



# Highlights of our plan



**Every customer has different wants, needs and expectations of the service we provide them with.**

**Our plan from 2020 – 2025 delivers a personalised, tailored service that looks after our communities and Yorkshire, that meets the changing expectations of our customers and makes sure no one needs worry about paying their bills.**

# OUR 5 BIG GOALS

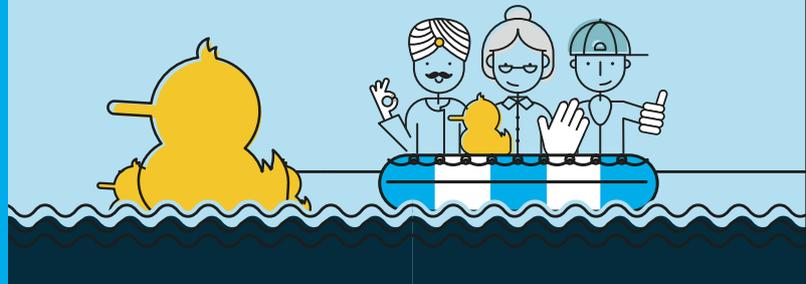


YorkshireWater

To deliver our £5.2 billion plan we've created 5 big goals and we'll deliver some exciting changes to our service over the next five years.

## 1 Customers

- Provide a 24/7 personalised service to support our customers' needs.
- Play a wider role in society with an industry-leading safeguarding approach to look after all of our customers.
- Achieve a 95% satisfaction score with our priority services register.



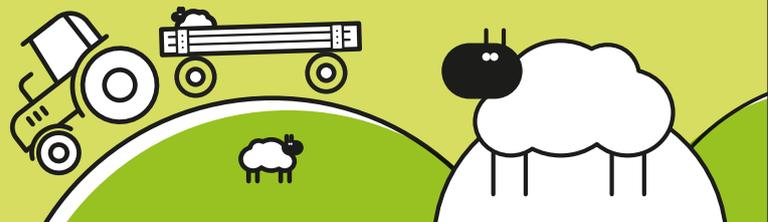
## 2 Water supply

- Reduce leakage by 40% between 2018-2025, £325m will be spent to meet our commitment to Leakage reduction.
- Undertake over 8,000 repairs on customer-owned pipes.
- With help from customers, reduce water consumption by 10% by 2025, while we deliver 20,000 education hours per year - rising to 40,000 by 2045.



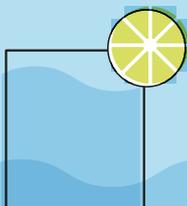
## 3 Environment

- Reduce pollution incidents by more than 50% between 2018 and 2025 and reduce internal sewer flooding by 70% over the next seven years - £350m will support this programme of work.
- Improve renewable energy generation by 75%.
- Improve 767.63km of rivers - an increase of 45% - £1bn will be invested to deliver this.



## 4 Transparency

- Commitment to publish all data sets and all details behind our business plan.
- Share data and work with external companies to improve service for our customers.
- Provide transparency about the cost of our services where they are higher than other providers.



## 5 Bills

- Whilst we've not been able to lower bills as we'd planned due to mandatory investment to enable us to deliver our biggest ever environmental programme, by 2030 at least 90% of our customers will find their bill affordable.
- Review all customer accounts each year to make sure they are on the cheapest tariff.
- Double the amount of customers we help to pay their bills to 50,000 per year - up from 28,000



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