

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



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

11<sup>th</sup> 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**

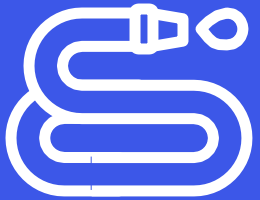


**Equipment**



**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

27 October - 2 November 2025



Reservoir levels are at **60.6%** and have increased by **3.5%** from last week



Water demand is just over **1279 million litres** per day

## Yorkshire's reservoirs

sit **15.1% lower** than this time last year



Ardsley



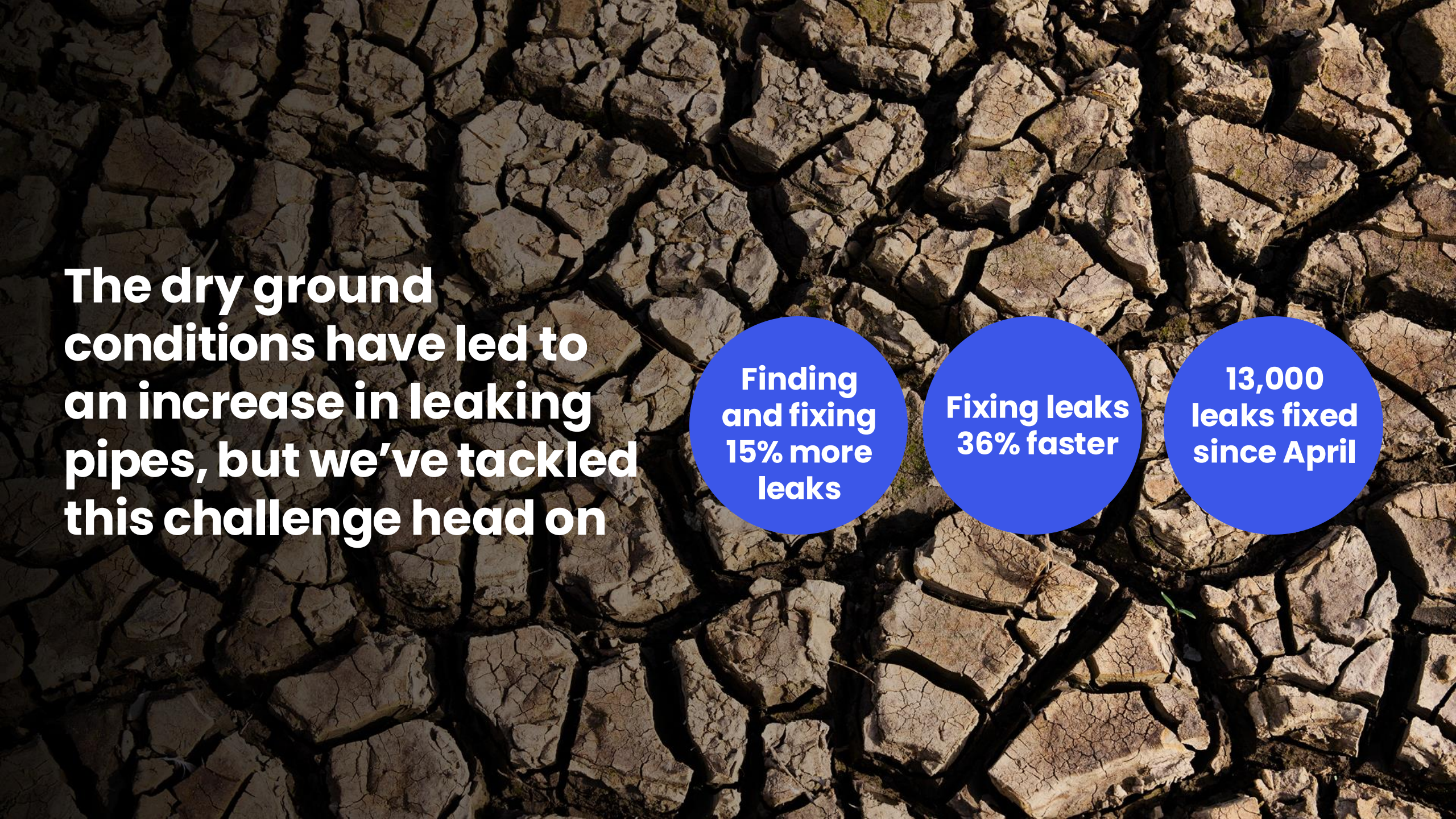
Scammonden

## Rainfall Levels

100%=monthly long term average



Smart meter data plays a key role in helping us to identify leaks both in our network and within a customers' home. Since April, 2,800 households across Yorkshire have been advised that they may have a leak, with repairs saving up to 2.24 million litres a day.



**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**



# 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

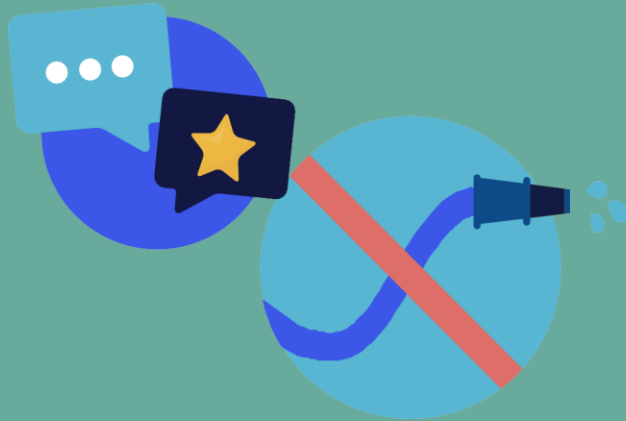
- Leakage
- Mains Repairs
- Water Quality

## Wastewater

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

# Customer experience improvements

14<sup>th</sup> out of 17  
water  
companies



**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.**

Right for the  
environment

# Steps towards improving pollution

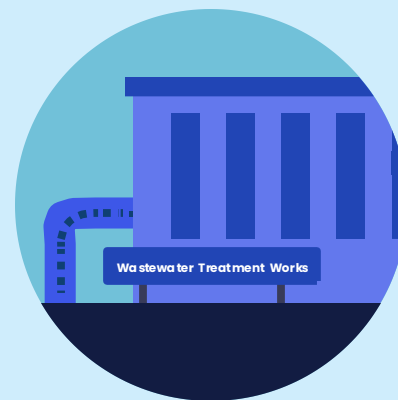
Our first step to improve pollution is to drive initiatives on four key asset areas:



**Networks**



**Sewage  
pumping stations  
and rising mains**



**Wastewater  
treatment works**



**Descriptive  
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...

**84km 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



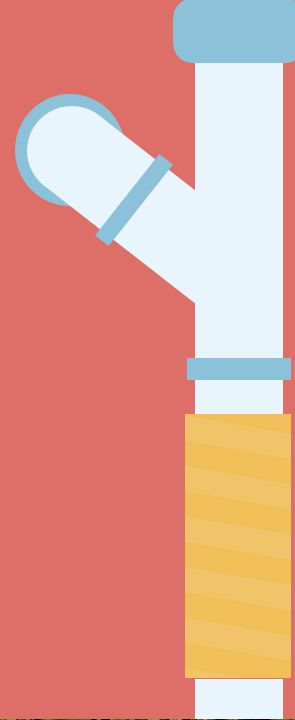
We're well ahead of target, with an average of 7.69 discharges per storm overflow—far below the full-year target of under 23 on average.

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.



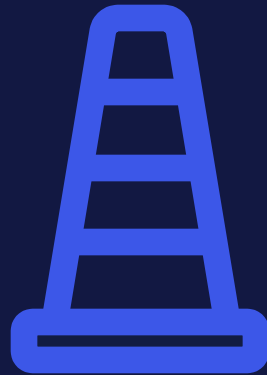
Right for  
customers and  
the environment

# 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

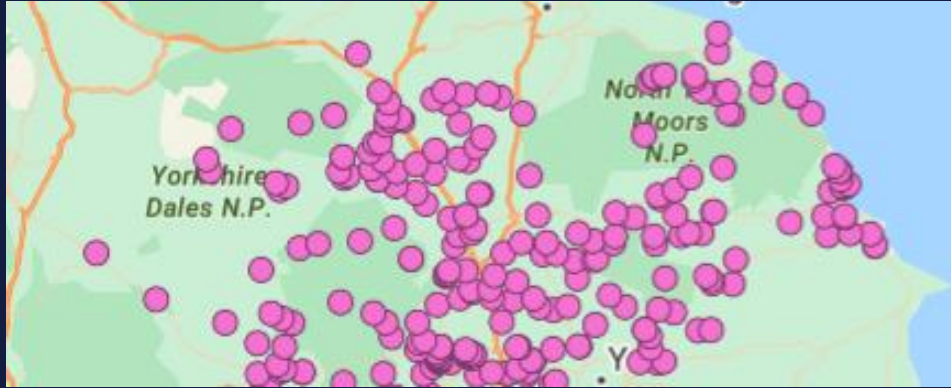
# We've recruited and onboarded over 700 people join our team

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





# What we are up to in North Yorkshire



**This year we are  
investing  
£150m in North  
Yorkshire**

**We have 327 improvement  
projects live in North Yorkshire  
alone.**

Over the next 3 years, we're  
aiming to replace 210,149m of  
water mains

Over the next 5 years, we'll be  
investing £378m in reducing  
discharges from our storm  
overflows in North Yorkshire

# Some of our **wastewater** improvements in North Yorkshire...

£3.8 million invested in **Sinderby** wastewater plant to reduce River **Swale's** environmental impact

We will build a £1.4 million wetland at our Bellerby treatment works with 14,000 plants to naturally filter wastewater, improving water quality in **Bellerby Beck**

Investing £3 million at our **Leyburn** wastewater site to lower phosphorus levels in the discharge released into the **River Ure**

A £3 million investment in **Rainton** wastewater treatment works to lower phosphorous levels in discharge released into the **River Swale**

Efforts have begun to improve river water quality for Yorkshire's only endangered freshwater pearl mussels in the River Esk



We will invest **£378m** over the next five years to reduce storm overflow spills and enhance the water environment in North Yorkshire.

# Our investment in bathing waters in North Yorkshire

- Bathing water is complex.
- We will invest over £100m in Scarborough over the next 5 years to reduce discharges.
- We will also continue partnering to investigate and improve water quality at other sites.

We will spend £300m across the region to improve bathing water quality, much of this sits within North Yorkshire



# Some of our clean water improvements in North Yorkshire...

A large part of our 2025/26 clean water plan will focus on replacing mains.

We will renew over **90km of mains** in North Yorkshire as part of our clean water infrastructure upgrades.

A £6m new service reservoir in **Hunton** to increase resilience of the local drinking water network

**£14m on a new borehole at East Ness**

A £2 million project is happening to replace 4.5km of water pipes in central **Dishforth**.

Spending £730,000 project is replacing 3.3km of water mains around **Thirn** to improve water supply reliability, reduce leaks, and prevent pipe bursts

# 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](mailto:yourwateryoursay@yorkshirewater.co.uk)