

Our 5-year business plan

We have an ambitious vision for our plan, one that spans the five-year period to 2030 and up to 2050. Our vision encompasses our passion for this company and its role in Yorkshire, and one we are all very proud to strive to achieve.

Our vision is:

A thriving Yorkshire right for customers and right for the environment.

To achieve our vision we will strive to achieve the following six outcomes.

- 1.** Continue to deliver safe, clean, great tasting water and ensure we can meet water demand in the future.
- 2.** Provide tailored, reliable service and make sure that we are easy to interact with in whatever way our customers choose to get in touch.
- 3.** Deliver value for money to our customers, Keep bills as low as possible and offer the right support to customers who struggle to pay.
- 4.** Build and operate an efficient, climate resilient network to provide a reliable service for our customers.
- 5.** Reduce carbon emissions to net zero across our business and supply chain.
- 6.** Reduce pollution and sewer flooding, improve river water quality and enhance biodiversity across the region.

Our planned improvements:

We are now going to take you through some of the improvements you can expect to see Yorkshire Water deliver. From 2025 to 2030. We will have zero impact on designated sea or river bathing waters from our operations by 2030. This is five years ahead of our 2035 government target.

- We will work with partners to reconnect 400 kilometres of river by removing barriers to fish passage.
- We will deliver a flagship chalk stream restoration plan for Yorkshire's largest chalk streams in the whole catchment. Chalk streams are among the most biodiverse of the UK's rivers. We will have zero serious pollution incidents.
- We will achieve 100% compliance at our sewage treatment works, ensuring the water we put back into the environment always meets standards. In 2023 we achieved 99.68%.
- We will deliver 62% improvement in the number of times our water treatment works are out of action.
- We will achieve a 54% reduction in internal sewer flooding.
- We will achieve a 50% reduction in pollution incidents.
- We will create 50 natural blue-green solutions. These are ponds or wetlands. These will be implemented to manage our sewers being overloaded during heavy rainfall instead of large concrete tanks. This compares to just two in 2020 to 2025. We will reduce our carbon emissions by 27%. We will reduce water supply interruptions by 26%.
- We will reduce external sewer flooding by 24%. We will reduce our leakage by 18%.
- We will improve the colour, taste and smell of our water, reducing the number of times customers call about their water by 62%.
- Finally, we will be a top performing company for customer experience.