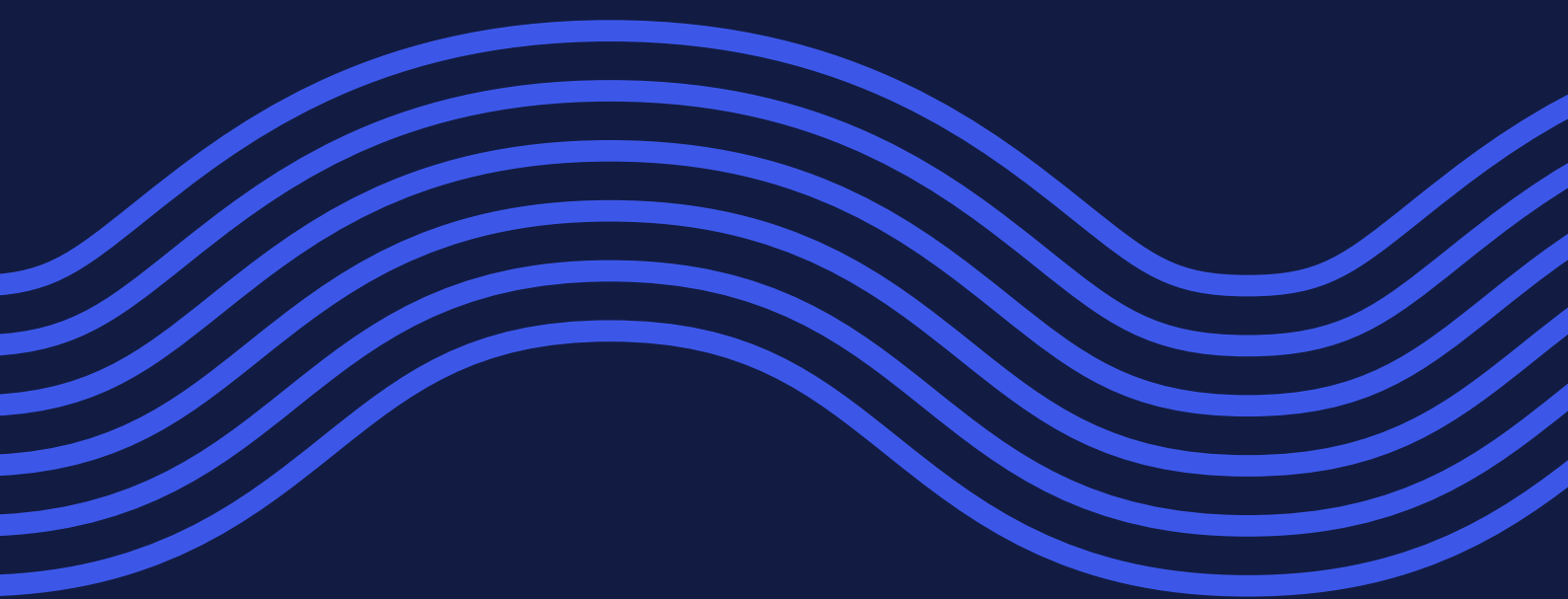


Yorkshire Water Services Limited Charges Scheme Board Assurance Statement 2025/2026



Published February 2025



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1. Yorkshire Water Services Limited 2025/2026 Charges Scheme Board Assurance Statement

Yorkshire Water Services Limited 2025/2026 Charges Scheme Board Assurance Statement

In making this Assurance Statement, the Board has considered the requirements set out by Ofwat in its Charges Scheme rules, published in October 2021, and confirms that, to the best of its knowledge, having made all due inquiries and based on sources of evidence that:

- a) the Company complies with its legal obligations relating to the charges set out in its Charges Scheme;
- b) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
- c) the Company has appropriate systems and processes in place to make sure that the information contained in the charges scheme and additional information is accurate; and
- d) the Company has consulted the Consumer Council for Water (CCW) in a timely and effective manner on its charges scheme.

The Board would like to state that our final charges have been updated to align with the revenue allowances within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024.

Whilst we have not made any significant changes to methodology or introduced any new tariffs from 2024/2025, we have seen significant increases within our bill impact assessment driven by the increased investment in 2025–2030 based on the Ofwat Final Determination for PR24. We have included the table below to show the ranges of increase across our assessment in our combined and single service customer bills. The detailed bill impact assessment is included within section 6 of our Charges Scheme Board Assurance Statement:

Bill impact against 2024/2025 charges	Charges Scheme - HH Final Charges	
	FD - Min	FD - Max
Combined bill - Yorkshire	28.9%	34.9%
Combined bill - York	31.2%	36.8%
Water - Yorkshire	20.1%	26.6%
Water - York	21.7%	29.9%
Sewerage - Yorkshire	35.0%	44.0%

The increases from 2024/2025 are mainly due to the impact of the step up in allowed revenues within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024. This increase in revenue reflects the large increase in required investment to deliver the regulatory

requirements through the next Price Review, 01 April 2025 to 31 March 2030.

We set out below an over view of the 28.6% increase in revenue allowances from 2024/2025 (£1,292m) to 2025/2026 (£1,662m) to illustrate this:

£m	Water	Waste	Wholesale total	% variance in wholesale revenue	Retail	Total	% variance in total revenue
2024/2025 Revenue allowances	570	653	1,223		70	1,292	
Reversal of 2022/2023 performance impacts:							
Outcome delivery incentive in period adjustment for 2022/2023 performance	32	5	37	3.0%	(3)	35	2.7%
Revenue forecasting incentive adjustment for over recovery in 2022/2023	14	(3)	11	0.9%	–	11	0.9%
Reversal of 2024/2025 household retail revenue sacrifice:							
PR19 Revenue sacrifice – 2024/2025 Company contribution towards customer support tariffs	–	–	–	0.0%	2	2	0.2%
Additional Company contribution – 2024/2025 – to help support customers further due to cost of living impact	–	–	–	0.0%	4	–	0.0%
Inflation – November 2024 3.54%	22	20	42	3.4%	–	42	3.2%
2025/2026 changes in allowed revenue contained within FD 24:							
Changes in allowed revenue from the impact of price review (large increase in investment obligations)	10	212	222	18.2%	44	267	20.6%
PR19 reconciliation impact – this includes 2023/2024 performance impacts, cost sharing, indexation true ups etc.	15	(8)	7	0.5%	–	7	0.5%
FD24 impact of increase in size of industry innovation fund and the new industry water efficiency fund	3	2	5	0.4%	–	5	0.4%
2025/2026 – PR24 Revenue sacrifice for Company contribution towards customer support tariffs	–	–	–	0.0%	(3)	(3)	0.0%
2025/2026 Revenue allowances	666	881	1,547	26.5%	115	1,662	28.6%

Another driver of the increase in bill impact is the additional willingness to pay cross subsidy, as a result of our customers pledging to increase willingness to pay from £6 to £24 to contribute to increased customer support through our social tariff.

Recognising the impact of bill increases to vulnerable customers, we are increasing the overall support provided through WaterSupport to £39m which will help around 102,000 customers (an increase of 33,000 from 2024/2025).

This includes our commitment to continue with our company contribution, and we have increased our annual revenue sacrifice from £2m to £2.5m over the rest of the current regulatory period (AMP8).

With regards to the impact on our published household average bills we have seen the following movements from £467 in 2024/2025 to £602 in 2025/2026:

Average household bill £/cust – movement analysis from 2024/2025

2024/2025 published average household bill	467
Reversal of 2022/2023 performance impacts:	
Outcome delivery incentive in period adjustment for 2022/2023 performance.	12
Revenue forecasting incentive adjustment for over recovery in 2022/2023.	4
Reversal of 2024/2025 household retail revenue sacrifice:	
PR19 Revenue sacrifice – 2024/2025 Company contribution towards customer support tariffs.	1
Additional Company contribution – 2024/2025 – to help support customers further due to cost of living impact.	2
Inflation – CPIH November 2024 @3.54%	15
2025/2026 changes in allowed revenue contained within Final Determination 24:	
Changes in allowed revenue from the impact of price review (large increase in investment obligations).	101
PR19 reconciliation impact – this includes 2023/2024 performance impacts, cost sharing, indexation true ups etc.	2
FD24 impact of increase in size of industry innovation fund and the new industry water efficiency fund.	2
2025/2026 – PR24 Revenue sacrifice for Company contribution towards customer support tariffs	(1)
2025/2026 – increase in allocation from non-household due to reduction in non-household consumption	2
2025/2026 – reduction in average household bill due to increase in household customer numbers from 2024/2025	(3)
2025/2026 average HH bill	602

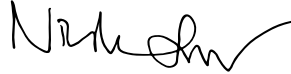
The table above highlights that the main increase in average bill is due to the impact of the increase in regulated revenue allowances included within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024. The Final Determination includes a large enhancement investment programme to meet regulatory and environmental obligations over the next five year asset management period. This increase accounts for £101 of the total £135 increase on average bills. The other elements of the average bill increase are inflation (£15) and the reversal of revenue penalties in place in 2024/2025 (£16).

The Board owns and is accountable for the development of the final Wholesale Charges document. The final Wholesale Charges document and this supporting assurance statement was approved collectively by the Board in January 2025.

Signed by Yorkshire Water Services Limited Board of Directors



Vanda Murray
Independent Non-Executive Chair



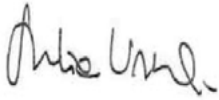
Nicola Shaw
Chief Executive Officer



Paul Inman
Chief Finance Officer



Andrew Merrick
Independent Non-Executive Director



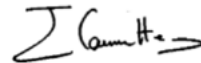
Julia Unwin
Independent Non-Executive Director



Andrew Wyllie
Senior Independent Director



Andrew Dench
Non-Executive Director



Isabelle Caumette
Non-Executive Director



Wendy Barnes
Independent Non-Executive Director



Russ Houlden
Non-Executive Director



Furqan Alamgir
Independent Non-Executive Director



Simon Beer
Non-Executive Director

2. Charges data assurance summary – Yorkshire Water Services Ltd

Charges data assurance summary – Yorkshire Water Services Ltd

The governance in place and the assurance process detailed below in the production of the Charges, allows the Board to review and provide confidence in the charges we publish and the assurance processes we have followed.

The Board of Directors sign the ‘Board Assurance Statement’ which confirms:

- The Charges comply with our legal requirements.
- The Board has reviewed the effects of the 2025/2026 charges on customer bills for a range of customer types to assess if bill increases have exceeded 5%.
- We have consulted with the relevant stakeholders in a timely and effective manner.
- Appropriate systems and processes are in place to ensure the data and information contained in the Charges and additional information is accurate.

The Board would like to state that our final charges have been updated to align with the revenue allowances within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024.

The increases from 2024/2025 are mainly due to the impact of the step up in allowed revenues within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024. This increase in revenue reflects the large increase in required investment to deliver the regulatory requirements through the next Price Review, 01 April 2025 to 31 March 2030.

Another driver of the increase in bill impact is the additional willingness to pay cross subsidy, as a result of our customers pledging to increase willingness to pay from £6 to £24 to contribute to increased customer support through our WaterSupport social tariff.

Recognising the impact of bill increases to vulnerable customers, we are increasing the overall support provided through WaterSupport to £39m which will help around 102,000 customers (an increase of 33,000 from 2024/2025). This includes our commitment to continue with our company contribution, and we have increased our annual revenue sacrifice from £2m to £2.5m over the rest of the current regulatory period (AMP8).

Completed assurance levels explained

By mapping our assurance activities into three levels, the Board are given confidence that sufficient assurance is provided at the right time. Challenges can be investigated and an explanation provided at the earliest opportunity. A description of the levels of assurance is provided in the diagram on the next page. This includes both internal and external review.

Charges assurance levels explained



Level 1:

- All data inputs into the tariff model are from assured data sources, internal experts or forecasted.
- The tariff model is updated, and calculation input checks are reviewed.
- All movements in tariffs are reviewed and bill impacts assessed.
- Level 1 assurance ensures we remain compliant with the relevant revenue controls.
- Level 1 assurance confirms we are compliant with the published charges principles and guidelines.

Level 2:

- The Tariff Steering Group, which included internal business experts in regulatory finance, retail services and tariffs held several meetings to discuss charging policy, strategy and governance.
- A qualified member of our internal legal team is asked to agree any changes to the charges scheme book.
- The Tariff Steering Group has confirmed that the methodology has been followed, the resulting charges comply with the charging guidance requirements, the proposed tariffs meet regulatory requirements and the assurance process has been completed.

Level 3:

- External independent assurance was provided by our assurance provider Baringa, they;
 - audited the charges model to ensure the calculations are robust and the model is fit for purpose.
 - audited the charges model for compliance with charging principles and guidelines.
- A paper is submitted to the Board which contains;
 - a summary of the auditor’s findings – this allows a check to the Charging principles and guidelines;
 - the timetable for completion – this gives confidence the process is under control and all reporting requirements will be achieved;
 - tables comparing charges – this provides a transparent review of the movements in charges.
- Internal Audit complete an annual billing audit, to confirm that the tariffs have been included within the billing system correctly.

There are two Board Assurance Statements;

- Charges Scheme – this relates to the end user charges.
- Wholesale Charges – excluding retail.

These are clearly visible in the separate sections to which they apply.

yorkshirewater.com/our-charges

yorkshirewater.com/business/wholesale-charges

3. Charges rules compliance review

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
1 – 6	Introduction and interpretation	n/a	
	Consumer council for water		
7	Before making a charges scheme a relevant undertaker must consult the Consumer Council for Water about its proposed scheme in a timely and effective manner.	Compliant	We work together with CCW and our Retailers. See stakeholder consultation table.
	Bill stability		
8	Undertakers should carry out a proportionate impact assessment whenever the nominal value of bills for a given customer type (assuming a constant level of consumption) is expected to increase by more than 5% from the previous year.	Compliant	Whilst we have not made any significant changes to methodology or introduced any new tariffs, we have seen an increase in our bill assessment impact of between 24.4% to 29.6%. The increases from 2024/2025 are due to the impact of the Ofwat final determination for PR24, which was published on the 19 December 2024. We have set our Charges to meet the regulatory revenue allowances as included within the Ofwat Final Determination for PR24.
	Publication		
9	Charges schemes must be published no later than 1 February in the year immediately preceding the Charging Year in relation to which they have effect.	Compliant	Our charges will be published within the required time frame.
10	Charges schemes must be published on a relevant undertaker's website and in such other manner as the undertaker considers appropriate for the purpose of bringing it to the attention of persons likely to be affected by it.	Compliant	All household customer charges can be accessed from one landing place on the website. This makes it easy for stakeholders to access the documents they are interested in.
11	Where a relevant undertaker has published or fixed standard charges otherwise than under a charges scheme for any services provided by that undertaker, charges schemes must state how customers may obtain a copy of such charges and if applicable, where on a relevant undertaker's website those charges may be found.	Compliant	Relevant changes related documents are referenced in the Charges book. There are clear menus and links on the website. Live Chat and Request call back facilities have been added to improve the customer experience.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
11a	<p>A Relevant undertakers must determine what types of charges may or may not be imposed and the amount of any charges that may be imposed in accordance with the principle that charges covered by these rules should reflect:</p> <p>(a) fairness and affordability; (b) environmental protection; (c) stability and predictability; and (d) transparency and customer-focused service.</p>	Compliant	
<p>Principles for determining the amounts of charges</p>			
12	<p>Consistent principles and approaches must be applied to the calculation of charges for different classes of customers. For the avoidance of doubt, when trialling new charging structures undertakers may (for an appropriate limited period) impose different charges to customers participating in the trial as compared to customers who are not participating in the trial even if, absent the trial, the charges imposed would be the same for both groups.</p>	Compliant	<p>Regardless of the services provided consistent principles and approaches are applied.</p> <p>We are not currently introducing any trials that require any differing tariffs.</p>
13	<p>Charging structures must reflect the long run costs associated with providing the relevant service.</p>	Compliant	<p>The revenue controls were set in the Ofwat final determination for PR24, which was published on the 19 December 2024.</p>
14	<p>Charges for services provided to domestic premises must be fixed so that the average difference between metered charges and unmetered charges only reflects any differences in the costs of, and the additional benefits of, the provision of one service relative to the other.</p>	Compliant	<p>The tariff differential between measured and unmeasured maintained and remains within £2.00 benchmark.</p>

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
15	Differences between charges for services provided to larger users of water and charges for services provided to smaller users of water must only be based on cost differences associated with differential use of network assets, differential peaking characteristics, different service levels and/or different service measurement accuracy.	Compliant	YWS incorporates a 'falling block' tariff structure, on the basis that larger users do not tend to use the same types of infrastructure as smaller household users.
16	Where cost differences associated with differential peaking characteristics are used as a basis for differences between charges for services provided to larger users of water and charges for services provided to smaller users of water, the charges fixed on that basis must be structured on an appropriate peak demand basis.	Compliant	The falling block tariff structure is applied. Seasonal peaking characteristics are not applied.
Principles for determining the amounts of charges			
17	Charges for sewerage services must take into account the different pollutant loads associated with household foul sewage, non-household foul sewage, trade effluent, surface water draining from premises and surface water draining from highways.	Compliant	Separate tariffs apply to the different customer types, the current charging structure separates charges between sewerage service, trade effluent, surface water from premises, foul water and surface water from highways.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Principles for determining the amounts of charges			
18	Charges schemes must allow a customer to choose to pay an assessed charge determined in accordance with this rule in the specified circumstances:	Compliant	
18	(a) The type and amount(s) of an assessed charge must be determined in accordance with the following principles:	Compliant	
18	(i) assessed charges should, as closely as practicable, reflect the metered charges that would apply in relation to the volume of water that is likely to be supplied; and	Compliant	
18	(ii) the amount of an assessed charge payable by an individual who is the sole occupier of domestic premises (a single occupier assessed charge) should reflect the volume of water that is likely to be supplied to domestic premises occupied by one individual in the relevant area.	Compliant	The volumes are based on historic billed information. Where we determine that it is impractical or unreasonably expensive to install a meter at domestic premises the customer may opt to pay an assessed charge.
18	(b) The specified circumstances for the purposes of this rule are where a water undertaker has received a measured charges notice in accordance with section 144A of the Water Industry Act 1991 but was not obliged to give effect to it because:	Compliant	
18	(i) it is not reasonably practicable to fix charges in respect of the premises by reference to the volume of water supplied; or	Compliant	
18	(ii) to do so would involve the incurring by the undertaker of unreasonable expense.	Compliant	

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Assessed charges			
19	Charges schemes that include any unmetered charges must clearly state the basis on which those charges are fixed or determined and, in the case of rateable value charges, state:	Compliant	The basis of unmetered charges applied is set out in the 'charges scheme' booklet prepared for each submission and is based on a fixed standing charge and an RV based charge. This methodology is in line with previous years.
19	(a) which rating valuation list charges are fixed or determined by reference to; and	Compliant	
19	(b) if the undertaker uses a different value or other amount to that specified in such a list, the methodology or other basis on which that different value or other amount is calculated.	Compliant	
Wastewater charges			
20	Sewerage undertakers' charges schemes must provide for a cost reflective reduction in the charges payable for the provision of sewerage services to any premises where the sewerage undertaker knows, or should reasonably have known, that surface water does not drain to a public sewer from those premises.	Compliant	The surface water area charging bands are clearly documented within the 'charges scheme' booklet, whereby the charge per surface area band has been tabled. We currently make no provision for household customers to reduce the surface water charge. Household customers are either connected or not connected. As such, a non-household customer is able to easily assess the potential benefit (through reduced charges), of reducing the surface area draining to the sewer, resulting in movement to a lower tariff band.
21	Sewerage undertakers must set out in their charges schemes how any reduction in the charges payable for the provision of sewerage services to any premises will be calculated if customers can demonstrate that they have significantly reduced the volume of surface water draining to a public sewer from their premises or explain why there is no such provision.	Compliant	
Trade Effluent			
22	Charges to be paid in connection with the carrying out of a sewerage undertaker's trade effluent functions must be based on the Mogden Formula, a reasonable variant of the Mogden Formula or on a demonstrably more cost-reflective basis.	Compliant	Full details for non-household charges can be found in our Wholesale Charges scheme.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Social tariffs/Concessionary drainage charges			
23	Charges must state: (a) whether or not undertakers have decided to include in the charges scheme:	Compliant	We do not make provision for reduced charges or discounts to community groups.
23	(i) provision designed to reduce charges to community groups in respect of surface water drainage from their property (having had regard to any guidance issued by the Minister under section 43 of the Flood and Water Management Act 2010);	Compliant	We currently have two social tariff schemes in place, 'Water Sure' and 'Water Support'. Whilst 'Water Sure' is an industry wide initiative ensuring capped average charges for a number of specified metered customer types, the 'Water Support' scheme is a company specific scheme available to all vulnerable customers.
23	(ii) provision designed to reduce charges for individuals who would have difficulty paying in full (having had regard to any guidance issued by the Minister under section 44 of the Flood and Water Management Act 2010); and	Compliant	Instructions on how eligible customers can apply for reduced charges through 'Water Sure' and 'Water Support' is detailed within the 'charges scheme' booklet. Applications can be made directly by phone or through the YWS website.
23	Charges must state: (b) if any such provision is included, how eligible customers can apply for such reduced charges.	Compliant	Applications can be made directly by phone or through the YWS website.
Times and methods of payment			
24	Charges schemes must include provisions giving customers a reasonable choice as to the times and methods of payment of the charges fixed by the scheme.	Compliant	Various payment options and methods of payment are available and are detailed within the 'charges scheme' book.
New appointees			
25	Rule 9 does not apply to new appointees. Instead new appointees must publish charges schemes no later than the 22 February immediately preceding the Charging Year in relation to which they have effect.	n/a	

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
Annex: Information requirements			
AI	Each undertaker should provide to the Water Services Regulation Authority an assurance statement from its Board of Directors and publish its statement no later than the time of publication of the charges schemes confirming that:	Compliant	We will submit our signed Board Assurance Statement to Ofwat. This will be published on our website the same day as our Charges scheme.
	(a) the company complies with its legal obligations relating to the charges set out in its charges schemes;	Compliant	The audit report from Baringa provided assurance to the board we are compliant with these license conditions. Licence Condition B – Companies must make sure their charges comply with their five separate revenue controls, i.e. they do not project to raise more revenue in each of the five separate price controls. (Water Resources, Water Network+, Waste Water Network+, Bioresources, Retail – Household). Baringa have provided assurance to the board we are compliant with this rule. Licence Condition E – Companies must make sure, when fixing their charges, that no undue preference is shown to, and that there is no undue discrimination against, any class of customers or potential customers. The audit report from Baringa provided assurance to the board we are compliant with these licence conditions.
	(b) the Board has assessed the effects of the new charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;	Compliant	Whilst we have not made any significant changes to methodology or introduced any new tariffs, we have seen an increase in our bill assessment impact of between 24.4% to 29.6%. The increases from 2024/2025 are due to the impact of the Ofwat final determination for PR24, which was published on the 19 December 2024. We have set our Charges to meet the regulatory revenue allowances as included within the Ofwat Final Determination for PR24.
	(c) the company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate; and	Compliant	Our external assurance has been provided by Baringa who have audited the charges model its inputs and calculations. The Board are provided with a detailed report from Baringa.
	(d) the company has consulted the Consumer Council for Water (CCW) in a timely and effective manner on its charges schemes.	Compliant	The timetable detailing our continued correspondence is included see stakeholder consultation table.

3. Charges rules compliance review

Rule number	Scheme rule	Are we compliant?	Evidence
A2	With the exception of new appointees, each undertaker should provide to the Water Services Regulation Authority a statement setting out any significant changes anticipated by the undertaker, and publish the statement, no later than 13 January. The statement should include the following:	Compliant	
	(a) Confirmation of whether the undertaker is expecting there to be any bill increases of more than 5% from the previous year (for a given customer type assuming a constant level of consumption) and, if such increases are expected:	Compliant	<p>Per the Ofwat timetable we published on our website on the 13 January our Statement of significant changes.</p> <p>Whilst we have not made any significant changes to methodology or introduced any new tariffs, we have seen an increase in our bill assessment impact of between 24.4% to 29.6%. The increases from 2024/2025 are due to the impact of the Ofwat final determination for PR24, which was published on the 19 December 2024. We have set our Charges to meet the regulatory revenue allowances as included within the Ofwat Final Determination for PR24.</p>
	(i) what size increase is expected;	Compliant	
	(ii) which customer types are likely to be affected; and	Compliant	
	(iii) the handling strategies adopted by the company or why the company considered that no handling strategies are required.	Compliant	
	(b) Details of any significant changes in charging policy by the company from the previous year.	Compliant	
A3	In addition to the assurances set out in A1 above, new appointees' assurance statements must include assurance that their charges schemes offer:	n/a	
	(a) levels of service at least comparable to the previous appointee's charges scheme;	n/a	
	(b) prices that do not exceed those in the previous appointee's charges scheme for similar services; and	n/a	
	(c) prices equivalent to those specified in the new appointee's application for each individual appointment or variation area.	n/a	

4. Stakeholder consultation table



Stakeholder consultation table


Date	Overview	Details of correspondence	Stakeholder	Yorkshire Water Response
Sep-24	Tariff Simplification	Retailers & Strategic Panel have requested we align to the RWG Good Practice Guide. Retailer feedback was generally consistent, requesting that we do align with the Good Practice guide, highlighting harmonisation on top of simplification.	Retailers, Strategic Panel, RWG	We will review prior to April 2025 whether we can align with the RWG good practice while remaining compliant. If by aligning with the RWG good practice this would create issues with other market and/or regulatory obligations, we will not change our approach to align with the RWG. If we can align with the good practice without creating market and/or regulatory obligation issues, and we are able to adapt our systems and processes, then we will change our policy to align with RWG.
Sep-24	Vacancy Charging	We proposed changing YW methodology to start charging volumetric charges on vacant premises. Retailers were split on views; depended on whether income was balanced between HH/NHH, timescale for implementation, and data assurance. Retailers suggested we seek different methodologies to bring false vacants into charge – they did acknowledge that this is an ongoing issue for the market.	Retailers	If we decide to change the policy, we will give a minimum of six months notice prior to implementing this change. Any change to policy will be put live at the beginning of the financial year.
Sep-24	Leakage Allowance Policy	Our proposal is to align to the RWG Good Practice guide and extend the claim period from six months to twelve months. Retailers were supportive of this proposal, and made suggestions on how to best implement the change to the policy. CCW have held several allowance workshops through 2023/2024 and have asked wholesalers to reduce market frictions in this space.	Retailers, CCW	The policy will be updated and published in advance of 1st April 2025. Our intention is to align with the RWG good practice guide from the start of the financial year.
Sep-24	Smart Meter Abortive Charges	The proposal was to set up a new non-primary charge for aborted smart meter visits, with retailers charged as with other non-primary charges. Retailers opposed this proposal, due to their lack of involvement in the appointment process.	Retailers	We will take the retailers feedback on board and consider whether a non-primary charge to retailers is appropriate or if this should be charged to customers directly. We will seek to be consistent with other wholesalers' practice in this area.

Stakeholder consultation table

Date	Overview	Details of correspondence	Stakeholder	Yorkshire Water Response
04/10/2024	CCWater request for information on 2025/2026 impacts.	We received a request for information from CCWater for an update on our plans for 2025/2026 charges with respect to whether we are planning any changes to our charges or attempting any rebalancing of charges that could potentially create bill shocks (or changes in charges which are significantly different from the norm) for some customers.	CCW	We completed the CCWater template to reflect the impacts on bills are assessed as being between 6% and 24%, this range reflects the impact of the Ofwat DD revenues as the lower range and the YW submitted DD representation as the top of the range.
07/10/2024	Teams meeting with CCWater to discuss the indicative Wholesale Charges for October 2024.	YW met with CCWater to discuss the approach to the publication of indicative Wholesale Charges. The impacts on bills are assessed as being between 6% and 24%, this range reflects the impact of the Ofwat DD revenues as the lower range and the YW submitted DD representation as the top of the range.	CCW	
Jan 2025	Teams meeting with CCWater to discuss impacts on tariffs due to Final Determination.	YW met with CCWater to discuss the latest forecast of bill impacts relating to the modelling of the Final Wholesale charges. The impacts on bills are assessed at being between 20.1% and 44.0%, this is an increase from the range shown in the IWC. This increase is due to the FD publication, and an increase in the NHH consumption forecast based on updated information for 2023/2024 due to finalisation of settlement runs.	CCW	

5. Revenue control compliance 2025/2026

£m	Water	Waste	Wholesale total	% variance in wholesale revenue
2024/2025 Revenue allowances	570	653	1,223	
Reversal of 2022/2023 performance impacts:				
Outcome delivery incentive in period adjustment for 2022/2023 performance	32	5	37	3.0%
Revenue forecasting incentive adjustment for over recovery in 2022/2023	14	(3)	11	0.9%
Reversal of 2024/2025 household retail revenue sacrifice:				
PR19 Revenue sacrifice - 2024/2025 Company contribution towards customer support tariffs	-	-	-	0.0%
Additional Company contribution - 2024/2025 - to help support customers further due to cost of living impact	-	-	-	0.0%
Inflation - November 2024 3.54%	22	20	42	3.4%
2025/2026 changes in allowed revenue contained within FD 24:				
Changes in allowed revenue from the impact of price review (large increase in investment obligations)	10	212	222	18.2%
PR19 reconciliation impact - this includes 2023/2024 performance impacts, cost sharing, indexation true ups etc.	15	(8)	7	0.5%
FD24 impact of increase in size of industry innovation fund and the new industry water efficiency fund	3	2	5	0.4%
2025/2026 - PR24 Revenue sacrifice for Company contribution towards customer support tariffs	-	-	-	0.0%
2025/2026 Revenue allowances	666	881	1,547	26.5%



6. Household bill stability review 2025/2026

Household bill stability review 2025/2026 – Dual service customers

Unmeasured customers Yorkshire (excluding York Waterworks)

Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Unmeasured household charges	401.07	529.92	128.85	32.1
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Low RV £75k	448.88	599.17	150.29	33.5
Average RV £121k	640.93	846.25	205.32	32.0
High RV £175k	866.38	1,136.31	269.93	31.2

Unmeasured customers York

Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Unmeasured household charges	18.98	25.64	6.66	35.1
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Low RV £75k	371.62	508.31	136.69	36.8
Average RV £121k	522.90	707.44	184.54	35.3
High RV £175k	700.48	941.21	240.73	34.4

Measured customers Yorkshire Water (excluding York Waterworks)

Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Measured household charges	462.81	602.44	139.63	30.2
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Single person 55m ³	310.52	415.89	105.37	33.9
Low volume 66m ³	351.98	467.51	115.53	32.8
Average volume 78m ³	412.29	542.59	130.30	31.6
High volume 150m ³	668.61	861.68	193.07	28.9

Measured customers York Waterworks

Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Measured household charges	16.26	21.88	5.62	34.6
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Single person 55m ³	267.70	365.35	97.65	36.5
Low volume 66m ³	300.60	406.86	106.26	35.3
Average volume 78m ³	348.45	467.24	118.79	34.1
High volume 150m ³	551.84	723.85	172.01	31.2

Household bill stability review 2025/2026 – Dual service customers

Household Assessed Customers (Yorkshire Water excluding York Waterworks)


Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Assessed household charges	22.74	30.15	7.41	32.6
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Single person household	294.09	396.81	102.72	34.9
Other Household Premises	422.25	556.35	134.10	31.8
Semi-Detached House	475.02	622.05	147.03	31.0
Detached House	561.72	729.98	168.26	30.0

Household Assessed Customers (York Waterworks)

Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Assessed household charges	0.44	0.59	0.15	34.1
Customer £m	2024/2025	2025/2026	£m Variance	% Variance
Single person household	266.83	364.63	97.80	36.7
Other Household Premises	267.70	365.35	97.65	36.5
Semi-Detached House	300.60	406.86	106.26	35.3
Detached House	348.45	467.24	118.79	34.1

Please note:

The tables included in this section assume a constant level of consumption for a representative range of customer types. The tables are for the representative majority, dual service customers. The assumption of a return to sewer of 95% is applied to the sewerage volumes calculated.



7. Non- household bill stability review 2025/2026

Non-household bill stability review 2025/2026 – Dual service customers

Unmeasured non-household charges Yorkshire Water (excluding York Waterworks)

Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
Unmeasured non-household charges	2.06	2.60	0.54	26.2
Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
Low RV £145k	654.86	848.92	194.06	29.6
Average RV £200k	882.03	1,141.31	259.28	29.4
High RV £300k	1,295.07	1,672.93	377.86	29.2

Unmeasured non-household charges York Waterworks

Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
Unmeasured non-household charges	0.01	0.01	–	–
Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
Low RV £145k	530.33	702.46	172.13	32.5
Average RV £200k	710.26	939.30	229.04	32.2
High RV £300k	1,037.41	1,369.92	332.51	32.1

Measured non-household charges Yorkshire Water (excluding York Waterworks)

Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
Measured non-household charges	281.58	350.80	69.22	24.6
Rateable Value £m	2024/2025	2025/2026	£m Variance	% Variance
0.1MI	421.83	533.26	111.43	26.4
0.25MI	970.63	1,216.06	245.43	25.3
5MI	18,349.25	22,837.86	4,488.61	24.5
10MI	36,642.54	45,597.66	8,955.12	24.4
75MI	250,780.71	312,613.98	61,833.27	24.7
350MI	959,883.36	1,201,656.65	241,773.29	25.2

Non-household bill stability review 2025/2026 – Dual service customers

Measured non-household charges York Waterworks

Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Measured non-household charges	9.70	12.24	2.54	26.2
Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
0.1MI	343.15	440.54	97.39	28.4
0.25MI	773.92	984.26	210.34	27.2
5MI	14,415.20	18,201.93	3,786.73	26.3
10MI	28,774.44	36,325.80	7,551.36	26.2
75MI	204,743.15	258,387.31	53,644.16	26.2
350MI	857,753.34	1,081,633.67	223,880.33	26.1

Assessed non-household charges Yorkshire Water

Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Assessed non-household charges	1.17	1.46	0.29	24.8
Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Small	530.51	660.03	129.52	24.4
Medium	932.96	1,160.75	227.79	24.4
Large	2,012.26	2,503.58	491.32	24.4
Extra Large	3,658.66	4,551.96	893.30	24.4

Assessed non-household charges York Waterworks

Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Assessed non-household charges	0.02	0.02	-	-
Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Small	416.42	525.59	109.17	26.2
Medium	732.32	924.32	192.00	26.2
Large	1,579.52	1,993.63	414.11	26.2
Extra Large	2,871.85	3,624.77	752.92	26.2

Non-household bill stability review 2025/2026 – Dual service customers

Trade effluent

Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
Trade effluent	37.87	49.37	11.50	30.4
Volume usage £m	2024/2025	2025/2026	£m Variance	% Variance
0<5MI Trade Eff User (4.5MI)	9,224.96	12,026.08	2,801.12	30.4
5<50MI Trade Eff User (20MI)	40,999.84	53,449.24	12,449.40	30.4
50-250MI Trade Eff User	371,478.97	484,276.71	112,797.74	30.4
>250MI Trade Eff User	745,641.54	972,051.89	226,410.35	30.4

Please note:

The tables included in this section assume a constant level of consumption for a representative range of customer types. The tables are for the representative majority, dual service customers. The assumption of a return to sewer of 95% is applied to the sewerage volumes calculated.

Thank you for reading



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