undertaken to address this and leakage features in the targets in the draft Strategy	None
145	Water Loss	JTCC (Public consultation)	<i>50% water lost, unaccounted for. What can be done to address this loss. Is this due to aging network, design or human error?</i>	Ans:- This is a percentage based on systems lost and not just a loss of water to the consumer. However CSH is continuously upgrading the aging distribution infrastructure and putting in place meters to assist with better water management. This will continue until the loss of water through the system is down to an acceptable level, preferably below 20%.	None
146	Water Loss	JTCC (Public consultation)	It there is a high percentage of water loss in the system who pays for the loss.	Ans:- This will reflect back to the consumer, however most of this cost is picked up within the subsidy provided by SHG.	None
147	Water Loss	Kingshurst CC (Public Consultation)	Are there system losses after the water treatment process?	Currently losses are around 50%. Unfortunately a lot of the infrastructure is old even though some of the network has been replaced and reservoirs relined. CSH acknowledges this and is working towards reducing this high percentage.	None
148	Water Loss	Kingshurst CC (Public Consultation)	What progress has been made to date to reduce water loss from the system?	Connect will have a returning Engineer and one of his remits is to lead on this work. Progress is on-going to include upgrades in the main distributing lines which include flushing valves in Deadwood, Bottom Woods, HTH.	None
149	Water Loss	Harford CC (Public Consultation)	Need for the explanation for the systems losses and where these losses are prominent? When Connect calculate cost do they include the cost of the water lost as well?	System loses include water stolen, equipment errors. Currently the losses presented by Connect are NRW, which water billed against what is supplied so water used for fire is included as losses and water used for flushing line. Cost recovery is all encompassing	None
150	Water Loss	Harford CC (Public Consultation)	Does the Water Strategy set the target for leakage reduction? What will be the target?	The URA is considering setting targets for water reduction	None
151	Water Quality	Levelwood Bar (Public Consultation)	Some people are afraid to drink the water as they fear it could be dangerous as they suspect it contains many elements that can cause cancer, is this true and how is the water tested?	To allay these type of fears the water is produced to meet WHO requirements and regulations on potable water. The Public Health Environmental section perform water testing at all our treatment plants and at several outlets for CSH to maintain these standards. They also do random test themselves. There has not been a failed sample in the past four years.	None
152	Water Quality	Levelwood Bar (Public Consultation)	Last month we experienced dirty water at our homes. What was the cause of this?	CSH had a tank that actually went dry and when it was replenished with water the sediments at the bottom of the tank was disturbed and took quite awhile to settle. Most of our Glass Fibre tanks are in need for maintenance and we now have this on our maintenance program to address.	None
153	Water Quality	Kingshurst CC (Public Consultation)	Is the water quality up to an acceptable standard? Consumers are not happy with the taste and odour, why do we import a lot of bottled water?	Yes, the water is regularly tested for taste and turbidity.	None
154	Water Quality	Sandy Bay CC (Public Consultation)	Water in certain Sandy bay area is brown, can it be explained why?	It is untreated	None
155	Water Quality	Email	Drinking Water Quality Drinking water quality expectations with regards to health, appearance, taste and odour, shall be achieved - Target for chemical integrity at consumer meter	It can be measured, as long as it is compliant to WHO guidelines.	None
156	Water Quality	Email	Water Quality parameters and reports are completely lacking from the strategy. Chemical testing are subject to WHO guidelines, SHG should adhere to these guidelines and not only for Microbiological testing.	Yes	None
157	Water Quality	Online Questionnaire	I think expectations of water quality are unrealistic. Water will always have a taste wherever you are in the world. Different people appreciate taste differently. You can't expect tasteless water. I think the water quality is under appreciated because the water is very kind to appliances as water cookers, washing machines... etc. In Europe I was used to descaling all appliances a few times a year otherwise the lime scale would ruin the heating element. That is not necessary on St. Helena. No lime scale on taps, washing basins, toilets...etc. People should be aware of that.	None	None

158	Water Quality	Online Questionnaire	Water Quality parameters and reports are completely lacking from the strategy. Chemical testing are subject to WHO guidelines, SHG should adhere to these guidelines and not only for Microbiological testing. Cultural indicators and considerations are not included in this strategy- agriculture and horticulture for local production are completely disregarded yet form a major component of reducing reliance on imported food. Of the 7 million pounds allocated for subsidies. only 6000 is spent on agriculture for water; most of which fail to consider non-commercial/ community based/ small scale farmers	Yes, it should be compliant to WHO guidelines	Added: "Drinking water quality expectations with regards to health ( <b>compliance with WHO guidelines</b> ), appearance, taste and odour, shall be achieved"	14, 19
159	Water Quality	Electronic Letter - Connect	Firstly taste and odour are subjective measures and as such cannot form any objective measure of water quality. Chemical and mineral content of the water and residual chlorine are objective measures where the WHO sets safe limits. We propose that a sensible target is to comply with WHO guidelines for safe drinking water.	Noted that the prevalent need is to comply with WHO guidelines on drinking water quality. It is also noted that regulator might set more stringent guidelines. To discuss with URA. In discussion with Chair of URA, this could be covered by including a requirement for the URA to also report on the Water Strategy Targets relevant to URA responsibilities. This allows them to use these publically consulted targets, and add any additional that they see as being appropriate to their role.	Include: "Water Quality must comply with WHO guidelines" "The URA have obligations regarding such things as Water Network Efficiency. Where the URA have obligations which are consistent with the Water Strategy targets, the Water Strategy targets should be taken into account by the URA in their reporting."	14, 20
160	Water Sustainability	Electronic Letter - URA	The URA has no function regarding environmental issues but the objective is not inconsistent with the obligations upon the URA	None	None	
161	WRMP	JTCC (Chamber of Commerce)	Is there a WRMP in place now or will this be a new document? What will be its impact on future water management? Objectives, how does that marry in with this WRMP?	Ans:- There is some work but this process does bring the much needed review and update.	None	
162	WRMP	Levelwood Bar (Public Consultation)	Why have a WRMP for 30years management of our water and SHG have a 10 year plan, This doesn't fit right?	It is expected to have a review of the WRMP every 5 years and for the WRMP to be a continuous document in the future and not to have continued consultations. The SHG 10 Plan is simply that and includes different elements therefore a review and possible consultation will be undertaken before there will be an update which could have a change in direction for certain things SHG would like to achieve.	None	
163	WRMP	BHCC (Public Consultation)	Need for clarification on what John Cox is doing and the WRMP needed under this water strategy.	John Cox is on island in his capacity as an infrastructure Adviser to the Project Management Unit (PMU) who is overseeing the EDIP projects. His valuable assistance is now being engaged to assist with providing documentation and knowledge in support of the ongoing proposed water and sewerage projects that are being addressed by the PMU.	None	
164	WRMP	BHCC (Public Consultation)	A better understanding of the results from the last drilling (2016/17). Need to also note the Report by Eldon Denis. The need for the skill of finding water. 1950 Humphrey's Report mentioned that the Fishers valley water is too salty and the geology of the area was not suitable.	None	None	
165	WRMP	BHCC (Public Consultation)	Is there plan B. If WRMP doesn't work?	There is a sensitivity testing to be done as part of the WRMP	None	
166	WRMP	Kingshurst CC (Public Consultation)	The drought measures only refers to droughts that occurred over the last three years.	This consultation is for setting the Strategy, not the Management Plan for water. The Management Plan will be developed after the Strategy is agreed. It is envisaged to include almost all if not all of the history of our water resources in the WRMP.	None	
167	WRMP	Kingshurst CC (Public Consultation)	The Strategy shows a list of 5 reports relating to water. There are in fact 14 reports dating back to 1954.	Yes the strategy only re-list five reports however it has been observed that there are other reports and it is hoped that this will be reflected on within the WRMP.	None	
168	WRMP	Harford CC (Public Consultation)	We are close to the end of the year, will the WRMP be delivered within 2020? Is there no water strategy?	The WRMP will be delivered in 2021.	None	
169	WRMP	Electronic Letter - URA	The URA agrees that Connect should draft the WRMP but again the concerns as raised above on supervision apply. Water security is an obligation upon a state however the Ordinance has created a Regulator that is also required to ensure stability and predictability in the public utilities industry in the medium and long terms and must motivate the providers to improve the quality of services. The Regulator can issue directives. Under the plan proposed SHG will also set targets and ensure that they are met and instructions complied with.  Having regard to this the authors of the WRS may feel that any strategy is better directed at infrastructure to ensure water availability for the island. Such matters as reservoirs, boreholes and pumping capacity come into this category. This does not impact upon the current statutory framework for supervision and addresses the very real concerns surrounding the impact of drought.  Should SHG wish to be more interventionist the URA, being a creature of statute, expresses no views on the matter, it relating to policy. However if that is the case then it is likely that legislative changes will be required to avoid duplicity in supervision and target setting.  The URA does not know the extent of the consultation however it recommends that the Attorney General is consulted to address this very issue. If SHG requires a different type of regulator, or feels that the proposed strategy can become a regulatory objective in accordance with s.4(1)(f) of the Ordinance, then this should be considered	In discussion with Chair of URA, this could be covered by including a requirement for the URA to also report on the Water Strategy Targets relevant to URA responsibilities. This allows them to use these publically consulted targets, and add any additional that they see as being appropriate to their role.	Include: "The URA have obligations regarding such things as Water Network Efficiency. Where the URA have obligations which are consistent with the Water Strategy targets, the Water Strategy targets should be taken into account by the URA in their reporting."	
170	WRMP	Online Questionnaire	Does not include an assessment of water sources and catchments (potential and existing). We need to know what we have in order to secure it- quality and quantity	This will be part of the WRMP	None	
171	WRMP	Online Questionnaire	WRMP - If drafted and reviewed by SHG (CSH is more than 60% SHG owned) interests of stakeholders, interested and affected parties are not prioritised. Independently reviewed or drafted, with active stakeholder and public consultation throughout compilation of document	The regulator had the opportunity to input to the strategy.	None	
172	WRMP	Online Questionnaire	The WRMP should be written by SHG with guidance from external consultants. This ensures no bias or conflict of interest.	Noted, thank you.	None	

173	WRMP	Online Questionnaire	Pleased to know that a strategy for water resources is being put in place for St Helena. Also consider in the strategy the economic climate and ageing population and what St Helena could look like in 30 years, a developed infrastructure, 300+ new residential accommodations by inward investors and extensive local farming.....	Noted, thank you.	None
-----	------	----------------------	--	-------------------	------