

Welcome to the 'Your Yorkshire Water, Your Say' event



A thriving **Yorkshire**. Right for customers.
Right for the environment.

South Yorkshire

19th November 2025



Housekeeping



The webinar is being recorded for note-taking purposes, and the recording will be deleted once the written summary has been approved and published.



Auto captions are available, just click the icon in the toolbar to activate them.



All attendees are in listen only mode. If you'd like to ask a question in person, please use the raised hand function and accept the prompt.



If you are asking a question in person, we encourage you to have your cameras on as well, because it helps make the event more interactive and engaging.

Using Zoom



Some questions submitted ahead of the event will be asked by the host.

If you're asking a question directly, the Chair will ask you to unmute your microphone and invite you to speak.



Feel free to use the Q&A function to submit any additional typed questions during the event — just click the Q&A button in the toolbar.



Welcome

what today's session will cover...



6pm

Welcome & introductions to the Yorkshire Water directors



6.10pm

A summary of Yorkshire Water's half year performance & regional plans by Nicola Shaw



6.25pm

Your opportunity to ask questions!



7.25pm

Close & next steps

Our team here today



Nicola Shaw
**Chief Executive
Officer**



Dave Kaye
**Director of
Water &
Wastewater
Service Delivery**



**Matthew
Pinder**
**Director of
Customer,
Distribution &
Collection**



Richard Stuart
**Director of
Asset Delivery
& Engineering**

What I'll take you through today...

**An update on our
Water Resources**

**Our half-
year performance**

**What we're doing
to make things
better in North
Yorkshire**

...then its over to you for questions



Yorkshire's largest ever environmental investment

£8.3bn investment programme

A thriving Yorkshire.
Right for customers.
Right for the
environment.



YorkshireWater

A new business plan and ambitious improvements

We've focused the first half of this year readying the business, so we're equipped with...



People



Skills



Equipment



Partners

An update on our Water Resources



Thank you to our customers for helping us reduce domestic water use by 10% since the restrictions began. Your support truly makes a difference.



Where our water supply levels are today...

Weekly water resources update

3 - 9 November 2025



Reservoir levels are at **65.3%** and have increased by **4.7%** from last week



Water demand is just over **1281 million litres** per day

Yorkshire's reservoirs sit **12.2% lower** than this time last year



Fewston



Ogden

Rainfall Levels

100%=monthly long term average



Due to where rainfall has fallen across the region, reservoirs in the Washburn Valley, Nidderdale, Calderdale and Kirkstall are recovering quicker than those around Sheffield.

**The dry ground
conditions have led to
an increase in leaking
pipes, but we've tackled
this challenge head on**

**Finding
and fixing
15% more
leaks**

**Fixing leaks
36% faster**

**13,000
leaks fixed
since April**

What does this mean for our Hose Pipe Ban?



**Let's have a look at
some of our key
performance areas**



YorkshireWater



Improving our performance to do right for customers and right for the environment

Key
★ Off track



Customer experience

★ Customer Measurement of Experience (CMEX)



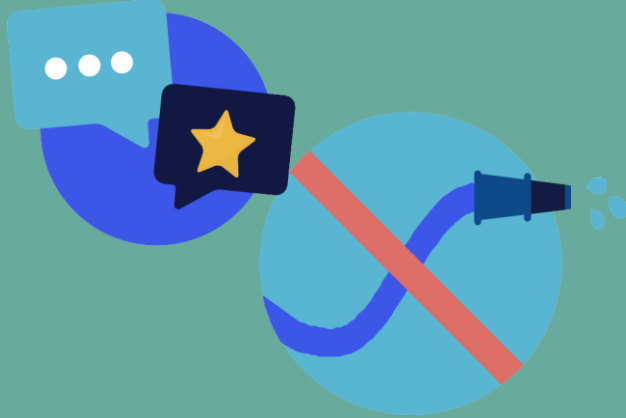
Clean water

- Leakage
- Mains Repairs
- Water Quality

Wastewater

- Storm Overflows
- Internal & External Sewer Flooding
- ★ Pollution Incidents

Customer experience improvements



We acknowledge the need to improve customer experience

Hosepipe restrictions, drought-related challenges, our environmental performance and increasing bills have impacted how our customers feel about us.



Therefore, we've brought forward investment so we can **ensure our customers have an easier journey** whenever they need to get in touch with us.



Through additional teams, and end-to-end reviews on our processes, **we're investing in our systems and technology.**

Moved from
14th to **11th/17**
in the last
quarter

Right for the
environment

Steps towards improving pollution

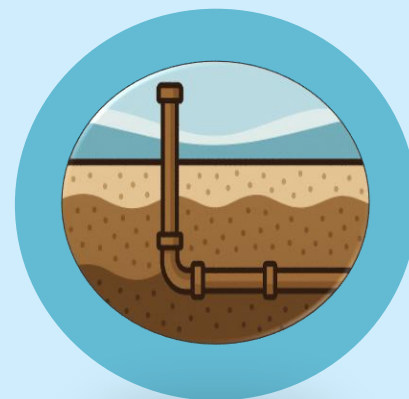
Our first step to improve pollution is to drive initiatives on four key asset areas:



Networks



**Sewage
pumping stations**



Rising mains



**Wastewater
treatment works**

Right for
Customers

We're investing £89m this year to replace 238km of water mains. That's roughly the same as a return journey between...



We're on track with delivering our programme with over...

**100km of pipes having
been replaced already**



During our last
business planning
period (2020-2025),
we replaced just
over 90km of water
mains in total

Right for
Customers



Upgrading 1.3 million water meters installed

Our smart meters are essential in reducing leakage in both our network and customers' properties, enhancing leakage management and lowering water use per person.

101k

Meters installed
before the start
of April this year

63k

meters
upgraded since
then to make
them smart

2.24m

Daily litres
saved by
repairing
leaks

Right for the
environment

Investing £1.5bn

over the next five years
to **improve Yorkshire's
rivers and coastal waters**
by significantly reducing
the use of storm overflows
across the entire region.



Our storm overflows have been performing well



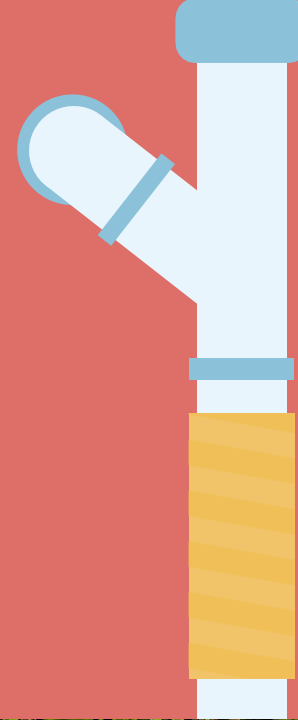
We're well ahead of target, with an average of 7.69 discharges per storm overflow—far below the full-year target of under 23 on average.

Right for
customers and
the environment

We're investing in our monitoring

Making sure we've got the most accurate picture of how our assets are operating, as well as looking at operational interventions we can make to improve performance.

We've accelerated funding so we can make a difference, quicker, to improve river health in Yorkshire.



Keeping
wastewater in
our pipes is very
important to us.



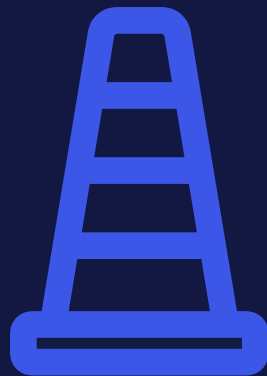
Right for
customers and
the environment

We've got an action plan in place to guide us in the right direction

These plans include...



Our programme of
sewer cleansing



Maintenance to keep
our sewers flowing



Installing sewer alarms
that alert us to blockages
building up

Supporting a
thriving Yorkshire

We've recruited and onboarded over 700 people join our team

To help make sure we're delivering
on our promises to Yorkshire.





What we are up to in South Yorkshire

**This year we are
investing
£103m in South
Yorkshire**

**290 projects are now live
across South Yorkshire**

- Over the next 3 years, we're replacing 257,993m of water mains
- Over the next five years we're investing £250m in storm overflow improvements in South Yorkshire

Some of our **clean water** improvements in South Yorkshire...

South Yorkshire will benefit from funding which prioritizes assets that require urgent mains replacement.

The investment is concentrated on locations most at risk of disruptions and supply problems.

Barnsley and the wider South Yorkshire area are key focus points in our five-year strategy.

Over the next two years, 18 mains renewal projects will replace more than 43 km of pipes around Sheffield, beginning with a £2 million upgrade of over 3 km of clean water pipes in Northfield.

£5m investment to replace over 6km of water mains in Wales and Kiveton Park, Rotherham

£827k investment to replace 2km of clean water pipes in Penistone, Cubley and Oxspring

Some of our **wastewater** improvements in South Yorkshire...



River Dearne improvements:

- **£95m investment for 28 projects across Barnsley inc. Worsborough, Darfield & Stairfoot**

Tackling areas most at risk of flooding and pollution, making a real difference for local communities

River Don Improvements:

- **£1.4m investment at Cricket Inn Crescent**
- **£330k project at Wharncliffe Side**
- **£3m at Wentworth Wastewater Treatment Works**

These deliver increased capacity, pumping and performance – reducing our impact on the river

Shire Brook

Installing a £2.6m new surface water separation system at Alport Road Combined Sewer Overflow (CSO) to reduce storm discharges

South Yorkshire will see a £250 million investment from the Yorkshire Storm Alliance

These projects target high-risk flooding and pollution areas, directly benefiting local communities.

In Summary



**Yorkshire's largest
ever environmental
investment of £8.3bn**



**Replacing more
than 1,000km of
water pipes across
the region**



**We're investing
£89m this year
to replace 238km
of water mains**



**Investing £1.5bn
over the next five
years to improve
Yorkshire's rivers
and coastal waters**



**£180m investment
finished in March to
reduce discharges
from over 100 of
our overflows**



**We're making sure
we've got the most
accurate picture
of how our assets
are operating**



**Utilising the sewer
alarm data**



**£20m investment in
our 66 highest risk
rising mains**



**Our first step to
improve pollution is
to drive initiatives on
four key asset areas**



**We're investing in our
people and have
recruited and
onboarded over
700 people**

Now for your questions....



Thank you for your time.

Further questions?



Email us:

yourwateryoursay@yorkshirewater.co.uk

