

Your Yorkshire Water, Your Say: West Yorkshire event report

November 2025



YorkshireWater



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1 Introduction:

Report of the Your Yorkshire Water, Your Say event

The Your Yorkshire Water, Your Say was held on Zoom on 27th November 2025, 6.00–7.30pm. It was chaired by Alex McCluckie from DJS Research.

Yorkshire Water were represented by:



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**

A total of 118 customers from across the West Yorkshire region signed up to attend the evening and a total of 51 customers joined the session online on the night. Customers' reasons for non-attendance on the night centred upon a change in personal circumstances.

While questions were invited in advance, additional questions were received during the session either via a chat function, Q&A box or the opportunity to ask live questions. This document provides a thematic response to the questions received. Where questions are similar, a common answer has been provided rather than addressing each question individually.

Additionally, where specific information was requested and Yorkshire Water agreed to provide direct follow up, this has been noted.

The presentation that was provided is available on Yorkshire Water's website: <https://www.yorkshirewater.com/about-us/your-yorkshire-water-your-say/>

2 Independent Chair introduction

The Chair confirmed that he had been appointed by Yorkshire Water to act as the independent chair for the Your Yorkshire Water, Your Say (YYWYS) session. The Chair explained the purpose of the session was to give Yorkshire Water customers and stakeholders the opportunity to hear directly from Yorkshire Water's Chief Executive Officer Nicola Shaw on the company's recent performance and future plans and for customers to pose questions related to Yorkshire Water and the issues which were important to them.

The Chair reassured the audience that each and every single question that has been submitted either in advance, during or very shortly after the online session will get an answer from Yorkshire Water and will go into the official record of the meeting.

3 Yorkshire Water presentation

Nicola Shaw, CEO of Yorkshire Water, opened the session by providing an update on how Yorkshire Water has been managing the ongoing drought and overall performance. She explained that Yorkshire Water are six months into a five-year planning cycle which includes £8.3 billion pounds worth of investments between 2025 and 2030. Nicola emphasised Yorkshire Water's plan of achieving a thriving Yorkshire for customers and the environment.

The presentation that was provided is available on Yorkshire Water's website: <https://www.yorkshirewater.com/about-us/your-yorkshire-water-your-say/>

4 Event questions and answers

The Chair outlined the structure of the Q&A session, explaining that questions would be addressed by Yorkshire Water Directors covering the following areas:

- **Clean Water and wastewater services:** Dave Kaye handled queries related to water quality, pressure, interruptions, leaks, lead pipes, repairs, consumption, and supply, as well as wastewater, sewage, pollution and the environment.
- **Investments:** Richard Stuart answered questions relating to company investment and spending.
- **Billing, affordability, vulnerable customers:** Matthew Pinder responded to questions on billing, metering and affordability.

- **Corporate/company matters:** Nicola Shaw covered working with partners, ownership, structure, profits, dividends, pay, and bonuses.

Customers were invited to submit questions in advance of the event, or during the event using the chat function Q&A box, or by raising their hand.

5 Clean water and wastewater Q&A

I was surprised to hear a reference to drought. What is the definition being used? I understand percentage of reservoir capacity. Would it be possible to project the changes expected in capacity one, three, and six months ahead?

We do project forwards, we look at 12 months. We have what we call a normal control line; our sources of water are reservoirs, rivers, and boreholes, and we have a normal control line on all three of those. In September, our reservoirs were at 31%, which is exceptionally low. We've seen some significant rainfall in the last 10 weeks, two weekends which have been heavy. The reservoirs are now up to 84.6% so they are ahead of the normal control line. The groundwater supplies are below, the big one that we look at is the Hull Aquifer, that's at 49%. It should be about 62%, but it is recharging so that's looking good. We model it going forwards, to see what the expected levels will be, and how close to the normal control line they are. When they start going below, that's when the Environment Agency implement a drought, and that's why we put our temporary use ban in July this year. We've got years' worth of data that we put into our modelling systems, and we project that forwards to look at where we will be the following year, we pay constant attention to that. We had eight months of dry weather, we've seen significant rainfall and the reservoirs look a lot better but the reason we've got to look forward, I don't think customers would forgive us if we lifted the hose pipe restrictions too quickly. As it stands the fall projections are looking reasonable, but that's based on normal weather conditions and historical weather conditions. When we look at the drought in 2022, we've had a drought in 2025, they're normally 1 in 25 year events, so we recognise the fact that climates are changing, which is why we've got to pay so much attention to the modelling going forward.

Are there any plans for any new hydropower renewable energy plants, or adaptations to existing reservoirs and sewage works, with the push for a greener electric supply?

We are looking at greener initiatives. We've already got hydro at a number of reservoirs, Elslack, Agden, Grimwith, Loxley, and Riverland all operate on hydro, but we are now focusing more on solar and biogas going forwards.

When will all lead pipes be removed?

There is a replacement program going forwards to remove all lead pipes from Yorkshire in the current five-year period; we're focusing on schools and areas where the sampling has shown that there have been traces of lead. It's over a number of AMPs. A couple of things on lead: the collective water company ambition is to be lead-free by 2050. That's something that the DWI are pushing for, and you can see more about that on their website. Also, we do regular testing for water quality, so if there are ever elevated levels of lead picked up that's something we'll prioritise. There's some

really great information on our website about lead pipes, if you're worried that you've got lead pipes there's some advice on how you can find out and what you can do about it.

What's the expected service life of modern pipe work and relining work?

We've got 32,000 kilometres of mains pipes across Yorkshire, some of that asset base is very old. We've got cast iron mains, we've got plastic mains, they're all in different types of condition which is why we are doing the thousand kilometres of mains replacement this particular AMP. What we lay now is high-quality plastic, but we've got a lot of work to do to get the assets back to good condition, because with 32,000 kilometres of it a lot of it is old, and we need to replace it, and that's part of our program going forward over many AMPs.

I can only drink water from shops, and I'll be okay with that, but when I drink water from the taps, I keep coughing. I went to the doctors, and they said I was fine. Is tap water a different quality to bottled water?

We could send someone out to sample the water coming off the mains and coming from the tap. We do hundreds of thousands of samples all year, if we find any issue with water quality through taste, odour, or some sort of discoloration we will look to stop that supply temporarily and rezone so that water's coming from somewhere else. Until we're satisfied with the samples that everything is clear and there are no issues with water we treat it very seriously. So, if we could get some details of address, we can get someone out to sample the water coming out of the taps and also the water at the boundary. If we have an issue we have a DNA, it's a water postcode which is supplied to a number of people on that supply. If we have an issue, it's normally picked up by one or two people, and we respond very quickly. But we do thousands upon thousands of samples across Yorkshire every week to make sure that the water quality is of the highest quality.

What happened to the pipe that was installed from Kielder Water into West Yorkshire approximately 35 years ago? You said at the time there would never be another hosepipe ban in West Yorkshire again.

The pipe is still in place. The issue with the transfer from Kielder to Yorkshire is that it did involve river transfer. The Environment Agency have now stopped that because of impacts on species and ecology. Going forwards we could rejoin that network up with our colleagues at Northumbrian Water. Part of that transfer involved sending water down a river and we can no longer do that so we are looking at other ways to get the water around.

One of the things that we rely on in Yorkshire is a network to make sure that the water does move around to where we need it. And that is something that was installed after the drought in the 90s. It has done amazingly well. We're really optimistic that the boreholes and the service reservoirs will help for the next few years, then the plans like

the Kielder transfer and other things that we're doing with Severn Trent, United Utilities, and Northumbrian Water will help us in the next period. Our Water Resources Management Plan looks out for 25 or 30 years, and looks at all those things we can do.

In Holme Village, our water is pumped up the hill, and when we have a power cut, we have no water. As well as residential failure, this also impacts the school, with children being sent home, as well as closing the village pub. When will Yorkshire Water install a backup generator?

We've got backup generators at a number of key sites, we're increasing that and we're increasing our power resilience. I'm going to need to pick that one up, because Holmebridge is just above it, one of our water treatment works. I need to pick up what the issues are with that, because it should work okay, it should be resilient to power cuts, so I may have to come back with a specific answer on that one. But the rest of our network, where we've got key assets, we do have generator backups, and we're trying to provide more and more generators as we go through it, because with the storms over previous years, storms have impacted on us through Northern Power Grid, not our issues, but we've had quite a few sites that have been knocked out because of power. We're looking to try and do as much as we can with power resilience, including battery backups at Treatment Works to ensure that they keep going with a 5-hour life so that we can get an engineer out there, but it's a great question. I know, it should have a backup generator. I need to find out why, and I'll get back on that one, if that's okay.

I remember that the water supply in Malta was provided by saline removal from seawater. Is this practical somewhere along the Yorkshire coast?

Quite a lot of Mediterranean countries rely on desalination. I'm going to big up UK water before I do anything else because UK water is 99.97% high quality. The UK provides the best water in the world. There are only 10 countries in the world where water is life-sustaining, and the UK is the biggest of those. Now. Malta and the Mediterranean countries do rely on desalination. Desalination is very, very energy intensive. It's extremely costly to do, and it creates a brine which is really, really difficult to dispose of. It needs very careful disposal, so it is uneconomic for us to look at doing that given where we are with our other water supplies. So, most of the water supplies in those countries is by bottles. They always advise you not to drink water from the tap. Whereas, for us, UK water is the best quality water in the world, but desalination at the moment is a non-runner because of the cost and the fact it would be very uneconomic to do, but we've been asked that question a lot of times.

Can you, and do you, transfer water from Yorkshire Water to other water utility companies around the UK? If Yorkshire Water has transferred water to other water companies, when was the last time this happened?

No, we don't. Yorkshire Water is produced in Yorkshire for Yorkshire people; we don't transfer it out. But what we do do, is we are working with Water Resources North, which is Yorkshire, Northumbrian, Northeast, and we're looking across the Humber and various other parts, of the long-term sustainability plans and what we could do to join up with supply, increase drought resilience, and also environmental protection. So, it is something that we're looking at, but no, Yorkshire Water is for Yorkshire people.

We do get water from Severn Trent. That goes to our treatment works in Sheffield.

Does Yorkshire Water promote the collection of surface water with a water butt discount scheme?

In the new year, we are launching a water butt scheme on the East Coast in Scarborough and Bridlington that's particularly aimed at stopping runoff into the bathing waters. We have done water butt schemes in the past. And we have, I think it was a small scheme at the early part of the drought, but outside those two areas, I'm not aware of any other plans. It's obviously something that we should look at, because I think customers would be very keen on water butts and the benefits and value that that drives, not only to their own gardens and so forth, but also to the network. So it is something we will take away and consider expanding.

In this day and age surely part of the planning rules for data centres should include recycling systems, where the water is stored in tanks to allow for cooling and then reuse. So a query and a question as to whether that's the case.

We completely agree because at this moment in time, every bit of water that is supplied across Yorkshire is wholesome, potable, and fit for drinking. Richard touched on it before, and this question touched on it there with reusing. If we could get more greywater into that sphere, it would be much, much better. We're already looking at what we can do with the final effluent that comes out of treatment works to go into such things as data centres, the rainwater harvesting issues, but we need to move it from being potable water that's being used in data centres, to greywater that's fit for purpose to cool data centres. It's a great point, and we're trying to work towards that.

For less water being processed as a result of the drought. Surely a reduced bill for less work involved too? E.g. a reduction for 2026?

We've not actually processed less water, we've had less water in the assets, namely the reservoirs and the groundwater supplies. But in terms of production, production's gone down slightly, but we've still been producing pretty much a normal amount. Unless the 10% that Nicola had said at the start with some of the reductions that we've seen, but in terms of processing water, we've been hard at it all the way through the summer period and autumn.

How many illegal sewer connections have you dealt with in the last year? Are they from older properties, or new ones?

I don't know the exact number, but I know how difficult they are to resolve, because I think there's another question I've seen about why do they take so long? So, missed connections, we do mainly see those come from new housing developments, where things are set up and they're connected to the wrong system. But we do also see it in older properties where somebody maybe has an extension and puts a new toilet in or things like that, but generally they come from people connecting. The reason they take so long is because sometimes the area that they can come from can be thousands of properties. So when they are seen in the local river watercourse, tracing that back up a network with lots of different properties is challenging, it takes a lot of time, it takes a lot of resource. We are actually trialling some new bits of technology that allow us to detect that quicker, which we're starting in December. We're hoping it will help narrow down quicker for us to be able to resolve these types of cases. But yes, they are tricky, and always have been, so we need to get quicker at them.

6 Investments Q&A

David Miles here from the Friends of Gledhow Valley Woods in Leeds. I'd like to ask about the four combined sewer outlets that we have in Gledhow Valley Woods. I'd like to know if there's plans to upgrade these under AMP8. They're currently discharging nearly 400 hours of raw sewage into Gledhow Beck each year and that's obviously having a massive impact on nature, the amenity value of the area, and also potentially, public health. That's on top of the misconnections issue we have in the area, and also the issue of road runoff. So, it would be really good if I could have a clear answer to the question of when these four CSOs are going to be upgraded, please.

We do have, a list of storm overflows that we're addressing in AMP8. The Gledhow Beck overflows aren't in that list, but they are part of the investigation program, to potentially be addressed in future five-year periods. I know that we are working with you to help address the issue of misconnections in Gledhow Beck. That's something that we're keen to support the local authority with, because the local authority are the enforcing body, in that instance. We're also seeking to develop better working relationships with all local authorities including Leeds City Council. But certainly, we're making the data transparent so that people can see what the spills that are occurring are, and that's both through the sort of historical records available through the Environment Agency and on our livestream overflows map. But yes, unfortunately, those particular overflows aren't in the plan for this 5-year period.

If I could come in as well, David. I think you were about to say it but our River Health team are also working with the Friends of Gledhow Valley about how we can improve what's coming through those storm overflows. Richard's already touched on the misconnections because there's quite a few that's been identified by the Aire Rivers

Trust after their outfall safari, and we've taken it up with all the residents that we've identified. But if they can't do anything, then Leeds City Council has to impose a Section 59 order on those individuals.

[Same questioner]: Okay, obviously that's very disappointing to hear that it's at least 5 years of 200 hours of sewage, raw sewage, being discharged into the Beck for at least the next, sort of, five years. One of the issues around that is that sewer waste is going into the Beck, so that's obviously sanitary towels and other items, because there are no grills on the CSO's currently. Are there any plans for remediation work to the existing CSOs if investment's not going to take place in the next five years? Is that something that can be looked at?

Yes, I think that's what our river health team are looking at, as to how they can stop some of that stuff coming through the CSOs. So the answer to your question on that one is yes.

The investment is great, and I bet much needed. However, I'd really like to know if and when you can commit to reducing prices for us all, as my monthly direct debit payment has nearly doubled this year, and budgeting with my bills has been a little challenging this year.

We've seen bills go up on average by 29%, so I think we fully appreciate the hike that that has gone in, and what it's gone into. I think Nicola talked about being honest, we don't see those bills coming back down. The investment over this next 5 years is going to remain, based on everything that we need to do. What I would say, though, is there are a number of different packages that we offer to support customers, and there's a variety of different ones, depending on circumstances. We mentioned one earlier, WaterSure, and there's others. So what I would say is, if we can help have a look at what that looks like for you, and get your details, then we can have a look and see if there is anything we can do to help.

When will Yorkshire Water be putting spades in the ground to build additional reservoirs? The last one was completed in 1985, but tens of thousands of new homes have been built in Yorkshire.

In terms of the exact percentage of our water that we take from reservoirs, rivers, and boreholes, I think it's about 40% from reservoirs, 44% from reservoirs, 33% from rivers, and 23% from boreholes. What we do, as part of our regular demand planning cycle, we've got something called a water resources management plan. It's a regulatory requirement for us to have that, but we've got a team of people that look forward 25 years. They look at a number of different scenarios for how much water we're going to need across the region, where we might get it from, what the sources of that are. The most recent iteration of that plan does identify that we do need to source additional sources of water. The best places that we've identified to do that are actually through drilling new boreholes. We think that's how we can get at additional

water sources more quickly, more cost-effectively, with less environmental impact than building new reservoirs. So we're actually drilling at the moment, and we've got 2 new boreholes due to come online within the next 5 years. Those will be able to supply 5 million litres per day, and 6 million litres per day, respectively, out of each of those new boreholes. And what goes along with that is new, what we call, service reservoirs. So these are large storage facilities, usually below ground, that store treated water, and so it does improve our resilience. It does increase the amount of water that we can store within the network, which helps us to be able to continually supply water day in and day out. So, I guess we are thinking about it. We don't think reservoirs is the right answer at the moment. But we are actively investing and bringing new water resources online as quickly as we can.

If I [David Kaye] could just come in on the back of this question, and Richard's answered it really well, but I think on the water resource management plan, we need to challenge the assumptions, that that makes, given the droughts that I've mentioned, and the 1 in 25-year events where we've had two, because we recognise the fact that there is climate change. The other thing is the increase in data centres which are very, very water hungry. So, we need to look at the next water resources management plan and see if we do need any additional reservoirs, or if we can actually expand any of the current ones. But I have to say, reservoirs are very, very complex and expensive. The one that they've just put spades in the ground on in the south for, it's going to cost £6.9 billion. So, reservoirs are very high cost. They also come with lots of planning processes to go through. You've also got to take into account the environmental impact and the impact on the community. Our last reservoir was Grimwith, built in 1983. We tried a few years ago to expand a reservoir in conjunction with Seven Trent, in the Derwent Valley, and that was just to try and expand it in an already existing reservoir, and there were so many planning complaints about that, that we didn't take it further forward.

So, that was just to outline the process that we have got to go through with regard to reservoirs. But we do need to look at how we can maximise the water storage, not just amongst boreholes.

Surely boreholes only deplete aquifers quicker.

No, there's lots of water underground. And the good thing about boreholes is that they're slow to run out, and they're slow to recharge, so you've got a more constant source of water. If you look at reservoirs against boreholes, the reservoirs with evaporation and usage go down a lot quicker than groundwater supplies. Just to add to that, we do work closely with the Environment Agency, so we have to prove, through bottling and test pumping, that it is acceptable to take water out of aquifers. And that'll address some of the things mentioned in terms of recharge rates, etc. It's very tightly controlled with extraction licenses etc. and permitting.

Why isn't rainwater runoff being captured in houses to flush toilets rather than using drinking quality water?

We would love for that to be the case. I think the first step in that direction is we would always encourage customers, if they can, to get a water butt, because it's a great way of collecting rainwater and then using it to do anything that you don't need drinking water for. So, water your plants, water your garden, you know, clean your car, whatever. Now, when you start talking about using rainwater to kind of plumb it into your house, to have an additional greywater, we call it greywater when you collect rainwater that isn't treated. A greywater plumbing system becomes expensive because you're talking about, you know, re-plumbing your house, and that can be very disruptive and very expensive to do. But we do encourage developers to think about that when they're planning their developments. I've actually worked on construction projects outside of the water sector where rainwater harvesting has been put in place for just that reason, and is used to flush the toilets, so it can be done, it's been proven. It's a great thing to do because it's cheaper and it's a better use of resources. But it is challenging and something that we need to get developers on board with. But yeah, I think that's something we will hopefully see more and more of in the future.

How do you expect climate change to impact West Yorkshire water supply?

The water resource management plans that stretch out over the next 25 years and beyond look at what the demand is likely to look like, and what the supply might be as well. We do factor climate change scenarios into that. We know that we're, likely to see rainfall get more intense, when it does fall, and also longer, drier periods. So when we're considering what our options are for water resources, then we do definitely bring in climate change scenarios, and there's a lot of guidance out there on exactly how we do that, but that's certainly factored into our plans.

I suffer from surface water flooding. Whenever I approach Yorkshire Water, I'm told surface water is the responsibility of Leeds City Council, but I pay Yorkshire Water £19.51 per quarter for surface water removal. What, then, is Yorkshire Water's responsibility regarding surface water?

We mentioned earlier that we've got a combined sewerage system, and part of the bill that you pay to Yorkshire Water is to cover the surface water that runs off the roof of your house and your garden and goes into the public drain, which makes its way into our combined sewer system. When it comes to larger regional flooding scenarios, those are much more complex and it's a multi-agency approach. So, yes, the council, in your case, Leeds, will be the lead agency in that. I know Leeds have invested significantly over the last 10 years in their flood alleviation schemes, and we work very closely with them in that, as do the Environment Agency. So, I think we all have a role

to play in surface water flooding generally. But specifically, the bit on your bill is for the stuff that comes off your roof and comes down the pipes.

7 Bills and affordability Q&A

Why is WaterSure not available to the disabled people in Yorkshire?

It's available for those customers with a disability, and also on a low income. I think if we can get the details we can talk to that customer and understand what's going on there, because it is available.

Can I ask for a smart meter to replace the meter I already have?

The Smart Meter program we talked about earlier, the £1.3 million that's coming, parts of West Yorkshire will get that from as early as April 2026. We start in Leeds in April 2026 and then places like Halifax and Huddersfield in 2028. We can't at this stage, replace a meter that's already there with a smart meter, because some of the work we need to do on the network to make smart meters effective has to happen first. We're going around the region in a way that's effective, so that when we go into a part of Yorkshire, we fit them all together. What we can do, though, if there isn't a meter, we can fit one. At the minute, depending on whereabouts you are in West Yorkshire, the smart programme will come, and we will be in touch as to when that is for your property, and then what comes with that is the ability to have a new online account that comes with the smart meter as well.

When smart meters are mentioned, I always think 'Made in China'. Where are the million-plus new Yorkshire Water meters being manufactured? If the answer is China, what consideration was given to using British industry?

They're actually French. So, our smart metering manager actually went out and did the visit, and before we even got to the point of deciding what we were going to use as the product, we went through all different checks you'd expect us to, to make sure that we were comfortable with that product. I just know the answer to that, because, from the visit that he went out to do, so I [Matthew Pinder] thought I'd pick that one up.

What is a realistic expectation for customers to have for 10 years in the future about bills, reliability of supply, and pollution levels?

From a bill point of view to start with I think we can see the level of investment that the industry needs, and the honest answer is that is unlikely to change over the coming years. So we've talked about the next five years, but beyond that, there's going to still be a lot to do, if you think of all the questions we've already had about old pipes and other things that still need to be resolved. I think from a billing point of view, I don't think the levels are going to drastically shift and change over the coming years.

We are aiming to reduce storm overflow discharges by about 50%, I think in the next five years, so big, big difference. And pollution will be significantly reduced as well, so I think big changes, even in the five years we're looking at now. After that, of course, it depends on what we put into the plan collectively, and where we want to get to in the five years after that.

Why are water meters only read a couple of times a year?

We try and balance the amount of colleagues that we have that do that activity. And also, we have the mechanism, like with other utilities, where, depending on what that reading looks like after six months, we correct it up or down, so if people are either overpaying or underpaying, that comes off the back of that. So, I think the balance of the twice a year comes from the colleagues we have doing it, but also the fact that we don't actually want people to be reading meters in the future. The idea of the smart programme and the new technology that's coming with that is that it's automated, so not only do Yorkshire Water not have to read it, we get to the point where customers don't have to read it either.

Surely, it's cheaper to have the meter read than have leaks undetected for ages.

There are other things that we have for leakage detection, other than just meter reading, and the smart programme we've talked about earlier is a big driver, not just of leakage detection, but water usage. We have different things on the network, such as acoustic loggers that tell us whether there's a potential problem, and different pressure sensors that we have on the water network. So what I would say is that the meter reading is only part of understanding whether we have leaks on the network. We do a number of different things when it comes to how often customers want to pay their bill, so monthly, quarterly, twice a year. There's different setups that we can do with customers, so if you want to pay a monthly bill, you can pay a monthly bill. So if there's something we need to pick up there that's not happened, then we can do that.

There are two separate hydrogen production-related projects in Bradford. One-off Bowling Back Lane and a hydrogen refuelling station planned for Canal Road. Are you working with them for their large supply of water that's likely required, if powering buses, etc, from these plants.

No, I [Nicola] don't have any knowledge of those specific projects. Sounds interesting, we'll look into it.

When will all consumers or customers be able to have a water meter fitted?

We are putting in 1.4 million across the Asset Management Plan (AMP). It isn't mandatory to have a meter, in a perfect world every customer has a meter then we could say everyone gets their bill based on their water usage. Since April 2025, we've seen a massive uptake on the amount of people that want meters, and we've got a

program to fit meters for those people, as well as updating to smart meters on the ones that are already fitted. So, if people do want a meter they can apply to us, we will get a meter fitted. But it's not mandatory for everyone in the country to have a meter. That's where the rateable value comes in, and quite a lot of people pay their water bill based on their rateable value.

8 Corporate matters Q&A

Why has the CEO received a bonus when the service is failing?

When infrastructure is struggling it takes a long time to get improvements in performance. I joined the business in 2022, and I expect us to struggle for a while. That's why I'm so pleased I made such a big deal about the investment program that you're all supporting, because I think it will make a huge difference to the performance of the business and the services that we can deliver. In the short term, that means that we haven't delivered as much, and it's why there wasn't actually a bonus for me this year, and I don't expect there to be one until you see real improvements for us. It doesn't mean I'm not paid a lot of money, and I recognise that I am, and that's why we need to deliver for you.

How does the board justify paying the CEO such a high salary and holding a second job?

This is a question about the fact that we have a holding group called Kelda Holdings that also pays me a salary, and we're talking about a large amount of money that is included in it. And the board wants to make sure that the customers don't have to pay for the money that is spent and the work I do in relation to the holding company. And at the moment, I've been doing quite a lot of work on that, because we've been securing additional funding for the business from the shareholders. They've recognised that and made sure that work is paid for separately from the work that's paid for by customers, that's how they approach it. It doesn't mean I'm not working on things that will benefit Yorkshire Water, that is part and parcel of ensuring that we have a thriving business for the future.

Yorkshire Water has had 36 years since privatisation. Why is fixing things and investing only becoming a priority now?

I think it's an increased priority. So, one of the things we've been seeking to do is to manage the assets that we have over their life to ensure that they continue to deliver. And then various priorities are put on us from, either legislation, or from our regulators, or from our customers. In this particular five-year period, 95% of what we're doing is prescribed by legislation and even with that, of course, as you can see how much bills have had to go up to accommodate that. And I think that's really because expectations have risen over time. If you think about before privatisation, for example,

we didn't have wastewater treatment works at a number of locations across the county. There was no wastewater treatment works in Scarborough until 2000, similarly at Bridlington. So, the world is very different from where it was at privatisation. I think it's true that we fell behind customers' expectations. We weren't doing what people wanted, and particularly the discharge of sewage into rivers and to the sea has become something that people just don't want to see. It's the way that the network was set up and it requires significant investment, as you can see from this program ahead of us and the government has legislated that by 2050, that's when we need to have achieved all of these changes by 2035, for bathing waters. It's a big investment there. That has to happen, and it's trying to be done gradually, so that we, as much as possible, protect bills. I recognise still it's a huge increase, and I'm very grateful to everybody for managing it. Somebody, I think, in the questions has asked why we haven't apologised. I apologise. I accept that we got behind, and we shouldn't have done. Thanks.

Is there a potential, like with the Ofgem electric and gas price cap, for water companies like Yorkshire Water to reduce bills per quarter? As opposed to increasing them yearly.

The price cap in electricity and gas relates just to the price of electricity and gas, not to the network provision. And in our case, most of our bills relate to the network provision rather than to the raw water, and the treatment of that water. Whereas in the electricity and gas providers, you've got two separate bills. You've got the bill for what you pay for distribution and transmission, and then you've got the price cap on the units of electricity and gas that you use. They're rather different, and they're differently regulated. So in our case, no, the approach that they use is over the five years for all of the things that we supply, not on a quarter or half-yearly basis.

Overflows are disgusting. From a target of 23 shown, could you make a promise to have zero storm overflows every month, and promise to not take a bonus as a result of this negative performance until this is achieved, for a whole year at least?

I agree, it's not what we want to have. First up, it's not just raw sewage that comes out when we're discharging, because remember, this is a combined sewage and stormwater system. So, when we discharge, it's when there's a lot of water in the system, and instead of going into people's homes, which it would do if it couldn't go into a treatment works, what it does is it goes into rivers to basically avoid coming out at the other end. And if we were to say "none" immediately, we haven't got the storage capacity to hold it, so I think it wouldn't be a nice outcome. I can't promise to do that immediately. What I can promise is to continue the investment programme that we've got, so that over time, we reduce the amount of discharge that's going into the rivers and the seas. And instead, we put in the capacity so we can hold or eliminate the stormwater from going into our system in the first place. So a lot of the work that Richard and his team do is working with local authorities to find ways of increasing

the amount of water that comes during a storm held in the land, rather than coming anywhere near the sewage network. The less water that we have coming in from a sewerage network, the less we then have to store before the storm subsides, and then we can treat it. So, we're doing both creating more storage capacity and trying to stop things getting into the network so that we don't have this problem. But I can't promise to do it overnight. Sorry.

[Richard Stuart] In West Yorkshire, over the last couple of years, Nicola mentioned our £180 million investment in reducing storm overflows. A lot of that has been in West Yorkshire, and a lot of that has been storage, so building large tanks to hold it, so that when it does spill in the event of a storm it spills into a tank rather than spilling into the river. And then after the storm has passed, we can pump it back into the pipes, and it goes off to the sewage treatment works to get treated. We prefer doing surface water separation when we can, and we've got some good examples of having done that across West Yorkshire, in Hipperholme, Huddersfield, Wakefield, various places. One of the things that we're thinking about at the moment is how can we prioritise the storm overflows that we tackle based on river health and the quality of water in rivers. And one of the things that we're doing in this five-year period is installing continuous water quality monitoring within rivers, both upstream and downstream of our sewage treatment works, or off our CSOs. And we expect that to give us some really good insights into the actual impact on river health, and as a result of that, what we can do to address that. So that'll allow us to be more focused and smarter in the investments that we make to make sure that they're making the biggest difference that they possibly can.

Are you working with Octopus Energy as they have a project to build 100,000 homes with zero home energy bills? As this sounds an ideal opportunity to incorporate the grey rainwater systems that Richard was talking about into plumbing of the toilets, sinks, and even heat pumps. Any plans around that in the future, or something, that you're aware of?

We have had various meetings with Octopus Energy because we're keen to share best practice and learn best practice on things like managing customer call centres and billing and that kind of thing. That's a great tip, thanks, and something that we can follow up. We do have a team within Yorkshire Water that works closely with developers. As you can imagine, developers quite often need to get in touch with us because they want to connect new building projects and developments. And also we're consulted on planning permission and that kind of thing, so we're always very keen to build better relationships with developers, so that we can help them to meet their needs, but also, in doing so, help inform them of what helps us from a water efficiency point of view, and yeah, to make sure that we can work together in a way that's sort of beneficial generally.

With a captive customer base and no competition, what incentive is there for Yorkshire Water to improve productivity and value to the customer?

Through the regulation from Ofwat, we are required to get more efficient. They set us targets for how much more efficient we need to get every five years. They do that on top of all of the cost estimates they make, so they make an estimate of the most efficient companies in the sector, and where we are versus those most efficient companies. Sometimes that's us, but it depends, because they measure a range of things that we have to do, and then they set a cost allowance based on those efficient companies and a trajectory of us getting to that efficient point. And they assume that everybody's going to get more efficient. In economic speak, it's called a frontier shift. So the frontier is the most efficient point, and they say that frontier is going to get better, the most efficient is going to get even better, so we have to do that as well. So that's set in our numbers, and the prices are then based on that assumption that we're going to get more efficient.

I seem to remember that back in 1976, when water was being transported from Kielder Water to Eccup Reservoir in Tankers, there was a strap line of, "if it's yellow, let it mellow, if it's brown, flush it down". To be honest, it's something I adhere to even to this day. Why was this not suggested to consumers, and indeed put forward as a way of saving a precious resource?

That is certainly something that gets talked about in Yorkshire Water, and indeed across the water sector. We did use it a little bit in some of the briefing that we gave, and we encourage people to think about how often they flush their toilet. Clearly, it is a personal preference issue, but I love the fact that you're adhering to it still, and if anybody else wants to join you, I highly encourage it. Thank you.

Are you able to force councils and developers to include you in their planning process for new developments, which will require services? Plus, where or when they plan to build close to floodplains, as this will both help you with future planning, and you will be able to advise them when you foresee issues.

We're not able to force them, people might have heard of a phrase that we're not a statutory consultee as such. But what we do do, is work very closely with all developers all over Yorkshire, no matter what the size. We do want to make sure that for what is being built, we provide the advice as to how best to do that, whether it's surface water separation, or making sure that we do not allow surface water runoff into our network, as we mentioned earlier, because of the cost to then treat that. So, we're not able to force it, but we do work very closely with developers across Yorkshire to make sure what they're building and what they're putting in is going to work with the network.

Why are Yorkshire Water conducting this webinar, where questions are asked, and a member of your team gives their answer. But the questioner cannot respond verbally.

I [Nicola Shaw] absolutely encourage, if you turn your camera on and ask the question, you absolutely can come back and respond, so if there's something that you'd like to ask, please do.

What about using cold water runoff from hot taps for toilet flushing?

That is a great option to help conserve water, and indeed is one of the things that I know a lot of people have been doing during the recent drought, so if you, for example, put a bucket in your shower whilst it's warming up, you can then capture that water and use it for other things, which could include flushing your toilet, it could be watering your garden, watering the plants anywhere in your house, those sorts of things.

9 Independent Chair closing

The Chair concluded the session by thanking participants for their time and engagement. It was noted that all questions submitted during the session or in advance had been shared with Yorkshire Water, with responses to be included in the official meeting record. Attendees were reminded that they could submit additional questions via the email address provided: yourwateryoursay@yorkshirewater.co.uk.

The Chair confirmed that the Yorkshire Water presentation would be published on their website shortly, and the written meeting record, including responses to all questions, would be made available within 14 days.

10 Outstanding questions not answered in the meeting

Questions were submitted both prior to and during the event through various channels, including advance submissions, the chat function (the Q&A box), and live participation via the hand-raise feature. While many questions were addressed during the session, not all could be answered on the night due to time constraints.

The outstanding questions, along with Yorkshire Water's subsequent responses, are listed below for reference.

Question area	Question	Answers
Clean water and wastewater services (Water resources)	Where does our tap water come from?	<p>Our tap water comes from rainfall through a process called the water cycle, and is collected in our reservoirs. Rainfall does need to be treated to make sure it's clean and safe to drink. Once we have treated it, it is then pumped across the region to your home. We've got a video that's great at explaining just what goes into doing this ></p> <p>https://youtube.com/shorts/NbD7ElrGOwY?feature=share</p>
Clean water and wastewater services (Water resources)	How much water is there available?	<p>Reservoir stocks have risen for seven consecutive weeks, now sitting at around 57% of total capacity.</p> <p>This is an improvement from the lows earlier in the summer, but still well below the seasonal average of 74.2% for this time of year.</p> <p>The increase is mainly due to recent heavy rainfall and storms like Storm Amy, which boosted levels significantly.</p> <p>Despite the recovery, hosepipe restrictions remain in place because stocks are not yet at a sustainable level for the coming year.</p>
Clean water and wastewater services (Water resources)	How to define domestic responsibility of consumer vs. Water Authority.	<p>On our website you will find guidance on how to determine if an issue is the responsibility of the customer or Yorkshire water https://www.yorkshirewater.com/your-water/whose-pipe-is-it/</p> <p>If you have an issue and are unsure you can get in touch with our customer team.</p>

<p>Clean water and wastewater services (Water resources)</p>	<p>Why is the water transfer system from Northumbrian Water not being used.</p>	<p>We did install a pipe post 1995, however the regulations have changed since then and we're no longer able to use this as it's an invasive species risk when moving water between catchments. We are exploring other options with our neighbours at Northumbrian Water to see how we can build more water resilience in the north.</p>
<p>Clean water and wastewater services (Water resources)</p>	<p>Future water supplies and climate change.</p>	<p>We've identified a range of measures to help us meet increased water demand in the long-term through our Water Resources Management Plan. These include:</p> <ul style="list-style-type: none"> - Halving leakage by 2050 - Implementing smart meters across the network - Developing new groundwater and surface water supplies - Building new Water Treatment Works to increase storage - Making use of new surface water supplies <p>To read more about our plans, please click here to be taken to our plan https://www.yorkshirewater.com/about-us/our-vision-and-plans/resources/water-resources-management-plan/</p>
<p>Clean water and wastewater services (Water resources)</p>	<p>I'm confused about your billing system, with it now being an external company – two companies are asking for payment, and I haven't been informed of any changes. I used to pay Yorkshire Water when I lived in Wakefield, up until this August.</p>	<p>Please get in touch with a member of our customer team so we can discuss this further with you. Call us on 0345 1 24 24 24,</p> <p>Mon-Fri 8am-6pm</p> <p>Saturday 9am-5pm</p> <p>Sunday and bank holidays Closed</p>

	<p>Can you clarify the system and who I should be paying?</p>	
<p>Clean water and wastewater services (Water resources)</p>	<p>I pay you to provide me with a service. We are a small island surrounded by water. It is your responsibility to ensure supply meets demand. I am on a meter so pay for what I use so why can't you meet my demand. You have failed me and a million others, why how.</p>	<p>We've had an extremely dry spring and the drought conditions have challenged our water resources overall. With little rainfall to replenish our stocks and storage, our reservoir levels have been lower than normal for this time of year. We're doing everything we can to find and fix leaks as quickly as we can. While it is true that we are an island surrounded by water, we need fresh water to survive which means we'd need to treat the salty sea water to make it drinkable. This is a highly energy intensive process which creates a waste brine and needs to be disposed of safely, so this makes it an illogical and uneconomic way of producing drinking water.</p>
<p>Clean water and wastewater services (Water resources)</p>	<p>When will we be in a situation that if one region is low on water other regions can help out?</p>	<p>In Yorkshire, we have a highly flexible and interconnected water grid that allows us to move water to where it's needed, combined with extensive long term and emergency planning.</p> <p>The resilience of Yorkshire's public water supply showed its limitations during the drought in 1995 and 1996, causing severe disruption to our customers. This has shaped our culture ever since and we responded by investing to develop one of the most resilient water services in the country.</p>
<p>Clean water and wastewater services (Water resources)</p>	<p>Are there any new large water storage programmes planned?</p>	<p>I know there is more to do. We are listening, and we are acting. Your feedback helps us focus on what matters most. Please be assured that we are dedicated to earning your trust and delivering the service you deserve.</p>

Clean water and wastewater services (Water resources)	Why are we paying for water?	<p>Rainfall needs to be treated to make sure it's clean and safe to drink, we've got a video that's great at explaining just what goes into doing this ></p> <p>https://youtube.com/shorts/NbD7ElrGOWY?feature=share</p>
Clean water and wastewater services (Water resources)	Have the reservoirs restored to acceptable levels?	<p>The recent rain, our drought management activities and our leakage efforts, have helped give our reservoirs a much needed top up over the past few weeks. Although these improvements are encouraging, the hosepipe restrictions will remain firmly in place for the time being. We need continued and sustained rainfall to get our reservoirs closer to the average level of 74.2% expected for this time of year, but the significant amount of rainfall last week has really helped boost our position.</p> <p>We can't commit to lifting the hosepipe restrictions when reservoirs reach a certain percentage as it's not quite as simple as that. We take into account different factors such as reservoir levels, the time of year, forecasted weather and demand patterns when profiling our water resources. At the moment, we're still using our drought permits to support reservoir recovery and we need restrictions in place to continue using them. We will lift restrictions as soon as we can, but we need to ensure we're capturing enough water this winter to put us into a more resilient position at the start of next year.</p>
Clean water and wastewater services (Water resources)	When will we see the infrastructure of water distribution network in the area updated adequately?	<p>Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way we do things and invest in our infrastructure, making it more resilient and reliable. Over the next 3 years we are aiming to replace over 26km of water main in the Kirklees area, and there is such a huge volume of activity in West Yorkshire, please visit our website to see what infrastructure is being update in your area.</p>
Clean water and wastewater services (Water resources)	Is it possible to divert river water to increase the water capture during rainfall seasons?	<p>Yes, it is possible in some cases to divert river water to increase water capture during rainy seasons. Water companies use river abstraction, taking water from rivers and streams—to top up reservoirs when flows are high. However, this is strictly controlled by environmental regulations to protect wildlife and downstream users.</p> <p>Any diversion or abstraction must be licensed by the Environment Agency, and there are limits to how much can be taken, especially during dry periods. The aim is to balance water supply needs with protecting river health. Yorkshire Water uses a mix of sources, including rivers, reservoirs, and</p>

		groundwater, and plans carefully to make the most of rainfall while safeguarding the environment.
Clean water and wastewater services (Water resources)	In recent years, we have experienced hotter weather than normal. Going forwards how is Yorkshire Water going to address the water shortage that may become a regular annual event?	<p>We do our best to plan for these circumstances, through our Water Resources Management Plan and our Drought Plan. This includes storage in impounding reservoirs and groundwater in aquifers (water-bearing rock or soil). However, we also expect that climate change is going to increase the frequency of periods of hot and dry weather, and this is likely to mean that further investment will be required to maintain resilient supplies into the future. We have a robust Water Resources Management Plan, which sets out how we balance supply and demand in the face of future challenges such as climate change, population growth, etc.</p> <p>Our Water Resource Management Plan plans for a certain frequency of restrictions, something we have researched with customers when developing our plan. We plan to have temporary restrictions in place no more than once in every 25 years on average. This doesn't mean that we won't have more than one temporary use ban in any 25-year period, just that if we have an average 25-year period we shouldn't expect more than one ban. In reality, some twenty five-year periods could have more, and some could have none, but over time, this will average out to around one in every 25 years.</p>
Clean water and wastewater services (Water resources)	How are you coping with the increase in new homes, new industrial sites and ever increasing population?	<p>When we last reviewed our Water Resources Management Plan a few years ago, we identified that we needed new boreholes and service reservoirs to increase the resilience in our water system. We're now on with building those and we'll have them up and ready in the next few years. Those are short-term measures, and in the longer term we've now reflected that with the rapid effects of climate change we're currently experiencing, we need to challenge the assumptions we've made in our water resources management plan. With the addition of data centres, which use huge amounts of water, customer demand increasing, and the increased challenges of climate change, we need to think and plan differently for how we meet the future needs of our customers. One of the options we will be considering is whether additional reservoirs are needed. We do always consider increasing the size of reservoirs, but new reservoirs are not always the answer. We look at a range of other options, such as increasing the use of groundwater and surface water, as a part of our water resources management planning.</p>

Clean water and wastewater services (River water quality)	What progress is being made on cleaning up our rivers and seaside shoreline?	<p>We completely understand the frustration around pollution in Yorkshire's rivers and seas, and we're sorry we didn't tackle the issue sooner, but please be assured we're working to turn our performance around.</p> <p>We're investing in smart monitoring systems to help us keep an eye on our network and predict when there might be a blockage, so we can fix any issues before they even happen. We're also started our largest ever environmental programme which includes £1.5bn to tackle storm overflows.</p>
Clean water and wastewater services (Water quality)	A year ago I moved to this area which I understand is a soft water area. Why is my kettle getting a white deposit around the spout and lid?	<p>Water hardness can differ across our region as it depends on the soil and rocks from where your water is taken. For example, water that has been held in chalk or limestone will tend to be harder and is mainly found in the east of the region. On the other hand, water from moorlands tends to be softer and is mainly found in the west of the region.</p> <p>Our Yorkshire Grid system means we can transport water around the region to meet demand. This can mean that your water hardness is not always the same as the source may vary depending on the activity on the network.</p>
Clean water and wastewater services (Water quality)	My water smells stale though I use a water purifying jug. Why is this? It's not happened before this year.	<p>If your water tastes or smells different, please visit our website as we have a useful page on what the cause could be and what to do > https://www.yorkshirewater.com/your-water/my-water-tastes-or-smells-different/</p>
Clean water and wastewater services (Hosepipe restrictions)	What proportion of OVERALL consumption is saved through domestic hosepipe bans?	<p>This will always have to be an estimate for us, because we have to assume what demand would have been and we benchmark against previous knowns and recent weather/climate conditions. The estimate is based up to the point when we experienced wet weather. At this point the average was 3.4% reduction in demand which includes domestic, commercial and leakage.</p> <p>We know that during the hottest period – domestic/household consumption alone was reduced by 10%, but overall when you include commercial and leakage and the less warm weather, this drops to the average stated above.</p>
Clean water and wastewater services	What specific plans are in place to prevent over-winter hosepipe bans	<p>We do our best to plan for these circumstances, through our Water Resources Management Plan and our Drought Plan. This includes storage in impounding reservoirs and groundwater in aquifers (water-bearing rock or soil). However, we also expect that climate change is going to increase the frequency of</p>

(Hosepipe restrictions)	becoming the new normal?	<p>periods of hot and dry weather, and this is likely to mean that further investment will be required to maintain resilient supplies into the future. We have a robust Water Resources Management Plan, which sets out how we balance supply and demand in the face of future challenges such as climate change, population growth, etc.</p> <p>Our Water Resource Management Plan plans for a certain frequency of restrictions, something we have researched with customers when developing our plan. We plan to have temporary restrictions in place no more than once in every 25 years on average. This doesn't mean that we won't have more than one temporary use ban in any 25-year period, just that if we have an average 25-year period we shouldn't expect more than one ban. In reality, some twenty five-year periods could have more, and some could have none, but over time, this will average out to around one in every 25 years.</p>
Clean water and wastewater services (Hosepipe restrictions)	What are the contingency measures that would have been implemented if the summer's lack of rain had continued?	<p>We have a number of plans and options that we can utilise to make sure that we can continue to supply water to our customers. The hosepipe ban that we enacted is already an extreme solution that we had not had to use since 2022 which was due to having one of the driest springs on record. If it got to an even more scarce level of water resource, then we would be forced to enact things like reducing water pressure, water rationing, and standing pipes. These would be only be used in extreme circumstances and would depend on a number of factors which would be utilised.</p>
Clean water and wastewater services (Hosepipe restrictions)	Outside of the hosepipe ban, can you share more ways people can avoid misusing water over the coming months?	<p>Use water wisely. There are lots of tips and advice on our website. People can also apply online for free water saving devices at yorkshirewater.com/save</p> <ul style="list-style-type: none"> • Our top tips for saving water are: <ul style="list-style-type: none"> ○ Please don't use a hosepipe until the restriction has been lifted, we'll let you know when that is. ○ Re-use your bathwater or washing up water to water your gardens – it won't harm the plants ○ If you've got a modern toilet with dual flush, use the short flush wherever possible ○ Use a washing up bowl instead of letting the tap run – you can reduce wasted water by up to 50%! ○ Use your dishwasher. You'll save yourself a job and often they use less water than washing dishes by hand – remember to do a full load each time. ○ Turn off the tap while brushing your teeth, it'll save up to six litres of water per minute! For a family of four that could be up to 48 litres a day.

		<ul style="list-style-type: none"> ○ Boil only what you need when you make a cuppa, many people overfill the kettle and the water just goes up in steam ○ Water your garden with a watering can in the early morning or late evening, when less water is lost through evaporation ○ Only wash full loads in your washing machine ○ Use a bucket and sponge to wash your car, rather than a hosepipe; or try some of the new waterless car washing products ○ Spend a minute less in the shower every day – if each member of a family of four spent one minute less in the shower they could save approximately 36 litres of water a day! Saving on hot water can also help you save on energy bills. <p>People can help by reporting leaks to us as soon as they see them. You can do this at yorkshirewater.com or by phone 0345 1 24 24 24</p>
Clean water and wastewater services (Hosepipe restrictions)	This year, I was surprised at how little and how late you used infomercials to influence customers to reduce water consumption. Surely you could do much more and much earlier to minimise the need for a hosepipe ban...or more drastic measures? I have installed water butts and my family has been very frugal with water use this year – I was shocked to find that we had halved our normal water consumption.	<p>We have been reviewing our communication plans in terms of water saving and how we can get those important messages out sooner. We do share messaging about water saving at multiple points throughout the year but we will be taking the learnings from this year forward. We have had one of the driest springs on record and Yorkshire was declared in drought which was an unusual weather situation.</p>

<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>As a former director of a water and wastewater company, I was surprised, appalled and extremely concerned that water resource got as low as 30% this year. It would be helpful for customers to know what are the next steps after a hosepipe ban and at what point they would kick in. I think a lot of people might have helped out more if they understood how close they were to having water rationed, cut off at certain times of day, pressure reduced, standpipes etc.</p>	<p>As you probably know, communication of drought situations is complex and we work closely with the EA on the triggers and next steps. We had many alternative water resource options available to us by using drought permits and thanks to our grid we leveraged these to move water around our region. It's a fine balance communicating with customers about the seriousness of the drought, we never want to cause widespread panic and therefore trigger poor water behaviour as a result of this. Thank you for raising this point this is something we will take forward in future droughts.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>Why do we still have a hosepipe ban despite having very rain for a number of weeks?</p>	<p>The recent rain, our drought management activities and our leakage efforts, have helped give our reservoirs a much needed top up recently. Although these improvements are encouraging, the hosepipe restrictions will remain firmly in place for the time being. We need continued and sustained rainfall to get our reservoirs closer to the average level of 74.2% expected for this time of year, but the significant amount of rainfall recently has really helped boost our position.</p> <p>We can't commit to lifting the hosepipe restrictions when reservoirs reach a certain percentage as it's not quite as simple as that. We take into account different factors such as reservoir levels, the time of year, forecasted weather and demand patterns when profiling our water resources. At the moment, we're still using our drought permits to support reservoir recovery and we need restrictions in place to continue using</p>

		<p>them. We will lift restrictions as soon as we can, but we need to ensure we're capturing enough water this winter to put us into a more resilient position at the start of next year.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>Why are we still in a hose pipe ban? As expected the reservoirs are full yet still we wait. Why are you still using outdated draconian responses to poor water management? A quick spray with a hose is using less water than filling multiple buckets to throw over the car.</p>	<p>Even though we have had some very welcome rain recently, we still need these temporary restrictions. The longer the rain continues, the sooner we will be able to relax the restrictions. Our reservoir levels are not at a level where we think it is appropriate to lift the restrictions yet. There is no specific percentage level our reservoirs need to meet to lift the hosepipe restrictions, as it's not quite as simple as that. We take into account lots of different factors such as current reservoir levels, the time of year, forecasted weather and demand patterns when we profile our water resources. At the moment, we're still using our drought permits to support reservoir recovery and we need restrictions in place to continue using them. We will lift restrictions as soon as we can, but we need to ensure we're capturing enough water this winter to put us into a more resilient position at the start of next year.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>How effective is the hose pipe ban?</p>	<p>Hosepipes use large amounts of water, so we're hoping that if our customers stop using them, we'll be able to save more water. We know from last time that introducing hosepipe restrictions does reduce water use and it's an important part of our drought plan. Our plan determines what steps we need to take, and we need to introduce hosepipe restrictions now so that we can apply for drought permits.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>How does Yorkshire water intend to police the hosepipe ban? I witnessed water usage for paddling pools and horses being cleaned despite the ban.</p>	<p>We hope that our customers would respect the restrictions, if not, we do have the ability to enforce it, and customers could be subject to a £1,000 personal fine which will be paid to the Treasury. Many customers have already voluntarily been cutting back on using water guzzling devices to do their bit and we are really grateful for that.</p> <p>We will be asking everyone to adhere to the restrictions. If we are told repeatedly about someone breaking the restrictions, the first thing we do is remind them of their obligations. This is usually enough. However, if they continue to use a hosepipe, we may escalate our enforcement accordingly, and we have set up a process to deal with those breaching it. We would prefer not to have to use this and would hope customers would work with us and respect the restrictions, recognising it's been put in place to protect essential supplies. We know that lots of our</p>

		<p>customers have already been doing their bit while this hot weather continues and we are really grateful for their continued support in using water more carefully. Our colleagues are regularly out and about as part of their day-to-day work. If they spot people breaching the restrictions as they go about their day-to-day jobs, they may speak to them, or we may send them a letter reminding them of their obligations.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>When will we be able to wash our cars?</p>	<p>The recent rain, our drought management activities and our leakage efforts, have helped give our reservoirs a much needed top up recently. Although these improvements are encouraging, the hosepipe restrictions will remain firmly in place for the time being. We need continued and sustained rainfall to get our reservoirs closer to the average level of 74.2% expected for this time of year, but the significant amount of rainfall recently has really helped boost our position.</p> <p>We can't commit to lifting the hosepipe restrictions when reservoirs reach a certain percentage as it's not quite as simple as that. We take into account different factors such as reservoir levels, the time of year, forecasted weather and demand patterns when profiling our water resources. At the moment, we're still using our drought permits to support reservoir recovery and we need restrictions in place to continue using them. We will lift restrictions as soon as we can, but we need to ensure we're capturing enough water this winter to put us into a more resilient position at the start of next year.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>A hosepipe ban like 2025 must not be repeated for many years, adequate supplies are required to maintain supply for two years.</p>	<p>We do our best to plan for these circumstances, through our Water Resources Management Plan and our Drought Plan. This includes storage in impounding reservoirs and groundwater in aquifers (water-bearing rock or soil). However, we also expect that climate change is going to increase the frequency of periods of hot and dry weather, and this is likely to mean that further investment will be required to maintain resilient supplies into the future. We have a robust Water Resources Management Plan, which sets out how we balance supply and demand in the face of future challenges such as climate change, population growth, etc.</p> <p>Our Water Resource Management Plan plans for a certain frequency of restrictions, something we have researched with customers when developing our plan. We plan to have temporary restrictions in place no more than once in every 25 years on average. This doesn't mean that we won't have more than one temporary use ban in any 25-year period, just that if we have an average 25-year period we shouldn't expect more than one ban. In reality, some twenty five-year periods could</p>

		<p>have more, and some could have none, but over time, this will average out to around one in every 25 years.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>What future plans are there to avoid water shortages and hosepipe bans avoiding the need to provide consumers with bottled water during drought or emergency situations.</p>	<p>We've identified a range of measures to help us meet increased water demand in the long-term through our Water Resources Management Plan. These include:</p> <ul style="list-style-type: none"> - Halving leakage by 2050 - Implementing smart meters across the network - Developing new groundwater and surface water supplies - Building new Water Treatment Works to increase storage - Making use of new surface water supplies <p>To read more about our plans, please click here to be taken to our plan https://www.yorkshirewater.com/about-us/our-vision-and-plans/resources/water-resources-management-plan/</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>How is it possible to have water shortages in a region like ours? It is constantly raining and drizzling. And hosepipe bans during the summer? In Yorkshire this can only be possible due to poor management. Please explain the mistakes of the past and how do you plan to improve.</p>	<p>We know it seems strange having hosepipe restrictions when it's raining, but our reservoir levels need some help getting topped up.</p> <p>Reservoir stocks have risen over the past few months, but they're still below average for where they should be at this time of year.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>Yorkshire Water's communications suggest jet washes use more water than hosepipes. Yet</p>	<p>Hosepipe restrictions cover a range of activities to help reduce the amount of water customers are using. Jet washers use a lot of water, so that's why we're asking customers to not use them while restrictions are in place.</p>

	<p>domestic pressure washers typically use 6–8 litres per minute, while a hosepipe averages 14 litres per minute. Why are you discouraging the more efficient option? Has Yorkshire Water conducted independent testing to back up this claim, or are these statements based on assumption?</p>	
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>Can you tell me why Yorkshire Water hasn't closed down all the illegal car washes around Yorkshire?</p>	<p>Some business activity is exempt from the restrictions. This is based on the legislation plus industry guidance which has incorporated consultation with trade organisations impacted by previous droughts. For example, car washes, National Plant Collections and watering active parts of sports grounds is exempt from the restrictions. Businesses can use hosepipes and sprinklers where it is directly related to day-to-day business excluding the watering of domestic gardens. We do, however, encourage the use of low water usage technology, such as a low water use pressure washer wherever possible. We are not responsible for car washes in the region generally and cannot close them.</p>
<p>Clean water and wastewater services (Hosepipe restrictions)</p>	<p>I challenge you to come to Tingley and follow me on my commute to work and close down the five car washes that have worked every single day, seven days a week since the hose pipe ban,</p>	<p>Many commercial car washes recycle and reuse water. We need to strike the right balance between water efficiency and ensuring that businesses are not severely impacted. There are some good water efficient products out there which use much less water than a traditional hosepipe. We're working closely with our non-household retailers to encourage businesses to reduce their usage where they can.</p>

	<p>and you send me letters telling me I use a hose pipe at my home and get caught I could receive a £1000 fine.</p>	
<p>Clean water and wastewater services (Household water use)</p>	<p>Would the introduction of more sustainable water management for each household be a better way to manage water use, i.e. rainwater and grey water collection tanks?</p>	<p>We encourage all households to use water wisely including reusing rainwater and grey water where suitable. We have lots of tips on our website. Our suggestions include reusing washing up water and bathwater for watering plants, fitting a water butt and collecting the cold water whilst your shower warms up.</p>
<p>Clean water and wastewater services (Drought)</p>	<p>Following the drought and hosepipe ban what lessons have been learned?</p>	<p>All droughts are different and so doing a full review is important – there is always something new to learn.</p> <p>This year we learned a lot about comms and how best to keep customers updated, share information and ways of saving water that are meaningful. In six months, our water saving campaign gave customers 184million opportunities to see or hear our messaging. We used a range of channels, such as TV, social media, Spotify, YouTube, traditional and digital radio, out of home and digital programmatic display. This helped bring demand down from 1479MI/d on 20th June 2025 to 1251MI/d on 20th September 2025.</p> <p>We have also learned the value of engaging with customers who we think might have leaks – as well as doing our bit we have been able to reduce leaks in customer homes by 2.3million litres per day.</p> <p>We implemented 28 drought options, working closely with our stakeholders, which we estimate have helped us hold back an extra 2959 million litres of water in our reservoirs. Going forward we will be reviewing our drought options to see whether we can make the process more efficient. In addition to the drought options we implemented, we were also able to optimise some of our existing assets, and accelerated some of the work we were planning to do over this five year period to maximise these benefits sooner.</p>

<p>Clean water and wastewater services (Leakage)</p>	<p>Please provide updates about work ongoing to discover and repair leaks plus the tasks that remain to be completed.</p>	<p>We understand that leakage can be a frustrating issue for our customers. Our team has been working hard to improve our performance and we're proud to say that we achieved our regulatory target for leakage performance over the past year. This puts us among the top performers in the industry, as only 9 out of 17 water companies were able to achieve this. However, we're not stopping there. We're continuing to work hard to improve and do better.</p> <p>Over the past couple of years, our team has been exploring innovative technologies to drive leakage reduction and cost efficiency, and we have invested in expanding our near real-time visibility of network performance. This allows us to quickly identify and respond to any leakage events that may occur on the network.</p> <p>As part of our largest ever investment programme, over the next five years we'll be investing in projects to help us reduce leakage, like our £406 million scheme to replace 1000km of water mains to prevent bursts. To learn more about our plans for leakage and other commitments, please visit our website at www.yorkshirewater.com/about-us/our-performance/</p>
<p>Clean water and wastewater services (Leakage)</p>	<p>The number of leaks and how long it takes from first notification.</p>	<p>We do our best to fix leaks as quickly as we can, but we have to prioritise larger leaks that are losing the most water. It may take a while to fix certain leaks, for example, if they're on or near a busy road, so we need permission from the local highways authority to close the road or pop a diversion in place to keep everyone safe.</p> <p>Another factor to consider is if we need to shut off the water supply to residents while we fix the leak, so we need to plan these jobs carefully to make sure everyone has enough warning. We also get leaks reported to us when they're not from our pipework, such as groundwater, and we need to pass these reports on to other authorities or landowners.</p> <p>If you spot a leak please report it to us online.</p>
<p>Clean water and wastewater services (Leakage)</p>	<p>What percentage of water is lost to leakage and what is the target? Presumably the Economic Level of Leakage is no longer relevant as, with climate</p>	<p>In our 2024/2025 period our target for leakage was 15.0% and we achieved this with our performance of 15.1% leakage.</p>

	<p>change, you will need to reduce leakage massively just to manage water stocks?</p>	
<p>Clean water and wastewater services (Leakage)</p>	<p>An email sent on the 6/11/2025 says you fixed a leak every 26 minutes. Why then did the leak on my street take nine days. When asking a Yorkshire Water employee they said it's only a minor leak so won't get prioritised as urgent but it ran for nine days, 24 hours a day. My water bill has gone up over £200 this year. I was sent a letter to say you cannot use a hosepipe to save water, we need your help but you can let a leak run for nine days, 24 hours a day and say it's not urgent.</p>	<p>We do our best to fix leaks as quickly as we can, but we have to prioritise larger leaks that are losing the most water. It may take a while to fix certain leaks, for example, if they're on or near a busy road, so we need permission from the local highways authority to close the road or pop a diversion in place to keep everyone safe.</p> <p>Another factor to consider is if we need to shut off the water supply to residents while we fix the leak, so we need to plan these jobs carefully to make sure everyone has enough warning. We also get leaks reported to us when they're not from our pipework, such as groundwater, and we need to pass these reports on to other authorities or landowners.</p>
<p>Clean water and wastewater services (Leakage)</p>	<p>Why do the drains keep flooding across the streets and motorways?</p>	<p>Your local council is responsible for problems with highways gullies. These are the ones that are found by the side of the road. If you notice a blocked gully, give your local council a ring to let them know.</p>

Clean water and wastewater services (Leakage)	What are you doing to investigate the ongoing leak at Boothtown, Halifax.	<p>We know that this leak was a visible one and our customers would have seen this leak for six weeks. This leak has now been resolved and work completed on the 19th November. This leak needed some out of hours work to be completed by one of our contracted partners so that the work could be completed safely, which is of course a very important consideration for us when fixing leaks. We understand this must have been frustrating for our customers to see but we always endeavour to fix leaks as quickly as we can.</p>
Clean water and wastewater services (Storm Overflow)	Sewage dumping even in storms is wrong and needs to be banned; it requires investment.	<p>We know that combined sewer systems are not ideal, they're very reactive to weather and it's unnecessary for large amounts of rainwater to be put through our wastewater treatment processes. But the scale of the network that is combined means we've got to be practical about what we can change. Replumbing the whole of Yorkshire is not a quick fix as it would be both significantly disruptive and costly to our customers, which is why we're looking more practical steps to tackle overflows</p> <p>Our plan will target the overflows we know are operating more frequently and for longer. We are determined to improve our performance and have in place plans to do this, we've invested £180m to reduce their use and improve water quality in our region's rivers before April this year. This is part of the £800m we've invested in our infrastructure across the region last year. We also have our 2025-2030 plans that have recently been reviewed by Ofwat, which includes an investment of £1.5bn into reducing storm overflows.</p>
Clean water and wastewater services (Pollution)	What are your plans to reduce illegal spillages of sewage into our rivers?	<p>During bad weather, storm overflows highly diluted wastewater to enter watercourses rather than flooding customers' homes. The entire process is controlled by permits issued by the Environment Agency. We are currently working to reduce the use of overflows by implementing natural sustainable drainage systems which will slow the flow of water into our sewers and reduce the pressure on the network. We are committed to playing our part to improve water quality in rivers and seas around the region and it's important we work in partnership with other organisations to help make our rivers and seas healthier. We will spend £1.45billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire.</p>

Clean water and wastewater services (Pollution)	What are your plans to stop pollution in our streams and rivers?	We have recently embarked on a new partnership with The Rivers Trust and the local rivers trusts; through this partnership we will seek advice and expertise from the Trusts and work collaboratively to deliver solutions with a range of benefits. The Rivers Trust will scrutinise our plans and assure any planned river improvements are beneficial for all parties and are as effective as possible.
Clean water and wastewater services (Pollution)	Leaks into the sea and rivers – what are you doing to clean these up?	We know our storm overflows operate more often than we or our customers would like, and reducing discharges is a priority for us. However, replumbing the whole of Yorkshire is not a quick thing to do as well as being significantly disruptive and costly to customers. Alongside our plans to improve Yorkshire's rivers, we want to move faster than the government targets. That's why we've invested £180m recently to improve the performance of our storm overflows. We know there is more to do and our plans for the next five years, our largest environment investment to date, includes £1.5bn to tackle storm overflows, based on Ofwat's final determination.
Clean water and wastewater services (Pollution)	How is Yorkshire Water addressing the overflows from sewage works which are then dumped in local rivers?	We are addressing this issue and we know this is an important one for our customers as well as us, and we do have a plan in place. Our plan will target the overflows we know are operating more frequently and for longer. We are determined to improve our performance, we've invested £180m to reduce their use and improve water quality in our region's rivers before April this year. This is part of the £800m we've invested in our infrastructure across the region last year. We also have our 2025–2030 plans that have recently been reviewed by Ofwat, which includes an investment of £1.5bn into reducing storm overflows.
Clean water and wastewater services (Pollution)	Will the four CSOs in the Gledhow Valley be upgraded in AMP 8? If not when?	The 4 CSO's in Glenhow Valley are due for upgrades in the AMP 10 plans. We will continue to monitor the performance of these CSO's ongoing. You are able to see this via our live map. On the map, you'll be able to see whether any overflows are currently operating as well as the date, time and duration of the last time it operated. https://www.yorkshirewater.com/environment/storm-overflows/live-map/
Clean water and wastewater services (Pollution)	Can action to mitigate the impact of sewer rubbish be carried out before any	Yes. We are already looking at how we can improve this in the Gledhow Valley Wood area through our River Health Team.

	upgrade of CSOs?	
Clean water and wastewater services (Environment)	How does Yorkshire Water justify its past actions regarding deliberate pollution of rivers?	<p>We are determined to improve our performance and have in place plans to do this, we've invested £180m to reduce their use and improve water quality in our region's rivers before April this year. This is part of the £800m we've invested in our infrastructure across the region last year. We also have our 2025-2030 plans that have recently been reviewed by Ofwat, which includes an investment of £1.5bn into reducing storm overflows.</p> <p>We know that we did not act quickly enough to tackle the issue of sewage in rivers in the past. Despite the number and duration of discharges from storm overflows in Yorkshire decreasing in 2024 we understand they happen more than our customers would like, and we are determined to tackle this issue and do our bit for river health.</p>
Clean water and wastewater services (Environment)	Why are you not in prison for the damage you have done to the environment?	<p>We know that we did not act quickly enough to tackle the issue of sewage in rivers. Despite the number and duration of discharges from storm overflows in Yorkshire decreasing in 2024 we understand they happen more than our customers would like, and we are determined to tackle this issue and do our bit for river health. That's why we've worked on our £180m investment programme to improve their performance, with further environmental plans for the next five years, which includes £1.5bn to reduce storm overflow discharges.</p> <p>We have a new river health team that are working closely with partners and local action groups to investigate long-standing local concerns and also supporting citizen science projects in the region. We're also working with groups and colleagues to pilot a river health observation survey to speed up response times and identify areas that need a greater focus. Our engineers have also been working hard to minimise the discharges into the region's watercourses by optimising how are sites are operated using information from sensors that are now installed across our sites. We're committed to turning our performance around and this work is taking place alongside our ongoing investment projects to help improve the quality of Yorkshire's rivers.</p> <p>Visit www.yorkshirewater.com/riverhealth to find out more about our largest ever environmental investment programme to put river health at the top of our agenda and some great examples of what we're working on to make this happen.</p>

Clean water and wastewater services (SUDS)	What does Yorkshire Water think about legislation to mandate rain water collection on new build sites?	Yorkshire Water is supportive of environmentally sustainable construction and ensures that new build sites adhere to the latest legislation in their designs for surface water drainage. Additional to any legislation, we offer infrastructure discounts to developers who build with surface water drainage solutions that do not enter the public sewers therefore encouraging this practice where the legislation is not yet applicable.
Clean water and wastewater services (Reservoirs)	What are Yorkshire Water doing for the upkeep on Farnley Reservoir?	We don't have any specific plans for Farnley Reservoir at this time but this is something that we do reassess regularly.
Clean water and wastewater services (Misconnections)	What practical steps are you taking to resolve the issue of misconnections in the Gledhow valley?	<p>While many of the misconnections into Gledhow Beck have been identified, thanks to contact from Friends of Gledhow Valley Woods and the recent successful Outfall Safari run by Aire Rivers Trust, and the property owners contacted we are unable to legally force rectification. Where the property owners do not respond to our communications highlighting the problem, we will refer to the local authority who do have powers to enforce resolution under section 59 of the building act. We've made huge leaps forward in building working relationships with the local authorities across Yorkshire, not just in the Gledhow area, to improve the rectification of private property misconnections into the surface water network.</p> <p>We are also hoping to pilot a new way of working to improve the way we identify properties that are misconnected into the surface water network, especially in areas we have worked with local citizen scientists, such as the Friends of Gledhow Valley Wood, and the Rivers Trusts in Yorkshire who have helped to identify hotspot areas. Finally, we are working with a national misconnections group to try and tackle this issue at source and have recently improved our website to offer more information on misconnections and what they are - Yorkshire Water - What to do if you have a misconnection in your home</p>
Clean water and wastewater services (Lead Piping)	How many miles of lead piping are still in Wetherby?	<p>There are no lead water mains in Yorkshire. However, depending on the age of your property, there may still be some lead pipes:</p> <p>Communication pipes (owned by Yorkshire Water)</p> <p>Supply pipes (owned by the customer)</p> <p>Lead was banned as a material for water pipes in 1969, so any newer properties will not have lead pipes. If you're worried</p>

		<p>about the amount of lead in your tap water, you can get in touch, and we'll test a sample of your water for free. If we find more than 10 µg/l of lead in your water we'll tell you how you can reduce it, and if the pipe supplying your home is made from lead, we'll replace our bit for free as well.</p>
<p>Clean water and wastewater services (Working Practices)</p>	<p>Impact on communities when you close a road without notice. You could have one customer effected but the closure impacts hundreds – how do you manage disruption?</p>	<p>We know roadworks can be inconvenient, and we want to make sure our work causes as little disruption as possible. If we're working in a residential area, we'll try and keep our working hours to weekday/daytime working to minimise disruption to those living nearby, unless otherwise specified by the local highways authority.</p> <p>Where it's safe to do so, our teams will use road plates to maintain vehicle access for residents.</p> <p>If we need to interrupt your water supply, we plan these interruptions outside of peak water usage hours, such as first thing in the morning or at teatime.</p>
<p>Clean water and wastewater services (Working Practices)</p>	<p>The everyday sight of a Yorkshire Water van pulled up by the side of the road for several hours with occupants on their mobiles.</p>	<p>Our field-based teams that you may see in a van have a number of different tasks that they carry out during their day. Part of this may be completing paperwork and administration of jobs completed or to be completed, as well as taking their scheduled breaks. There may also be some waiting when it comes to receiving the correct permits etc to carry out work properly and legally, for example from the highways agency.</p>
<p>Investments</p>	<p>Please provide details on how infrastructure improvements have reduced the amount of untreated sewage being released.</p>	<p>Yorkshire Water has invested £180 million early to upgrade over 100 storm overflows and treatment sites. Thanks to these improvements, the amount of untreated sewage released into rivers and coastal waters has already dropped significantly. Our performance on storm overflows has improved significantly as a result of this investment, as mention in the presentation. Discharges from our storm overflows have reduced overall, to 7.69, at the end of October, which is only a third of the 23 expected for the year. This is partly due to the lack of rainfall, but also due to the £180m investment.</p>
<p>Investments</p>	<p>Why are we being charged up front for investments.</p>	<p>Capital schemes are funded through a combination of customer bill payments, borrowing and shareholder investment.</p> <p>Infrastructure is expensive, and borrowing is an important element when it comes to this investment. Much like a mortgage – it allows us to invest in large projects but spread the cost over the life of the asset, which ultimately means the</p>

		<p>costs are not being felt by one particular generation of customers.</p> <p>We understand that this will affect you, and we want to be transparent: customer bills will increase during this five-year investment period. This rise is necessary to help fund these improvements, which will deliver improved services to customers throughout the region.</p>
Investments	What strategy do you have in place for capital investments / disinvestments over the short, medium and long term?	<p>All water companies must produce business plans every five years. The business plans set out what water companies intend to deliver for customers and the environment. These plans must follow a specific process and then be submitted to Ofwat – the water industry’s economic regulator. Ofwat will assess the plans and make decisions about the amount of revenue we can recover from customers through their bills that can be spent to deliver the plans.</p> <p>We look beyond five years to ensure that we’re making good decisions for our customers and the environment – now and in the future.</p> <p>To find out more about our plans for the period 2025 – 2030 visit our website below. This forms the first five years of our 25 year Long-Term Delivery Strategy.</p> <p>https://www.yorkshirewater.com/about-us/our-vision-and-plans/our-business-plan/</p>
Investments	What plans do you have to make improvements over the next five years?	<p>Over the next five years, we’ll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. This investment was approved by Ofwat in December.</p> <p>Our £8.3 billion investment includes:</p> <ul style="list-style-type: none"> £1.5 billion to invest in storm overflows to drive down discharges across the county £360 million to prevent nutrient pollution in watercourses £327 million rolling out smart meters to help customers save water and reduce their bills £51 million to increase our asset resilience £98 million to install water quality monitors in rivers so we can identify and respond to pollution reports quicker £75 million for environmental protection and improvements £99 million to improve drinking water quality

Investments	Future maintenance plans to reduce water authority ageing system leaks.	<p>Water is a precious natural resource, and we want to look after it, which is why we've committed to reducing leakage by half by 2050, in line with national targets. To achieve this, we've undertaken significant levels of modelling to create investment scenarios.</p> <p>We have released our Water Resources Management Plan (WRMP) 24, which provides a roadmap outlining how we will halve reduce leakage by 2050. You can find out more about it here: https://www.yorkshirewater.com/about-us/our-vision-and-plans/resources/water-resources-management-plan/</p>
Investments	When is work commencing at Wetherby sewage treatment works to prevent sewage overflows?	Work is planned to commence in March 2027 with a target completion of 2030.
Investments	Will your investment at Wetherby works be able to deal with the extra sewage from the 1100 homes being built over the next 7 years near the Racecourse?	Yorkshire Water is investing significantly in the Wetherby Wastewater Treatment Works to improve its infrastructure and ensure it can handle future growth. The upgrades are being designed to accommodate all the potential development outlined by the local authority.
Investments (Infrastructure repairs)	Why are your repairs of low quality and require revisits?	<p>We always aim to fix issues on the first visit, but sometimes a revisit is needed. This can happen if we find extra work once we start, if specialist equipment or parts are required, or if access was limited during the first visit. Often, things are more complex than they first appear when we start to dig, and we want to make sure the repair is done safely and to the right standard.</p> <p>We're working hard to reduce repeat visits by improving planning, training, and making sure our teams have the right tools and information but sometimes this is unavoidable.</p>
Investments (Infrastructure repairs)	Why are we paying for infrastructure upgrades again? Where has all	Money from bills, as well as shareholder investment and borrowing, will be spent on a wide variety of improvements across Yorkshire. Customers will see us working in their local area and feel the benefits of our investment over the five years and beyond, whether that's through replacement of water

	<p>the money gone?</p>	<p>mains in their town to make supplies more resilient, improvements to storm overflows on their local river to boost water quality or in an improved customer service experience when they need us.</p> <p>Our plans are backed by our customers, who want to see a focus on environmental improvements, and a major aim throughout our planning process has been to deliver the high levels of investment customers want, while keeping bills as affordable as possible.</p>
<p>Investments (Lack of investment)</p>	<p>The hosepipe ban and situation has come about due to total lack of planning and investment; this should never happen again.</p>	<p>The current weather is very rare for this part of the world. We've had one of the driest springs on record and the levels of our reservoirs haven't increased since January.</p> <p>As part of the water resource planning process, we analyse water supply and demand trends to forecast the current and future water needs for our region – we have been doing this periodically since 1990. If extended periods of massively increased demand, above that currently being seen, were forecast to become more frequent, then we would develop plans to ensure that we could meet the demand forecasts.</p> <p>With the impacts of climate change, we can expect to see dry springs and summers – with exceptionally hot periods – like we've had this year becoming more and more common. This is a key consideration for our long-term Water Resources Management Planning process.</p> <p>We're committed to improving our performance and we've got robust plans to do this. We've already seen improvements on most of our key performance measures across the past financial year and we're on track to continue improving across most of our metrics this year. We're committing to being more open and transparent about our performance to ensure we can meet the high standards expected by our customers, stakeholders and regulators.</p> <p>Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. We started this investment in April, and we're already seeing improvements in our performance as a result.</p>
<p>Investments (Lack of investment)</p>	<p>Why haven't Yorkshire Water invested over the years, and</p>	<p>We do always consider this, but new reservoirs are not always the answer. We look at a range of other options, such as increasing the use of groundwater and surface water, as a part of our water resources management planning.</p>

	<p>particularly in new reservoirs?</p>	<p>We also need to consider the complexity of building new reservoirs which can be challenging, not just in terms of cost but also planning, environmental and community impact like we have seen when we explored options to increase reservoir sizes in the Upper Derwent Valley and the possibility of building a new reservoir. However, as this was in the Peak District National Park, we decided, along with the regulators, that the schemes would have too much environmental impact and therefore the schemes in the Upper Derwent Valley are no longer being prioritised.</p> <p>Instead, we have been looking at all options for additional water and ways in which we can reduce demand together over the longer term. One of the ways we're doing this includes creating two new borehole supplies, building pipelines to connect areas of need, and building new water treatment works to support our grid network so we're able to build more resilience into our water supply network.</p>
<p>Investments (Building reservoirs)</p>	<p>When do you plan to build new reservoirs, the population has grown considerably and droughts are more frequent.</p>	<p>When we last reviewed our Water Resources Management Plan a few years ago, we identified that we needed new boreholes and service reservoirs to increase the resilience in our water system. We're now on with building those and we'll have them up and ready in the next few years. Those are short-term measures, and in the longer term we've now reflected that with the rapid effects of climate change we're currently experiencing, we need to challenge the assumptions we've made in our water resources management plan. With the addition of data centres, which use huge amounts of water, customer demand increasing, and the increased challenges of climate change, we need to think and plan differently for how we meet the future needs of our customers. One of the options we will be considering is whether additional reservoirs are needed. We do always consider increasing the size of reservoirs, but new reservoirs are not always the answer. We look at a range of other options, such as increasing the use of groundwater and surface water, as a part of our water resources management planning.</p>
<p>Billing, affordability, vulnerable customers</p>	<p>Why am I left with the only option of a water meter at a property I just bought? My bill is extortionate and I meet criteria to reduce</p>	<p>Once a property has a water meter installed, it can't be removed – this is part of national water regulations. We understand your concerns about high bills, especially with your circumstances. We have support schemes like WaterSure and social tariffs that can help reduce costs for customers who are disabled or on a low income. Please contact us so we can check what help you qualify for.</p>

	the bill. I am disabled and my parents are pensioners.	
Billing, affordability, vulnerable customers	My sister has special needs and receives disability benefits. What measures are being taken to ensure water bills for individuals with disabilities are not too high to pay?	<p>Yorkshire water has an array of support available to customers who have disabilities – these include financial support with water bills based on customer's income, both with bill reductions or capped bills for customer in receipt of benefits who have a medical need for water. We also have trusted partnerships across the region with external organisations who may also be able to provide additional support to our customers to help even beyond the water bill.</p> <p>In addition, our Priority Services Register can provide even further support for our customers who may need extra care due to disability – these include services like a nominee for the account if customers require that support; bottled water delivery should the customer struggle should there be an outage in the area.</p> <p>Two good website reference points for customer's reference for their specific circumstances:</p> <p>Yorkshire Water – Help paying your bill</p> <p>Yorkshire Water – Priority Services Register (PSR)</p>
Billing, affordability, vulnerable customers	What help is there if you're struggling paying your water bill?	<p>Depending upon the size of the household, many customers will benefit from installing a water meter and only paying for the water they use (check average water meter costs on bills). There is also a two year period to revert to previous charges if it isn't saving the customer money. There's a really useful breakdown of how much you could pay if you have a meter installed. This is based on an average water use and the number of people in your home, plus there's a water calculator to help work out if it would be better for you or not: https://www.yorkshirewater.com/bill-account/water-meters/could-i-save-with-a-water-meter/. We understand water meters might not be right for everyone and that it can be daunting to think that once you have one installed, there's no going back- but luckily this isn't the case. We offer a Switch back service. If you have a meter fitted but don't think it's right for you, you can switch back to being billed the old way within two years of having the meter installed.</p>

		<p>If the customer is in debt there are a number of debt schemes available, even if the customer isn't eligible for a social tariff reduction.</p>
<p>Billing, affordability, vulnerable customers</p>	<p>What exactly does the priority register do for people?</p>	<p>The Priority Services Register is a way of us recording that you would like extra help and support from us. There's lots of ways we can help you including large print, braille or audio letter and bills; a longer notice period for planned works; bottled water or a priority supply connection, for those that need a constant supply; a password scheme, so you'll always know it's us calling and more.</p> <p>Our website has more information: https://www.yorkshirewater.com/bill-account/priority-services-register/</p>
<p>Billing, affordability, vulnerable customers</p>	<p>How do you look after your most vulnerable customers? Especially the elderly like my gran aged 77 without internet knowledge.</p>	<p>We have many customers who may need a little extra help, accessing their services, paying their bill or support when something goes wrong. We take this very seriously at Yorkshire Water, and have lots of ways we can help. This includes registering customers for our Priority Services Register (PSR). The PSR offers multiple services, such as a bottled water delivery during an outage, for those who are unable to leave their homes or would struggle to carry water themselves, a password service to make sure you're confident it's us at your door, a nominee service to provide another contact to manage your account, and different formats of your bill. When things go wrong with your service, our colleagues are trained to listen to customer needs and adapt their approach to make sure everyone receives tailored support.</p> <p>We also understand that lots of customers aren't digitally connected, so that's why we retain telephone and written communication channels for those that need it. We also provide customers with paper bills, to make sure we're not excluding anyone who can't get online.</p> <p>We're always looking for ways to improve our services to those who need extra help, and we've set out some of our commitments for the next 5 years in our By Your Side strategy, available on our website for those who would like to know more. We can also provide you with a leaflet, or you can call our contact centre, to get more information about how to register for the PSR. To find out more take a look at our website https://www.yorkshirewater.com/about-us/our-vision-and-plans/by-your-side/</p>

<p>Billing, affordability, vulnerable customers</p>	<p>Is there any help for those on the priority register, as in discount or reduction?</p>	<p>In addition to the Priority Service register we also have our support schemes. Our charges are set in line with Ofwat's charging rules and reflect the need to fund long-term investment however we understand this comes at a difficult time for many households, which is why we've expanded our support.</p> <ul style="list-style-type: none"> Nearly 167,000 customers benefited from the company's bill support schemes during the past financial year, which included debt assistance, social tariffs, and contributions to the community trust. This means that since 2020, Yorkshire Water has provided over £115m in bill support, helping alleviate financial burdens for many people in our region. We understand that increasing the level of customer bills will be concerning to many, and through the introduction of a banded tariff this year we've ensured that 60,000 low-income customers will see their bills going down in 2026. We're helping 345,000 low-income households through our WaterSure and WaterSupport schemes – 100,000 more than under our last plan. <p>If you think you, or someone you know may benefit from our support schemes and want to find out more, take a look at our website and get in touch https://www.yorkshirewater.com/bill-account/help-paying-your-bill/</p>
<p>Billing, affordability, vulnerable customers</p>	<p>I understand the WaterSure scheme is available for people with disability benefits such as PIP. For some reason Yorkshire Water does not offer the WaterSure scheme to people on this disability benefit, but other water regions do, why is this.</p>	<p>Watersure is a government mandated scheme and pip is not a listed qualifying benefit – some companies have an additional scheme which covers this which is funded through customer cross subsidy.</p> <p>Depending upon income you may benefit from our social tariff please get in touch and a member of our customer team can help to explore this further with you.</p>

<p>Billing, affordability, vulnerable customers (Bill increases)</p>	<p>Why the steep rise in water rates?</p>	<p>Your bill has increased to fund vital improvements we need to make in Yorkshire's water infrastructure. Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. This investment was approved by Ofwat in December.</p> <p>Our £8.3 billion investment includes:</p> <p>£1.5 billion to invest in storm overflows to drive down discharges across the county</p> <p>£360 million to prevent nutrient pollution in watercourses</p> <p>£327 million rolling out smart meters to help customers save water and reduce their bills</p> <p>£51 million to increase our asset resilience</p> <p>£98 million to install water quality monitors in rivers so we can identify and respond to pollution reports quicker</p> <p>£75 million for environmental protection and improvements</p> <p>£99 million to improve drinking water quality</p>
<p>Billing, affordability, vulnerable customers (Bill increases)</p>	<p>The recent price increase is extortionate. What savings have Yorkshire Water made in their business?</p>	<p>We understand your concern. The price increase helps fund essential improvements to water services and the environment, but we've also worked hard to make savings through efficiency measures like better procurement and cost reductions. These steps ensure we keep bills as fair as possible while continuing to invest in a reliable service for the future.</p> <p>Alongside this, we're increasing support for customers who may struggle with bills, including social tariffs, payment breaks, and debt support schemes.</p>
<p>Billing, affordability, vulnerable customers (Bill increases)</p>	<p>I am using less mains water year on year as I increase my water butt capacity. Why am I paying more year on year?</p>	<p>You may benefit from installing a water meter and only paying for the water you use. There is also a 2 year period to revert to previous charges if it isn't saving the customer money. There's a really useful breakdown of how much you could pay if you have a meter installed. This is based on an average water use and the number of people in your home, plus there's a water calculator to help work out if it would be better for you or not: https://www.yorkshirewater.com/bill-account/water-meters/could-i-save-with-a-water-meter/. We understand water meters might not be right for everyone and that it can be daunting to think that once you have one installed, there's no going back- but luckily this isn't the case. We offer a Switch back service. If you have a meter fitted but don't think it's right</p>

		for you, you can switch back to being billed the old way within two years of having the meter installed.
Billing, affordability, vulnerable customers (Bill increases)	How can I get a discount as a loyal customer?	We don't offer any discounts for loyal customers, we do offer some forms of discount and support for our customers that require extra support in being able to pay their bills through social tariffs and other similar schemes. If this is something that you are interested in finding out more then please do get in touch with us and we can see what help we can provide.
Billing, affordability, vulnerable customers (Bill increases)	What are prices likely to go up by?	<p>Bill increases fund the investment step-up needed after two decades of under-investment.</p> <p>Even after these rises, customers still pay slightly less in real terms than a decade ago.</p> <p>Year Average household bill (£ nominal)</p> <p>2015/16 £446</p> <p>2024/25 £467</p> <p>2025/26 £602</p> <p>2026/27 £648</p> <p>2027/28 £697</p> <p>2028/29 £729</p> <p>2029/30 £763</p> <p>All real-terms values expressed in 2023/24 prices (CPIH-adjusted).</p>
Billing, affordability, vulnerable customers (Bill increases)	When will the bills go down?	<p>The average water bill has increased, but this will result in the largest environmental investment Yorkshire has seen. When we were building our plans for 2025-2030, we extensively tested these with customers and one of the key messages that our customers told us was that they do not want to push the cost of investment onto future bill payers. They would rather see a gradual increase of costs whilst ensuring support is available for bills to any customer who needs it. We understand that many may be struggling to pay their water bill and we don't want anyone to be worried about this. As part of our plans, we're investing more to support over customers struggling to pay and providing £350m of bill reductions and debt support in the next five years. If you'd like to know more about how we can help, please visit: https://www.yorkshirewater.com/bill-account/help-paying-your-bill/</p>

Billing, affordability, vulnerable customers (Bill increases)	How can you justify the massive increase in bills this year given the cost of living crisis?	<p>We're working hard to make sure that your water bill remains one of the lowest in the country whilst continuing to deliver the services you need every day. If you're struggling to pay then there are a number of options that may be available to you to help. Depending upon the size of the household, many customers will benefit from installing a water meter and only paying for the water they use. There is also a 2 year period to revert to previous charges if it isn't saving the customer money. If the customer is in debt there are a number of debt schemes available, even if the customer isn't eligible for a social tariff reduction.</p>
Billing, affordability, vulnerable customers (Bill increases)	Will sewerage standing charges ever be reduced, and a future bill reduction percentage instead of the high bills increase?	<p>Standing charges are part of the mix of charges we use to collect the overall income we need to finance our operations. They include the costs of billing and providing our customer service and the fixed costs in the provision and maintenance of the water supply and sewerage system.</p> <p>They are a fixed charge, so, unlike a volume charge, they are not related to the amount of water which you use. If you have a water meter and do not use any water only the standing charge will be payable.</p> <p>The SWD charge covers the cost of draining rainwater from your property. If no rainwater from your property drains to the public sewer, then you will not have to pay this charge.</p>
Billing, affordability, vulnerable customers (Billing)	Credit reference agencies reports of "missed" payments.	<p>Historically unmetered charges are due in advance for the full year and metered services are provided before we ask for payment.</p> <p>After negotiations with Ofwat and the information commissioner, all bills are termed as credit. Bills are due for payment at the time they are issued, and payment performance will be shared with Credit Reference Agencies.</p>
Billing, affordability, vulnerable customers (Billing)	Instead of helping those who run up debt then apply for trust fund payment, can the paying customers be rewarded?	<p>Yorkshire Water's support programs are designed to help those who are most vulnerable and struggling to pay their bills, ensuring everyone has access to essential water services. By providing trust fund payments and tailored support, we help prevent debt from becoming a barrier to health and wellbeing.</p> <p>At the same time, all customers benefit from our wider support—such as investment in infrastructure, service improvements, and community initiatives. We also offer water-saving advice, payment plans, and discounts for eligible households. Rewarding paying customers directly isn't part of our current approach, as our priority is making sure those in greatest need get the help they require</p>

Billing, affordability, vulnerable customers (Billing)	Why are we not informed if we have overpaid our water bill and are owed money?	<p>If you have a water meter, your payments are based on an estimated amount of water we think you'll use. This works a bit like energy bills. When we take an actual meter reading, we compare your estimated usage to your real usage:</p> <p>If you've paid too much: We'll adjust your account and refund any overpayment.</p> <p>If you've paid too little: We'll update your bill so it reflects your actual water use.</p> <p>Sometimes, if we haven't been able to read your meter for a while, these adjustments can be larger because we're catching up with your real consumption.</p> <p>Please get in touch with a member of our customer team who will be happy to help you with any questions you have.</p>
Billing, affordability, vulnerable customers (Water meter options)	Why do occupiers get stuck with an unwanted water meter if previous occupier installed meter 2+years ago. Is this a barrier to home owners opting to pay what they use?	<p>If a water meter was installed at a property more than two years ago, it becomes a permanent part of the billing arrangement for that address. This means new occupiers cannot switch back to rate-based billing and must pay for the water they use via the meter.</p> <p>This rule is set by national water industry regulations, not just Yorkshire Water, and is designed to encourage fair and accurate billing based on actual usage.</p>
Billing, affordability, vulnerable customers (Water meter options)	When will all consumers be able to have a water meter fitted?	<p>We're working hard to make water use smarter and fairer for everyone.</p> <p>Over the next five years, we plan to install 125,000 meters on homes that currently don't have one.</p> <p>All new-build properties already come with smart meters as standard.</p> <p>By 2030, our goal is for 70% of homes to have a meter.</p> <p>This year, we've seen a big increase in customers asking for a meter. By the end of this financial year, we expect to have fitted 40,000 meters – more than double last year's 18,000.</p> <p>We're also upgrading existing meters to smart technology. Our Smart Metering Programme will replace 1.4 million meters over the next five years – the largest and most ambitious rollout in the UK.</p>

Billing, affordability, vulnerable customers (Water meter options)	When will you allow customers to give meter readings more than twice per year?	<p>We will be installing 1.4m smart water meters by 2030. We'll start collecting data once our smart infrastructure is set up, this is something that will vary across the region as we install the meters. How often you receive your bill will not change, however smart meter data will allow us to bill you more accurately on your actual meter readings rather than estimating. To learn more please visit our website</p> <p>https://www.yorkshirewater.com/bill-account/water-meters/smart-meters/</p>
Billing, affordability, vulnerable customers (Water meter options)	My meter is inaccessible to me as it is in a hole in the garden. A WC leak went unnoticed for six months, as readings are only made annually. Why can't meters be read by radio transmission, like other utilities, or have an easy read facility?	<p>We've started rolling out a five-year program to exchange end-of-life meters with smart meters, this is happening across the region but has started in Sheffield earlier this year. The smart meters will submit readings automatically and smart meter data will allow us to bill you more accurately on your actual meter readings rather than estimating.</p>
Billing, affordability, vulnerable customers (Water meter options)	How do we know that the water meter has an accurate reading?	<p>All our meters are purchased from our trusted supplier to ensure that we can be confident in their accuracy. The technical specification says they are accurate to within $\pm 2\%$. We carry out yearly testing on a sample of meters across all sizes and ages to ensure their accuracy.</p>
Billing, affordability, vulnerable customers (Water meter options)	Water consumption for a single individual.	<p>You may benefit from installing a water meter and only paying for the water you use. There is also a two-year period to revert to previous charges if it isn't saving the customer money. There's a really useful breakdown of how much you could pay if you have a meter installed. This is based on an average water use and the number of people in your home, plus there's a water calculator to help work out if it would be better for you or not: https://www.yorkshirewater.com/bill-account/water-meters/could-i-save-with-a-water-meter/. We understand water meters might not be right for everyone and that it can be daunting to think that once you have one installed, there's no going back- but luckily this isn't the case. We offer a Switch</p>

		back service. If you have a meter fitted but don't think it's right for you, you can switch back to being billed the old way within two years of having the meter installed.
Billing, affordability, vulnerable customers (Water meter options)	Is there a timeline for smart meters being installed?	We offer three ways to install or exchange smart meters. For new developments, smart meters have been installed as standard since January 2023 through our developer services team. Customers can also request a smart meter through domestic metered optant installs, which has been a standard since September 2023. Lastly, we've started rolling out a five-year program to exchange end-of-life meters with smart meters, this is happening across the region but has started in Sheffield earlier this year.
Corporate/company matters (Lobbying government)	Will you ask the government to legislate for all new builds to have rainwater storage capacity?	Yorkshire Water is supportive of environmentally sustainable construction and ensures that new build sites adhere to the latest legislation in their designs for surface water drainage. Additional to any legislation, we offer infrastructure discounts to developers who build with surface water drainage solutions that do not enter the public sewers therefore encouraging this practice where the legislation is not yet applicable.
Corporate/company matters (Profits)	Large profits for shareholders despite your failure to invest and incompetent performance.	Over the last five years, instead of taking money out of the company, we've seen an inflow of funds from our shareholders to Yorkshire Water, as they've been supporting our investment into key projects like reducing discharges from our storm overflows. They're committed to improving our performance and our long-term goals.
Corporate/company matters (Profits)	How can you justify making profit on access to clean water?	Water companies are allowed to make a profit so they can invest in maintaining and improving the water network. All profits and prices are tightly regulated to make sure customers get good value and safe, reliable water. Most of the profit is reinvested to keep the service running and support improvements for the future.
Corporate/company matters (Shareholder Dividends)	Why are you £6 billion in debt and continue to pay shareholders as much as you do?	We understand the importance of having a robust financial structure and debt is a concern. We finance our capital investment programme, which helps us improve our service customers see through reinvesting profits, funds from shareholders and borrowing. When we're replacing a water pipe, for example, we spread the cost of doing this like you would when you have a mortgage on your home. This means customers' bills aren't paying for the upfront costs of that investment in the new pipe, and it's spread across the length of

		<p>time that new pipe is expected to be in the ground. This is a common way for investment to be funded and helps us to fund the significant programme of investment we have in place to improve our service and performance.</p>
<p>Corporate/company matters (Shareholder Dividends)</p>	<p>What about stopping pumping out chlorinated water and raw sewage into the wrong places before paying shareholders.</p>	<p>We have a new river health team that are working closely with partners and local action groups to investigate long-standing local concerns and also supporting citizen science projects in the region.</p> <p>We're also working with groups and colleagues to pilot a river health observation survey to speed up response times and identify areas that need a greater focus. Our engineers have also been working hard to minimise the discharges into the region's watercourses by optimising how our sites are operated using information from sensors that are now installed across our sites.</p> <p>We're committed to turning our performance around and this work is taking place alongside our ongoing investment projects to help improve the quality of Yorkshire's rivers.</p> <p>Visit yorkshirewater.com/riverhealth to find out more about our largest ever environmental investment programme to put river health at the top of our agenda and some great examples of what we're working on to make this happen.</p>
<p>Corporate/company matters (Exec Pay)</p>	<p>Why do our bills get increased when the bosses are receiving big bonuses?</p>	<p>Your bill has increased to fund vital improvements we need to make in Yorkshire's water infrastructure. Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way we do things and invest in our infrastructure, making it more resilient and reliable. This investment was approved by Ofwat in December.</p> <p>Our £8.3 billion investment includes:</p> <ul style="list-style-type: none"> £1.5 billion to invest in storm overflows to drive down discharges across the county £360 million to prevent nutrient pollution in watercourses £327 million rolling out smart meters to help customers save water and reduce their bills £51 million to increase our asset resilience £98 million to install water quality monitors in rivers so we can identify and respond to pollution reports quicker £75 million for environmental protection and improvements

		<p>£99 million to improve drinking water quality</p> <p>Our CEO, Nicola Shaw, had already made the decision that it would not be appropriate for her to receive an annual bonus this year due to the company's performance on pollution and a recognition that we need to do better for the communities we serve and earn trust. She has also taken the decision to waive her entitlement to an additional bonus that would have vested under our longer-term incentive scheme.</p> <p>We are determined to make improvements to our performance so we can deliver our part in creating a thriving Yorkshire, doing right for our customers and the environment.</p>
Corporate/company matters (Exec Pay)	Top Execs are paid far too much whatever they do, they are not worth more than £150K including pension contributions and bonuses.	<p>We regularly test our pay levels from all areas of the business against benchmarks across our industry and for similar roles in other industries. We want to pay fairly so we can attract the right people for roles to help us deliver the right outcomes for Yorkshire. The remuneration we pay our colleagues will reflect the challenge of the role and the expertise and experience required to deliver the performance we want to see.</p>
Corporate/company matters (CEO Pay)	Will the CEO return the bonuses and amount of six figure salary for numerous days of illegal sewer water dumping in local rivers streams?	<p>Our CEO, Nicola Shaw, had already made the decision that it would not be appropriate for her to receive an annual bonus this year due to the company's performance on pollution and a recognition that we need to do better for the communities we serve and earn trust. She has also taken the decision to waive her entitlement to an additional bonus that would have vested under our longer-term incentive scheme.</p> <p>We are determined to make improvements to our performance so we can deliver our part in creating a thriving Yorkshire, doing right for our customers and the environment.</p> <p>It's really important that we're able to attract and retain the right calibre of people to keep the business performing well. Our directors' salaries are set by an independent remuneration committee and are also comparable within the water industry. CEO bonus this past year was for work undertaken for Kelda group outside of Yorkshire Water and this was paid for by Shareholders, not customers.</p>

Corporate/company matters (CEO Pay)	Why was the CEO paid bonuses in the past even the water leaks went unfixed?	In the past, CEO bonuses were based on a range of targets set by an independent committee, not just fixing leaks. Sometimes, bonuses were paid if enough of those targets were met, even if some leaks remained. We know this has been frustrating for customers. The rules have now changed – if we don't meet key standards, including fixing leaks, our CEO will not receive a bonus.
Corporate/company matters (CEO Pay)	Shouldn't Nicola Shaw be concentrating on improving Yorkshire water and not moonlighting with the parent company?	Nicola joined the business in 2022 to help us improve our performance and make sure the company is ready for future challenges. We've seen improvements across the majority of our performance metrics and Nicola is committed to making sure we drive all our performance forward while we deliver Yorkshire's largest ever environmental investment.
Corporate/company matters (CEO Pay)	Why has Nicola Shaw received the bonuses she has?	The pay at Kelda is not a performance related bonus. As part of her CEO role at Yorkshire Water, Nicola Shaw also does some work for the benefit of Yorkshire Water's parent company, Kelda Group, including investor engagement, financial oversight, and management of the Kelda Group, which is recognised by an additional fee paid for by shareholders. We do not believe that work done on investor-related activities should be paid for by Yorkshire Water customers' bills.
Corporate/company matters (CEO Pay)	Any news on the investigation by Ofwat into Nicola Shaws "bonus" payment?	<p>Following Ofwat's review into disclosures regarding remuneration across Yorkshire Water and Kelda Group, the regulator has confirmed that the arrangements are compliant with legislation on performance related pay. We remain fully committed to being open and transparent about executive pay.</p> <p>We recognise the importance of transparency to customers and stakeholders, and as a result we have already committed to:</p> <ul style="list-style-type: none"> Disclosing Kelda fees in the Yorkshire Water's future accounts Aligning our reporting of executive pay with listed company requirements Enhancing our performance reporting, so that progress can be tracked more easily Expanding the direct engagement between our Board members and elected representatives.

		<p>Our focus remains on improving performance and delivering better outcomes for customers, communities and the environment. Under Nicola's leadership and shareholder engagement, investors have provided £500m of new equity to Yorkshire Water, with further investment expected before March 2027. Over the next five years we will invest £8.3bn – around £3.2m every day – to improve service, reduce pollution and modernise Yorkshire's water network.</p>
<p>Corporate/company matters (Performance Commitment)</p>	<p>Yorkshire Water have a series of obligations in the current AMP period, is it possible for Yorkshire Water to publish those obligations, on a site by site basis for both waste and clean water. In addition could they publish the obligations for their DG standards e.g. sewer flooding and low-pressure rectification.</p>	<p>All of this information is available in the 'our performance' section of our website.</p>
<p>Corporate/company matters (Reputation Management)</p>	<p>Reputation management involves more than just delivering a bigger capital programme, so what actions are you taking to recover your reputation with customers and society in general?</p>	<p>We're improving our transparency so we not only are we keeping customers up to date with the work we're doing to invest in our infrastructure, we're being more open about current performance and our wider financial reporting. Sessions like these are just one of the ways we're working closer with customers so we can understand their concerns and help to address them.</p>

Corporate/company matters (Reputation Management)	How can YW be trusted given its very poor past corporate behaviour?	We understand why trust matters. We've taken real steps to improve transparency and accountability, including publishing our Code of Ethics and strengthening governance. Looking ahead, we're investing £8.3 billion to transform our network, improve environmental performance, and deliver better services for customers. This plan is backed by clear oversight and a commitment to doing the right thing.
Corporate/company matters (Remuneration)	Overall Yorkshire water is a complete joke run by jokers milking what they can before they move onto the next high paying job, they don't care about anybody, all they're bothered about is getting paid, milking what they can and moving on.	<p>As CEO, I want you to know that I am deeply committed to making Yorkshire Water better for everyone. I live here too, and this is my home – just like it is for you. My passion for Yorkshire is personal, and I care deeply about the communities we serve.</p> <p>We have set out a vision for a thriving Yorkshire, right for customers and right for the environment. This isn't just a slogan – it's a commitment that drives every decision we make. We are investing more than ever before to improve our services, protect our rivers and beaches, and ensure our network is resilient for future generations. Our shareholders are supporting this with significant investment, and we are challenging ourselves to deliver the improvements our customers want and our region needs.</p> <p>I know there is more to do. We are listening, and we are acting. Your feedback helps us focus on what matters most. Please be assured that we are dedicated to earning your trust and delivering the service you deserve.</p>
Corporate/company matters (Remuneration)	Why do the higher management and shareholder receive better salaries than the frontline staff, i.e. Customer Service?	We play an important role in underpinning the economic wellbeing of our region. We don't just pump water into our region, we also pump millions of pounds into the local economy. The salaries of our directors are set by an independent remuneration committee and are comparable within the industry so we're attracting and retaining the right expertise to manage complex infrastructure and customer services. Shareholders don't receive a salary from us but they may receive payment based on the amount of shares they hold in the form of a dividend.
Corporate/company matters (Taxes)	Details of monies claimed from the government.	We have not claimed any monies from the government, but if there are some specific monies that you are referring to in this question then please do get in touch with us and we will be happy to answer.

Corporate/company matters (Taxes)	Details of all taxes paid to the government.	In 2024-25 Yorkshire Water paid £178.1m in taxes including Business Rates, Carbon Taxes and National Insurance contributions.
Corporate/company matters (Petition)	What is Yorkshire waters response to the 2,000 people who have signed the Friends of Gledhow Valley Woods petition asking you to resolve the issue of misconnections in the Gledhow Valley?	<p>While many of the misconnections into Gledhow Beck have been identified, thanks to contact from Friends of Gledhow Valley Woods and the recent successful Outfall Safari run by Aire Rivers Trust, and the property owners contacted we are unable to legally force rectification. Where the property owners do not respond to our communications highlighting the problem, we will refer to the local authority who do have powers to enforce resolution under section 59 of the building act. We've made huge leaps forward in building working relationships with the local authorities across Yorkshire, not just in the Gledhow area, to improve the rectification of private property misconnections into the surface water network.</p> <p>We are also hoping to pilot a new way of working to improve the way we identify properties that are misconnected into the surface water network, especially in areas we have worked with local citizen scientists, such as the Friends of Gledhow Valley Wood, and the Rivers Trusts in Yorkshire who have helped to identify hotspot areas. Finally, we are working with a national misconnections group to try and tackle this issue at source and have recently improved our website to offer more information on misconnections and what they are - Yorkshire Water - What to do if you have a misconnection in your home</p>
Corporate/company matters	Why are Yorkshire Water moving their HQ out of Bradford?	<p>The relocation is part of a broader strategy to modernise working environments, enhance productivity, and support future service delivery goals for customers and stakeholders. The cost and disruption associated with upgrading the existing Buttershaw building is a key factor in the decision to move. Leeds Valley Park was selected to provide a more accessible and sustainable workspace for hybrid teams.</p> <p>Yorkshire Water will retain several key operational sites in Bradford, including its Thornbury office, where more than 600 employees remain based, along with other satellite locations across the region.</p>

Other (water butts)	Will Yorkshire Water be able to fund any rainwater storage over this winter such as water butts for domestic customers or rainwater harvesting for businesses that can use rainwater?	<p>Unfortunately we don't fund water butts at the moment, except as part of specific local initiatives where hydraulic analysis identifies it is beneficial to manage surface water in that area, but we are seeing what we can do to help people get them. Please stay tuned and we will keep you updated. There's a handy guide on our website to create a mini water butt for the garden, which you can find here: www.yorkshirewater.com/savewater</p>
Other (water butts)	Will you team up with a water barrel retail company to offer savings to Yorkshire Water customers?	<p>We haven't got any current plans to team up with a water barrel retail company at the moment, but over the summer we gave out 500 water butts to community groups across the county, including Incredible Edible and In Bloom. We have a number of other water butt initiatives from January 2026 on a much larger scale which we'll be rolling out to those eligible.</p>
Other (Data Centres)	What is the impact of AI's water usage to Yorkshire Water's plans?	<p>The rapid expansion of data centres necessary for AI, alongside accelerating climate change, is having a profound impact on our region's water resources planning. Data centres are now an essential part of digital infrastructure—yet they require vast quantities of water, intensifying the demand on our system.</p> <p>When we last reviewed our water resources management plan a few years ago, we recognised the need for new boreholes and service reservoirs to enhance our resilience. Construction of these short-term measures is currently underway, with completion expected in the next few years. Yet, given the growing presence of water-intensive data centres, increasing customer usage, and the unpredictable effects of climate change, our previous assumptions about supply and demand may no longer suffice. We are now rethinking our approach to meeting future needs, with one option under consideration being the development of additional reservoirs to support both residential and commercial demands, including those from data centres.</p>

Other	<p>How much revenue has been generated from the one-year trial of car parking at reservoirs. What investments made; what maintenance improvements have been made as result of this car parking income?</p>	<p>Currently the pilot has been extended to the calendar year end and we will review our findings early in the New Year.</p>
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Thank you

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