

Our investments explained

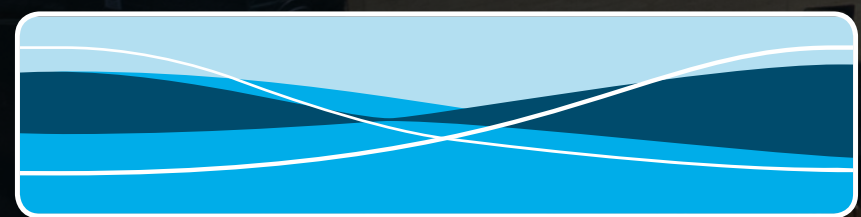
Investing in Yorkshire's Future

We're one year into delivering our largest-ever investment programme, totalling £8.3 billion. This investment will strengthen our infrastructure, making it more resilient, reliable, and ready for the future.

Alongside this, we're improving efficiency and productivity so we can continue doing the right thing for Yorkshire—both for customers and the environment.

To fund these improvements, bills have increased, but this investment is essential to provide better services for homes and businesses across Yorkshire for generations to come.

We committed to improving our services to retailers and business customers by creating opportunities for engagement and collaboration, read on to find out how you can get involved!



YorkshireWater

How we're investing the £8.3bn

Our £8.3 billion investment includes:

- **£1.5 billion** to invest in storm overflows to drive down discharges across the county
- **£98 million** to install water quality monitors in rivers so we can identify and respond to pollution reports quicker
- **£360 million** to prevent nutrient pollution in watercourses
- **£75 million** for environmental protection and improvements
- **£327 million** rolling out smart meters to help customers save water and reduce their bills
- **£99 million** to improve drinking water quality
- **£51 million** to increase our asset resilience



These are just a few examples of what we're up to
Visit our website to find out more about our Yorkshire wide investment.



The Big Upgrade

We're one year into our 5 year plan and biggest ever investment of £8.3 billion across Yorkshire, that's more than £4 million per day, to improve services and protect the environment. It's all part of The Big Upgrade, a huge national effort to improve our country's water networks.



North Yorkshire

Protecting river health
Between 2025-2030, we'll be investing £378m to improve our impact on the environment, for better river health in North Yorkshire and beyond.

Ramping up our reserves
We're building a new drinking water storage facility in Harton to make sure there's enough water for everyone.



East Yorkshire

Better bathingwater in Brid
We're investing £59m to reduce storm overflow discharges in Bridlington, improving bathing water for you and the environment.

Securing Goole's water supply
We're investing £6m to upgrade Goole water tower.



West Yorkshire

Protecting local rivers
We're investing £66m to increase sewer capacity and upgrade our processes to reduce discharges during wet weather.

In Ilkley, for example, we're expanding sewer storage to hold more storm water - helping protect the local environment and rivers, including the River Wharfe.



South Yorkshire

Smart meters in the South
Smart meters are an important part of our plans to reduce leakage, as they give us better visibility of our network and help us detect leaks sooner.

We've made a great start with our rollout in South Yorkshire. We're now working to fit more across the rest of Yorkshire to achieve our target of fitting 1.4 million smart meters by 2030.

Predicted bill increases from now until 2030

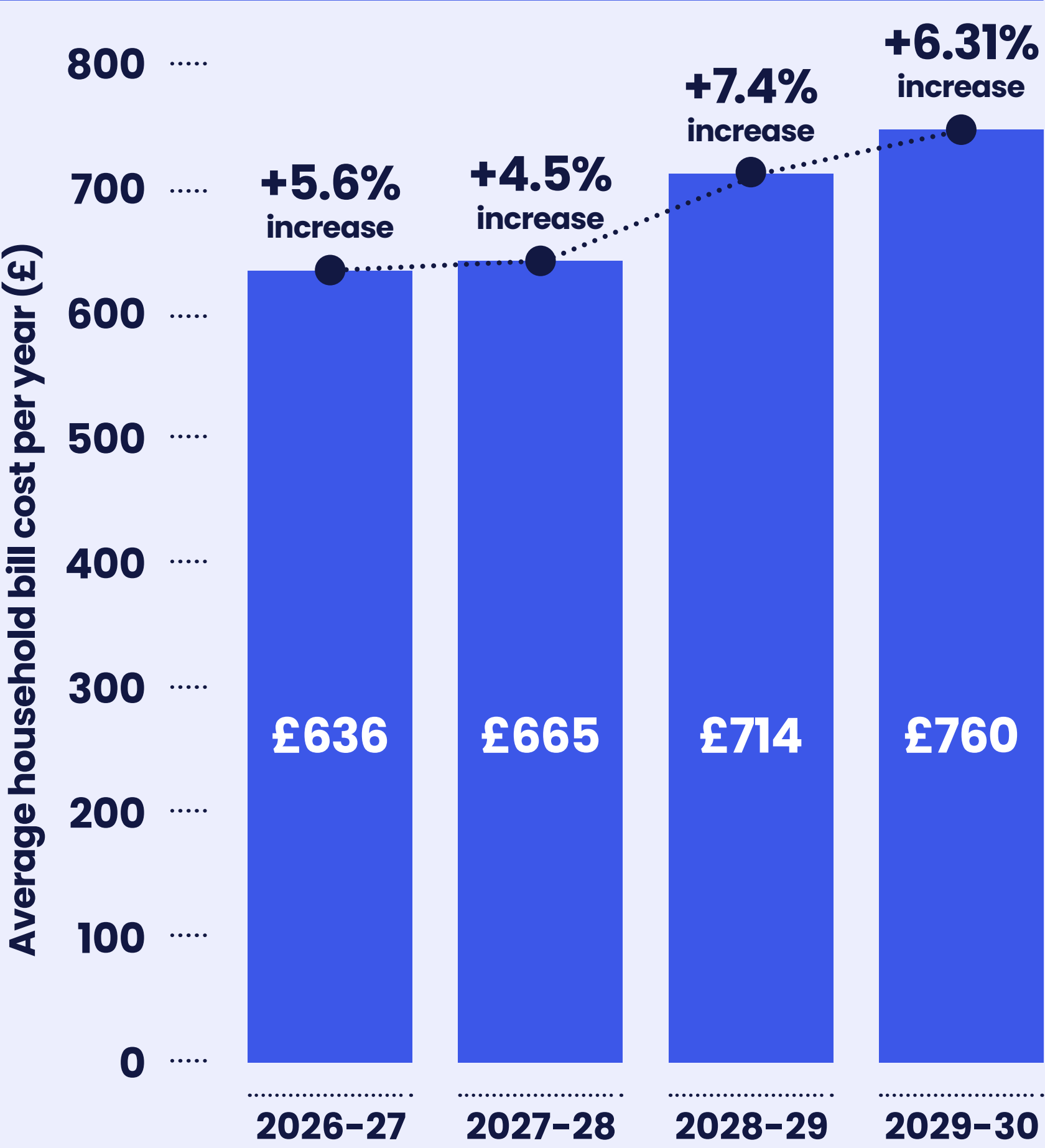
Water bills are rising to help fund the fundamental improvements we’re making across the region.

The proposed phasing of the price increases over the AMP is aligned to customer preference on the back of insight gathering we carried out with a number of Yorkshire businesses.

Just so you know: the indicative price increases shown in this graph are based on **household** average bills, but this is to show you how % increases will work across all bills for the next 5 years, whether for a business or home.

We set out below an overview of the 6.2% increase in wholesale revenue allowances from 2025/2026 (£1,547m) to 2026/2027 (£1,642m) to illustrate this:

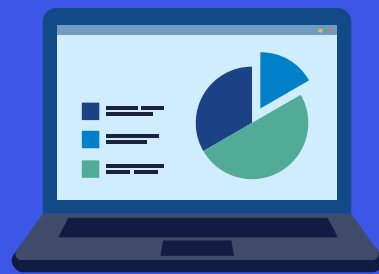
| £m | Water | Waste | Wholesale Waste | % variance in Wholesale Waste |
|---|-------|-------|-----------------|-------------------------------|
| 2025/2026 Revenue allowances | 666 | 881 | 1,547 | 0.0% |
| Inflation – November 2025 forecast 3.57% | 24 | 31 | 55 | 3.6% |
| 2026/2027 changes in allowed revenue: | | | | |
| Changes in allowed revenue from the impact of price review (large increase in investment obligations) | 5 | 59 | 65 | 4.2% |
| PR24 – blind year reconciliation ODI | 5 | (14) | (9) | -0.6% |
| PR24 – blind year reconciliation others | (21) | 5 | (16) | -1.0% |
| 2026/2027 Revenue allowances | 679 | 96.4 | 1,642 | 6.2% |
| % revenue movement | 1.9% | 9.4% | 6.2% | – |



We're one year into our Smart Meter roll out

Benefits of Smart Meters:

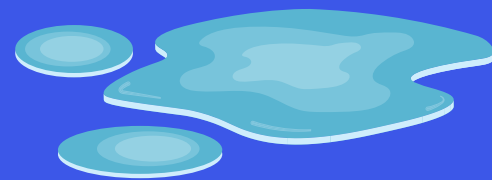
We're able to monitor usage in a more granular way...



We have increased visibility of consumption...



We can detect leaks more easily...



We can all save water...



Smart Metering

Smart Meters will provide additional insight into business customer consumption – bringing benefits to customers, retailers and the environment.

Coming in the Spring 2026!

We're working on integrating with the centralised Smart Meter Hub which will provide retailers with granular smart meter data to help improve accuracy of billing and understanding around water consumption.

Did you know?

If you request a new meter installation or the replacement of an existing meter Yorkshire Water will automatically fit a smart meter.

This means, once the network is up and running – you'll receive all the benefits that a smart water brings, right from the off!

Unsure about the installation process?

We understand that this can be much more difficult to plan in for business customers. So, we offer a tailored approach for you and your customers to make sure the process works for you and them. Whether this means planning their installation around a pre-planned shut down or scheduling multi-site customers to have there meters installed at a similar time.

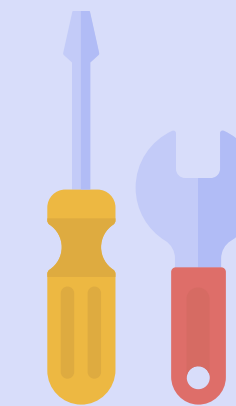
If you have any requests such as these or anything else we could help with please get in touch with your Retailer Relationship Manager.



Replacing smart meters in Sheffield

Does your business meter have a data logger?

Just so you know, we're excluding any meters with a data logger or similar equipment until we have a rigorous process to ensure continuity of service for the business customer.



Between 2025–2030, we're installing over 116,000 smart meters for business customers and we've made a great start. We've fit around 10,000 smart meters on Non-household properties across Yorkshire so far.



To find out more information, including when we're rolling out in your area visit: yorkshirewater.com/business/smart-meters/

Supporting Yorkshire business save water and reduce demand

Water is a vital resource for all businesses, from small offices to large industrial sites. While these targets sit with Yorkshire Water, retailers play a key role, and we welcome collaboration to protect this resource and deliver our vision of “A thriving Yorkshire: right for customers, right for the environment.”



We're working towards reducing business water use by 9% by 2038 and 15% by 2050 — and we can't do it without you! Together, we can make a real impact and create a sustainable future for Yorkshire.



Ways we can help you reduce demand...

There are many ways we can help you use less water in your business, here are just some of the initiative we're offering...



Business Water Audits

We offer free audits for SME's and large businesses and encourage retailers to offer these directly to their customers, either on our behalf or working in collaboration with us. **Let us know if you'd like to refer any of your customers for this service or if you have any large business audits we could collaborate on together!**



Subsidised Rainwater Harvesting

We have a small budget each year to support business customers with the installation of subsidised rainwater harvesting equipment. If you'd like to learn more about this or you have a customer in mind who could benefit, please get in touch.



Engaging and encouraging customers to use less

Education and awareness are key to changing habits and behaviours, that's why we're investing our Water Saving campaign from now until 2030 specifically designed with businesses in mind.

To make sure we provide the right support, assets and information, we'd love to work with retailers to get this right.



For free Water Efficiency resources (like posters and leaflets) visit: yorkshirewater.com/business/water-efficiency

Or for free leakage advice, go to: yorkshirewater.com/business/leakage-advice/

Tailored Water Efficiency Support

We know retailers have different commercial models, so we'll adapt our offerings to suit your needs. Got ideas or suggestions?

Email us at NHHwaterefficiency@yorkshirewater.co.uk.



Supporting Yorkshire business save water and reduce demand

Over time, our ability to meet customer demand for water will be challenged by climate change, population growth and the need to protect the environment.

Our Water Resource Management Plan assesses the scale and impact of these challenges and sets out how we'll tackle the risks.

Scan here



Meters

Did you know?
Yorkshire Water installs meters for free at unmeasured business premises with a domestic element. If you have a business customer with a domestic element at their premise (for example, a landlord living above a pub) who would like to move onto a water meter please get in touch via the B1 process and we'll arrange for a meter to be installed free of charge!

**We're installing
116,000 smart
meters by 2030.**



Benefits include:

- **Smart meter reads shared via CMOS**
- **Leak detection through continuous flow insights**
- **Automatic smart meter installation for new/replacement requests**

We'll work with you to plan installations around shutdowns or multi-site schedules. Contact your contract manager for support.



Let's work together

For water efficiency activity visit

NHHwaterefficiency@yorkshirewater.co.uk

for anything else please contact your Retailer Relationship Manager via wholesalecontracts@yorkshirewater.co.uk