Highlights of our plan
Every customer has different wants, needs and expectations of the service we provide them with.

Our plan from 2020 – 2025 delivers a personalised, tailored service that looks after our communities and Yorkshire, that meets the changing expectations of our customers and makes sure no one needs worry about paying their bills.
To deliver our £5.2 billion plan we’ve created 5 big goals and we’ll deliver some exciting changes to our service over the next five years.

1. Customers
   - Provide a 24/7 personalised service to support our customers’ needs.
   - Play a wider role in society with an industry-leading safeguarding approach to look after all of our customers.
   - Achieve a 95% satisfaction score with our priority services register.

2. Water supply
   - Reduce leakage by 40% between 2018-2025, £325m will be spent to meet our commitment to Leakage reduction.
   - Undertake over 8,000 repairs on customer-owned pipes.
   - With help from customers, reduce water consumption by 10% by 2025, while we deliver 20,000 education hours per year – rising to 40,000 by 2045.

3. Environment
   - Reduce pollution incidents by more than 50% between 2018 and 2025 and reduce internal sewer flooding by 70% over the next seven years - £350m will support this programme of work.
   - Improve renewable energy generation by 75%.
   - Improve 767.63km of rivers – an increase of 45% - £1bn will be invested to deliver this.

4. Transparency
   - Commitment to publish all data sets and all details behind our business plan.
   - Share data and work with external companies to improve service for our customers.
   - Provide transparency about the cost of our services where they are higher than other providers.

5. Bills
   - Whilst we’ve not been able to lower bills as we’d planned due to mandatory investment to enable us to deliver our biggest ever environmental programme, by 2030 at least 90% of our customers will find their bill affordable.
   - Review all customer accounts each year to make sure they are on the cheapest tariff.
   - Double the amount of customers we help to pay their bills to 50,000 per year – up from 28,000.

To find out more about our plan visit yorkshirewater.com/ourbusinessplan or watch our video here.