

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



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

**West Yorkshire**

**27th November 2025**



# Housekeeping



**The webinar is being recorded for note-taking purposes, and the recording will be deleted once the written summary has been approved and published.**



**Auto captions are available, just click the icon in the toolbar to activate them.**



**All attendees are in listen only mode. If you'd like to ask a question in person, please use the raised hand function and accept the prompt.**



**If you are asking a question in person, we encourage you to have your cameras on as well, because it helps make the event more interactive and engaging.**



# Using Zoom



**Some questions submitted ahead of the event will be asked by the host.**

**If you're asking a question directly, the Chair will ask you to unmute your microphone and invite you to speak.**



**Feel free to use the Q&A function to submit any additional typed questions during the event — just click the Q&A button in the toolbar.**



# Welcome

## what today's session will cover...



**6pm**

**Welcome & introductions to the Yorkshire Water directors**



**6.10pm**

**A summary of Yorkshire Water's half year performance & regional plans by Nicola Shaw**



**6.25pm**

**Your opportunity to ask questions!**



**7.25pm**

**Close & next steps**

# Our team here today



**Nicola Shaw**  
**Chief Executive  
Officer**



**Dave Kaye**  
**Director of  
Water &  
Wastewater  
Service Delivery**



**Matthew  
Pinder**  
**Director of  
Customer,  
Distribution &  
Collection**



**Richard Stuart**  
**Director of  
Asset Delivery  
& Engineering**

# What I'll take you through today...

**An update on our  
Water Resources**

**Our half-  
year performance**

**What we're doing  
to make things  
better in North  
Yorkshire**

**...then its over to you for questions**





# **Yorkshire's largest ever environmental investment**

**£8.3bn investment programme**



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



**YorkshireWater**



# A new business plan and ambitious improvements

We've focused the first half of this year readying the business, so we're equipped with...



**People**



**Skills**



**Equipment**



**Partners**

# An update on our Water Resources

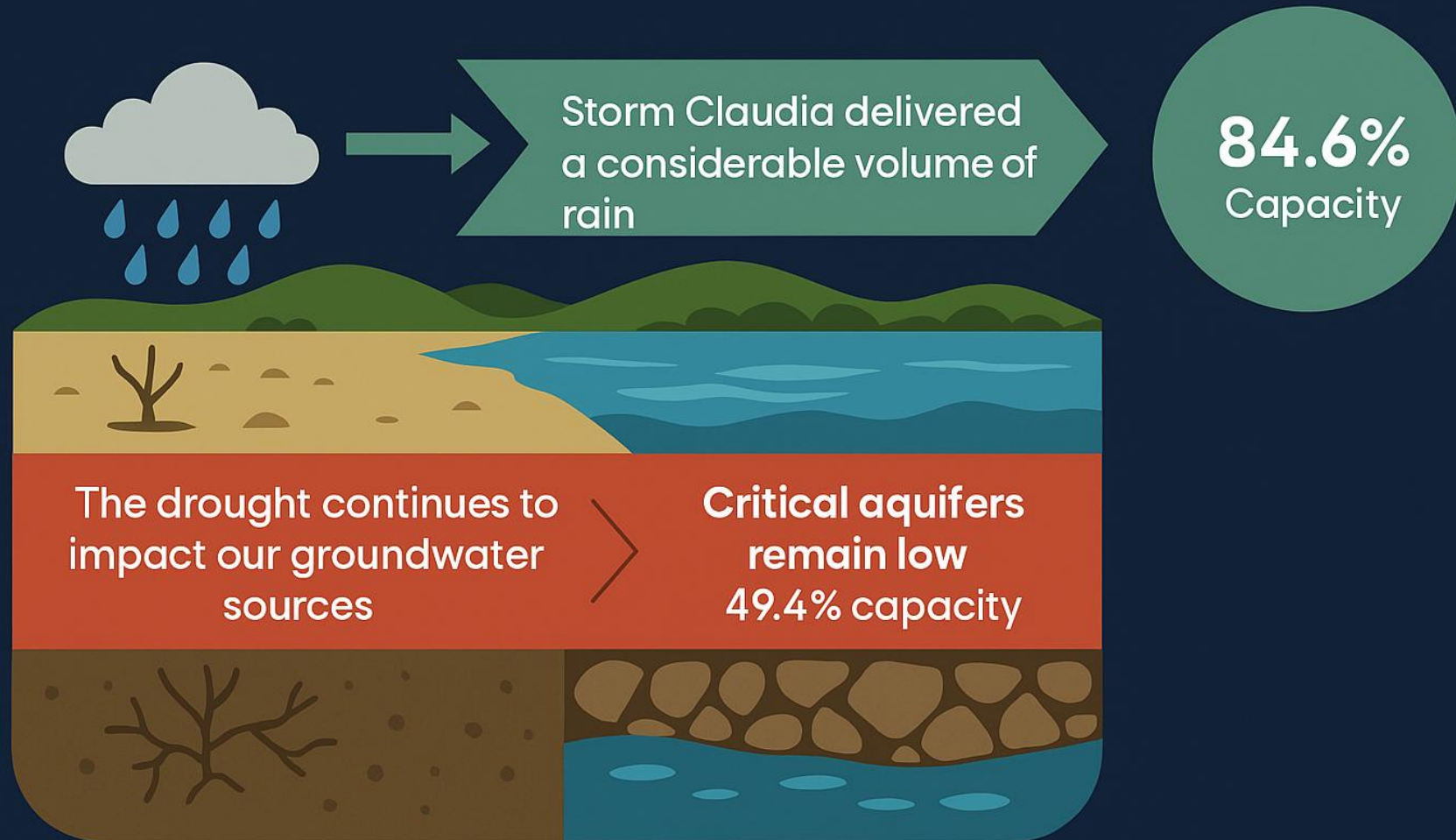


**Thank you to our customers for helping us reduce domestic water use by 10% since the restrictions began. Your support truly makes a difference.**





# Where our water stocks are today...





**The dry ground  
conditions have led to  
an increase in leaking  
pipes, but we've tackled  
this challenge head on**

**Finding  
and fixing  
15% more  
leaks**

**Fixing leaks  
36% faster**

**13,000  
leaks fixed  
since April**



# What does this mean for our Hose Pipe Ban?





**Let's have a look at  
some of our key  
performance areas**



**YorkshireWater**





# Improving our performance to do right for customers and right for the environment

**Key**  
★ Off track



## Customer experience

★ Customer Measurement of Experience (CMEX)



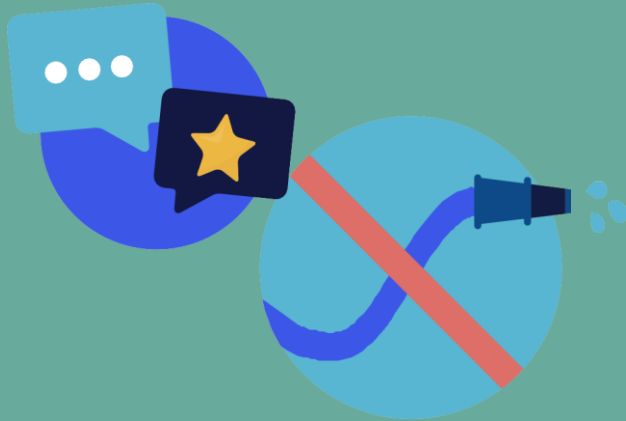
## Clean water

- Leakage
- Mains Repairs
- Water Quality

## Wastewater

- Storm Overflows
- Internal & External Sewer Flooding
- ★ Pollution Incidents

# Customer experience improvements



**We acknowledge the need to improve customer experience**

Hosepipe restrictions, drought-related challenges, our environmental performance and increasing bills have impacted how our customers feel about us.



Therefore, we've brought forward investment so we can **ensure our customers have an easier journey** whenever they need to get in touch with us.



Through additional teams, and end-to-end reviews on our processes, **we're investing in our systems and technology.**

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



Right for the  
environment

# Steps towards improving pollution

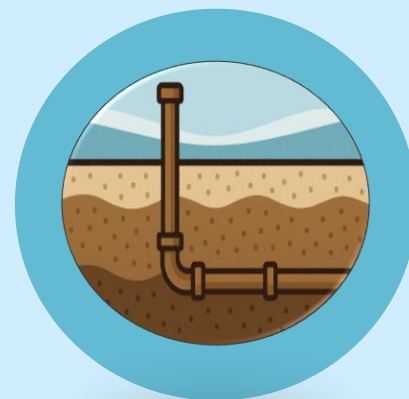
Our first step to improve pollution is to drive initiatives on four key asset areas:



**Networks**



**Sewage  
pumping stations**



**Rising mains**



**Wastewater  
treatment works**

Right for  
Customers

We're investing £89m this year to replace 238km of water mains. That's roughly the same as a return journey between...



We're on track with delivering our programme with over...

**100km of pipes having  
been replaced already**



During our last business planning period (2020-2025), we replaced just over 90km of water mains in total



Right for  
Customers



# Upgrading 1.3 million water meters installed

Our smart meters are essential in reducing leakage in both our network and customers' properties, enhancing leakage management and lowering water use per person.

**101k**

Meters installed  
before the start  
of April this year

**63k**

meters  
upgraded since  
then to make  
them smart

**2.24m**

Daily litres  
saved by  
repairing  
leaks

Right for the  
environment

# Investing £1.5bn

over the next five years  
to **improve Yorkshire's  
rivers and coastal waters**  
by significantly reducing  
the use of storm overflows  
across the entire region.





# Our storm overflows have been performing well



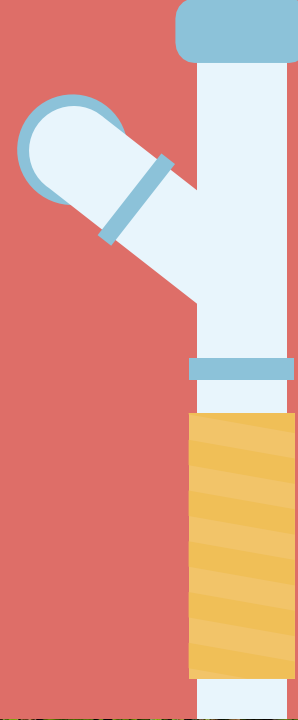
We're well ahead of target, with an average of 7.69 discharges per storm overflow—far below the full-year target of under 23 on average.

Right for  
customers and  
the environment

# We're investing in our monitoring

Making sure we've got the most accurate picture of how our assets are operating, as well as looking at operational interventions we can make to improve performance.

**We've accelerated funding so we can make a difference, quicker, to improve river health in Yorkshire.**



Keeping  
wastewater in  
our pipes is very  
important to us.





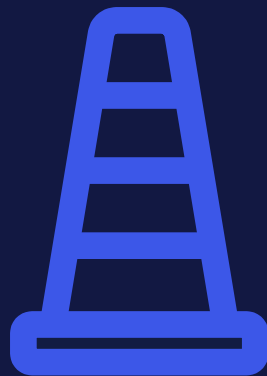
Right for  
customers and  
the environment

# We've got an action plan in place to guide us in the right direction

These plans include...



Our programme of  
sewer cleansing



Maintenance to keep  
our sewers flowing



Installing sewer alarms  
that alert us to blockages  
building up

Supporting a  
thriving Yorkshire

# We've recruited and onboarded over 700 people join our team

To help make sure we're delivering  
on our promises to Yorkshire.







# What we are up to in West Yorkshire

**This year we are  
investing  
£227m in West  
Yorkshire**

**420 projects are now live  
across West Yorkshire**

- Over the next 3 years, we're aiming to replace 177,958m of water mains
- Over the next five years we're investing £646m in storm overflow improvements



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



**Moortown & Roundhay** – Replacement works to improve reliability.

**Methley** – Upgrade of old infrastructure.

**Lower Wyke** – Phase two network improvements.

**Fagley** – Mains renewal to boost supply resilience.

**Hebden Bridge** – Replacement mains works.

**Laisterdyke** – Phase two mains renewal.

**Grange Moor** – Mains replacement to modernise the network.

**Oakworth** – 1.7 km of mains replaced to improve reliability.

**Bradford** – Major upgrades across the district to reduce bursts.

**Seacroft** – £1.4m project replacing old mains for water quality.

**Sutton-in-Craven** – Works to strengthen local supply.

**Harewood** – Replacement works to boost network resilience.

**Near Todmorden** – £700k scheme to upgrade old infrastructure.

# Major **wastewater** improvements projects in West Yorkshire...

## **Leeds Storm Overflow Programme**

£76m in first year; £1.5bn over five years

25 schemes incl. storage tanks and nature-based solutions

**Rivers improved:** River Aire, Farnley Wood Beck, Wyke Beck

## **Ilkley Wastewater Treatment Works**

£60m upgrade: new treatment capacity, stormwater storage, and wetland

**River improved:** River Wharfe

## **Middleton Storm Overflow (Ilkley)**

£7.9m storage tank and additional capacity

**River improved:** River Wharfe

## **Clayton West Wetland Project**

£14m wetland with 13 ponds and 300,000 plants

**River improved:** River Dearne

**These projects will significantly reduce storm overflow discharges into West Yorkshire rivers, leading to cleaner waterways, healthier ecosystems, and improved biodiversity.**



# In Summary



**Yorkshire's largest  
ever environmental  
investment of £8.3bn**



**Replacing more  
than 1,000km of  
water pipes across  
the region**



**We're investing  
£89m this year  
to replace 238km  
of water mains**



**Investing £1.5bn  
over the next five  
years to improve  
Yorkshire's rivers  
and coastal waters**



**£180m investment  
finished in March to  
reduce discharges  
from over 100 of  
our overflows**



**We're making sure  
we've got the most  
accurate picture  
of how our assets  
are operating**



**Utilising the sewer  
alarm data**



**£20m investment in  
our 66 highest risk  
rising mains**



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



**We're investing in our  
people and have  
recruited and  
onboarded over  
700 people**

# Now for your questions....





**Thank you for your time.**

# **Further questions?**



**Email us:**

[yourwateryoursay@yorkshirewater.co.uk](mailto:yourwateryoursay@yorkshirewater.co.uk)

