

A note from our
CEO, Nicola

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Performance Report

05 Our performance in the first
year of our five-year plan

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How we’re
performing

09 Investment we’re
delivering

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delivered

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What we’re proud of

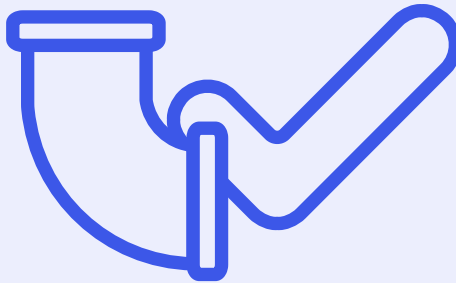
Between April 2025 and March 2026 we have:



Invested £990m to improve our infrastructure



Reduced leakage by 18.5% compared to the 2020 baseline



Replaced 174.7km of water mains



Reduced external sewer flooding by 10.1%



Installed 177,000 smart meters



