

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



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

**East Yorkshire**

**24th 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

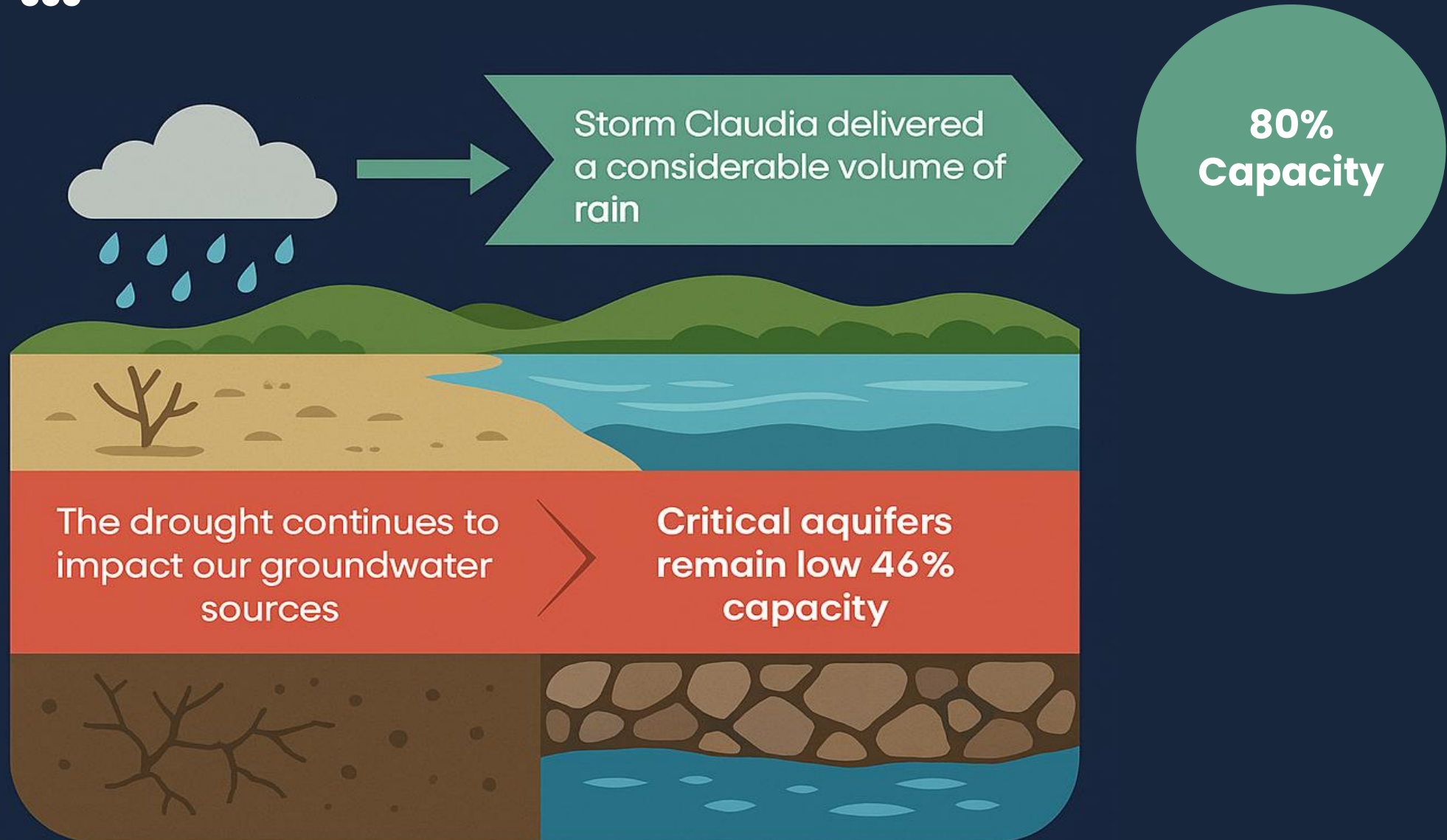


**Thank you to our customers for helping us reduce domestic water use by 10% since the restrictions began. Your support truly makes a difference.**





# Where our water supply levels are today...





**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)



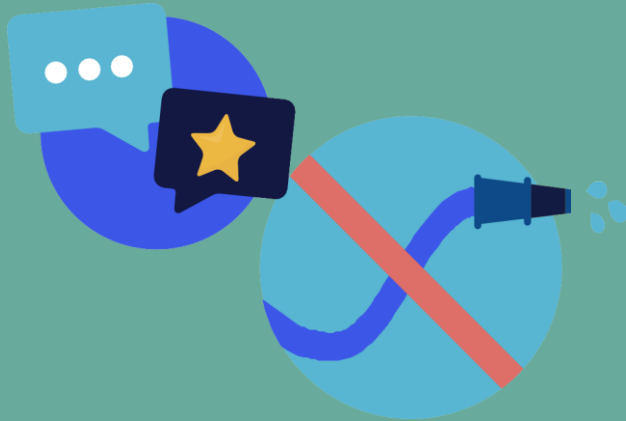
## Clean water

- 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  
14<sup>th</sup> to **11<sup>th</sup>/17**  
in the last  
quarter



Right for the  
environment

# Steps towards improving pollution

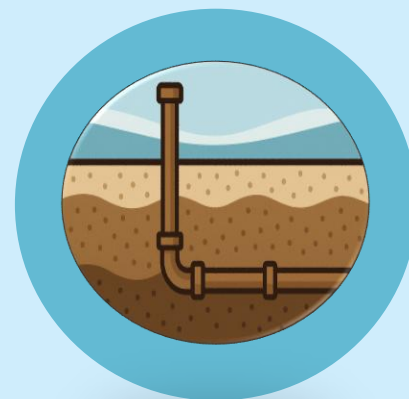
Our first step to improve pollution is to drive initiatives on four key asset areas:



**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**



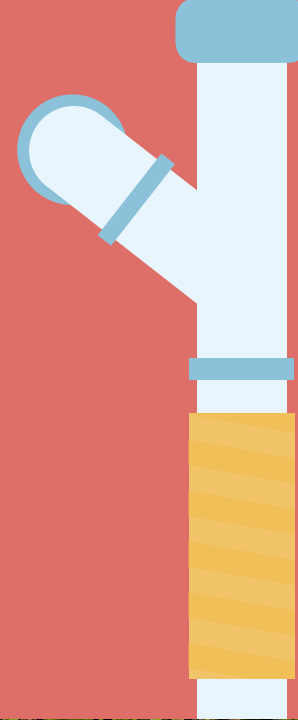
**We're well ahead of target, with an average of 7.69 discharges per storm overflow—far below the full-year target of under 23 on average.**

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.





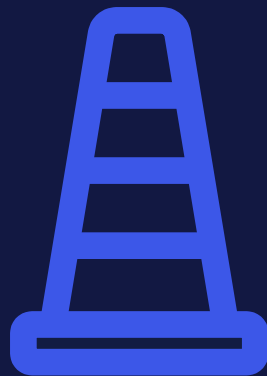
Right for  
customers and  
the environment

# 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 East Yorkshire

## Key

— operational bound  
water service

— operational bound  
sewerage service

**This year we are  
investing  
£44m in East  
Yorkshire**

## **100 projects are now live across East Yorkshire**

- Over the next 3 years, we're going to replace 88km of water mains
- We will invest over £140m to reduce storm overflows across the East Riding, including **£60m** at Bridlington wastewater treatment works to improve bathing water quality



# Some of our **clean water** improvements in East Yorkshire...

**Over the next two years, we plan to replace 31.1km of mains in Hull and renew 38.7km of mains within the East Riding of Yorkshire Council area.**

**These mains improvements will enhance the reliability of the drinking water supply, decrease leakage, and help prevent future water main bursts in your region.**

**We've just finished replacing £1.8m of water mains in North Ferriby and we're on with a similar £1.1m project in Holme on Spalding Moor**

**A £935,000 investment will replace 2.8km of water pipes in Eastoft, Scunthorpe – an area prone to burst pipes.**

**We've allocated £6 million to enhance the Goole water tower. We will replace essential pipework, reinforce its structure, and upgrade its overall functionality.**

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

**Bridlington Bay is currently rated as “poor” by the Environment Agency. Our plans to improve water quality include:**

- Upgrading the Springfield Avenue storm overflow to reduce spills
- Introducing advanced treatment to remove more bacteria
- Increasing pumping capacity to manage heavy rain and prevent spills
- Using sensors and smart controls for real-time water monitoring and compliance

We are allocating £16 million to enhance the following areas:

- **Watton** – minimising phosphorus entering the **River Hull**
- **Cherry Burton WwTW** – minimising phosphorus entering **Beverley Beck**
- **Easington** – minimising phosphorus entering the **Humber Estuary**
- **Leven** – minimising phosphorus entering the **Leven Canal** and **River Hull**
- **Leconfield** – minimising phosphorus entering the **River Hull**

**Phosphorus** comes from detergents in household wastewater and farm fertilisers; while essential in small amounts, excess harms ecosystems.



# 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:**

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