Pollution Incident Reduction Plan 2026

Published March 2026

YorkshireWater

How to view this document

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Our contents page links to every section within this document. Clicking on a specific section will instantly take you to it.

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There are also many other clickable links within this document which we've made easy to spot by underlining and **highlighting** them in blue.

Accessibility matters. That's why we want all of our customers to be able to engage, navigate, and understand our Pollution Incident Reduction Plan.

By using assistive technology like screen readers, text-to-text speech programmes and braille displays, we can provide equal access to anyone with visual, mobility, or cognitive impairments.

We've taken the following steps to ensure this document supports additional accessibility needs:

- Screen readers will recite content in a logical order, as well as identifying headers and providing alternative text for images.
- Table of contents and bookmarks to aid navigation.
- Easy-to-read text that's structured using headings, clear paragraphs and tables.
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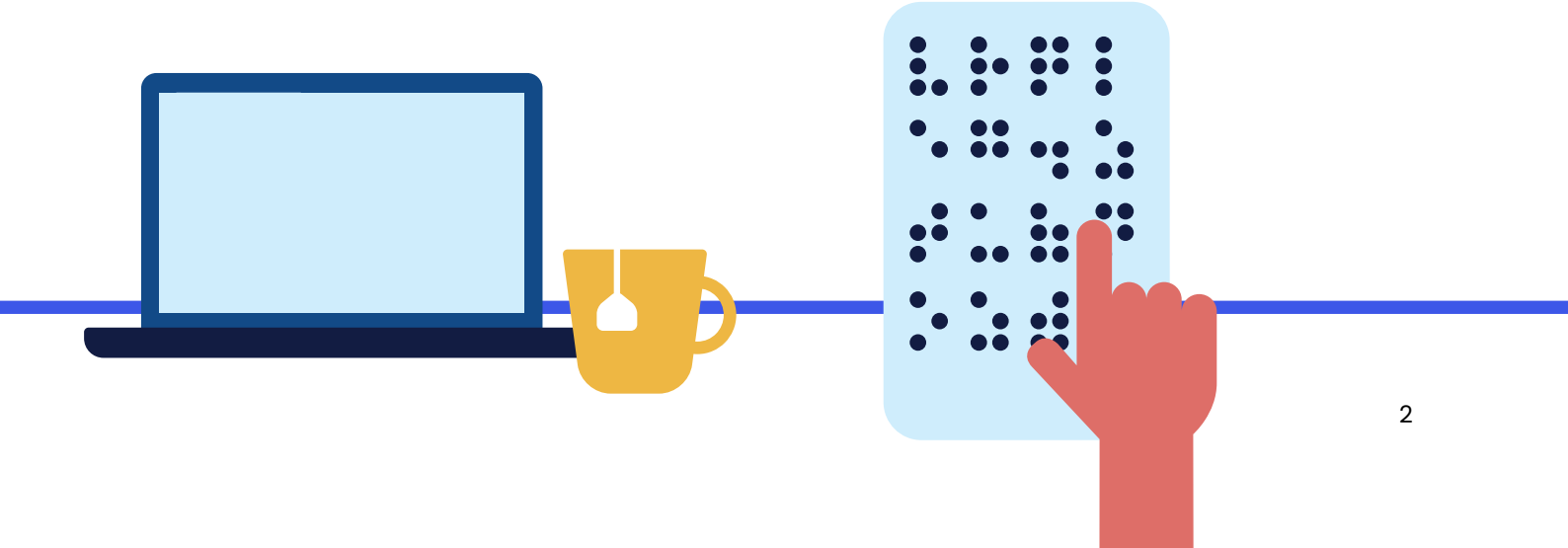


Contents

We've created colour-coded sections to help you navigate this report easily. Just click on the section you are interested in on the contents page, and it will navigate you to that section.

The report is structured as follows:

CEO Assurance Statement

Together with our customers, stakeholders and colleagues I am concerned about the health of Yorkshire's waterways.

We recognise that pressures on rivers and coastal water quality arise from a series of sources, including agriculture, industry and urban runoff, as well as water and wastewater infrastructure. While these challenges form part of the national context, we are clear that pollutions arising from our assets or our operations is unacceptable.

Reducing, and ultimately eliminating, pollutions from out network is therefore a core priority for Yorkshire Water. Over the last year we have undertaken a significant amount of work to understand the condition and performance from our operational capability, expand and upskill our teams and use data and intelligence to predict and respond to incidents as early as possible in order to minimise environmental impact.

We are being open and honest that we will not achieve our goal of eliminating pollution in the coming year. Instead, what this plan does is reflect on our lessons from previous years, on what we know about our network and its condition, what we have done and are planning to do to improve outcomes across all asset types, and how we are going to work together to deliver our plan. All of this means that we will see improved results over the coming years.

Reporting on our progress in pollution will continue to adapt over time because the rules we operate under are changing. We have, as agreed with our regulator, the Environment Agency, reported here against rules that were in place in 2025.

The rules for 2026 are different and therefore what we report next year will need to reflect (where possible given the extent of the change) the position as it would have been under the rules for 2025 and as it will be under the rules for 2026, so that readers of the documents will be able to follow our progress.

As Chief Executive Officer, I am ultimately accountable for this Pollution Incident Reduction Plan (PIRP). I confirm that I have reviewed and approved the plan having received external third party assurance that it has been prepared and published in full compliance with statutory requirements.

During the year, I have been personally part of the team reviewing the root cause of all the serious incidents we have had. We have also looked more widely at incidents which exhibited unusual characteristics or where repeat incidents occurred. I know that the PIRP reflects on that process and sets out the work we have done and will continue to do as a result.

The programme is detailed but our team know what they must do and have clear accountabilities in order to deliver it. Our governance is designed to keep everyone on track against those accountabilities.

Yorkshire's rivers and coastlines matter deeply to the people who enjoy them, to the wildlife that depends on them and to the communities they flow through. Over the last five years we have invested over £800 million to improve river health, delivering major programmes to reduce our impact and improve environmental performance. While this investment has made a difference, we recognise that addressing pollution risk requires a sustained, long term focus on asset condition and resilience.

The recent Cunliffe Commission has highlighted that "*The health of companies' assets, and their ability to perform despite shocks and pressures, are crucial to achieving resilience in the sector*". These findings reinforce the importance of placing asset performance at the heart of future plans, supported by better understanding of whole-life value.

That is why we are delivering our largest ever environmental programme, focused on improving asset performance, strengthening operational capability and using data and intelligence to reduce both the likelihood and impact of pollution incidents, alongside our Partnerships work with others to collectively achieve lasting improvements to the health and resilience of Yorkshire's rivers.

This PIRP is designed to deliver real, measurable improvements in environmental outcomes. We will publish annual updates on our progress, providing transparency for customers, partners and regulators as we work towards our long-term ambition: a thriving Yorkshire—right for customers, and right for the environment.

Nicola Shaw, CBE
Chief Executive Officer

Executive summary

Our Pollution Incident Reduction Plan (PIRP) is designed to drive consistently excellent environmental performance, and reflect our commitment to protecting the environment, strengthening trust and delivering the high standard of service that customers expect and deserve.

We are disappointed with our performance in 2025 for both total and Serious Pollution incidents (Category 1 & 2). We recorded 339 total pollution incidents of which 11 are recorded as Serious Pollution incidents (2 further remain under review). This shows an overall decline in total pollution performance compared to 2024 and static performance with regards to serious incidents.

We understand how important clean rivers, healthy water environments and reliable wastewater services are to the communities we serve, and we recognise that our performance needs to improve. This Pollution Incident Reduction Plan (PIRP) sets out how we will reduce pollution incidents by improving the way we manage our sites, assets and day to day operations. **The plan is built around three key themes: Asset Performance, Operational Intelligence, and Enhanced Operational Effectiveness.**

- **Asset Performance:** We are strengthening the condition and resilience of our assets and equipment that play a crucial role in preventing pollution. Many incidents can be traced back to ageing infrastructure or asset reliability. We are investing significant time and cost to ensure we identify vulnerabilities earlier, target investment where it is most needed, and reduce the risk of pollution reaching the environment. By taking a proactive approach to asset performance, we are building stronger foundations for improving performance in the long term.
- **Operational Intelligence:** Better information leads to better decisions and that's why we are enhancing our monitoring capabilities to improve our real time understanding of what is happening across our network. This, coupled with predictive analytics, artificial intelligence and machine learning, leads to a smarter data driven approach which allows us to respond proactively to issues before they cause an impact to the environment.

Enhanced Operational Effectiveness: We are giving our teams the tools, training and equipment they need to prevent pollution and respond quickly when issues arise. This includes rolling out pollution response kits to key locations and delivering specialist pollution response training. These improvements mean our frontline colleagues are better prepared to contain incidents rapidly and minimise environmental impact. Stronger operational practices and learning from previous incidents through Root Cause Analysis (RCA) will help us to prevent issues from reoccurring in the future.

Together, these themes will help us prevent issues before they happen and allow us to act quickly when they do. We have assessed each part of the plan using data and historic learning to understand how many pollution incidents each measure could help us to prevent. This ensures that we strive to meet our Performance Commitment Levels that have been set by our economic regulator OFWAT and the expectations of our environmental regulator the Environment Agency. Recent regulatory changes from the Environment Agency mean that in the future we will be reporting more incidents, and our current Performance Commitments will no longer be compatible with the revised methodology. New performance standards are currently under consultation with OFWAT and while we remain confident that our proposed measures will drive sustainable reductions in pollution incidents, the level of improvement required under the new framework will differ. Therefore, this PIRP will operate as a living document and will be updated as regulatory expectations become clearer to ensure it drives measurable improvements in performance.

We have strong governance arrangements in place which underpin delivery, with day-to-day performance managed through a tiered hub structure, operational oversight provided through Delivery Assurance Groups overseen by leadership teams and strategic oversight through the Quarterly Board Review and the Board's Safety, Health & Environment Committee.

Ultimate accountability rests with our Chief Executive Officer, who personally reviews and approves the PIRP to ensure full compliance with statutory obligations and to demonstrate clear leadership commitment to reducing pollution incidents.

Introduction

Every day we work to ensure Yorkshire has the water it needs for life to flow smoothly. When water has been used, it is our job to collect it and return it safely to the environment. Water is life's most essential resource, and we are committed to managing it responsibly for everyone, always.

How we do that really matters: the resources we use and recycle, the way we look after land, support local communities and the partnerships we develop all make a significant difference for Yorkshire's people and places.

We serve over five million customers across Yorkshire, which is one of the most varied and beautiful regions in the country. Stretching from vibrant cities like Leeds, Sheffield and Bradford to rolling countryside, rugged Pennine moorlands and stunning coastal areas. This mix of bustling urban communities and remote rural landscapes means we manage an extensive network of equipment, including 53,000km of sewers, 32,000km of water pipes and 655 Water and Wastewater Treatment Works across the region - collecting, treating, and returning 1.3 billion litres of water every day.

5.5m
customers

2.2m
households

140,000
business and non-household customers

1.3bn
litres collected, treated and returned every day

53,000km
sewers

32,000km
water pipes

50
water treatment works

605
wastewater treatment works

Our role goes far beyond pipes and treatment works – we are custodians of Yorkshire's water resources and stewards of its natural environment. Protecting Yorkshire's rich and diverse environment is key to everything we do, and we are committed to investing in innovation and resilience to meet the challenges of climate change, population growth and environmental protection.

Our vision is clear: a thriving Yorkshire, right for customers and right for the environment.

However, all the equipment that we use to deliver our service, often known as assets, has the potential to cause harm to the environment if things go wrong. One impact to the environment that can be caused by our operations is pollution to the water environment (such as rivers, lakes, ponds, groundwater or coastal waters). Preventing pollution is critical for protecting the environment, meeting our legal obligations and maintaining public trust.

What is a pollution?

Pollution incidents occur when substances are introduced into the water environment which cause harm to ecosystems, water quality or public health and amenity. As Yorkshire Water, we have a big part to play in reducing pollution, but we're not the only ones who can make a difference. Pollution can come from a variety of different sources including:

- **Agriculture, including nutrient and sediment runoff**
- **Diffuse pollution from misconnections, and surface water drainage**
- **Transport through road runoff**

That's why it's important, in addition to our own plans, to work with others to make sure we make the right decisions for improving the environment as our contribution represents only part of a complex, multisource pollution picture that can require coordinated catchment scale action to resolve.

Pollution incidents are defined in legislation that governs water companies as *'discharges of any content from the undertaker's system which may be harmful to health or the quality of the environment. This does not include discharges of treated effluent operating in compliance with an environmental permit.'*

Pollution can occur as a result of breakdowns of both our clean water and wastewater equipment.

- **Wastewater:** In the context of our wastewater operations, pollution typically refers to the release of untreated or partially treated sewage, chemicals or other contaminants into watercourses. These discharges can result from a range of different root causes including blockages as a result of customer use of sewers, power outages, equipment failures or extreme weather events.
- **Clean Water:** Our clean water networks create and distribute clean drinking water to our customers and sometimes these pipes burst, or escapes happen from our storage or treatment facilities. When this happens, there is a potential for some of the clean drinking water that was intended for homes and businesses to make its way into a waterbody. Although this water is clean, it can cause the mobilisation of sediment, and the addition of chlorine once treated can cause an impact to the environment.

When incidents do occur, they are categorised by the Environment Agency based on the extent of environmental impact they cause (Seriousness). This impact is assigned using the Environment Agency's Common Incident Classification Scheme (CICS) ranging from Category 1 — 4.

- **Category 1 and 2** – These incidents are deemed as 'serious' incidents, which potentially could have lasting or extensive impacts on the environment, wildlife, or amenity of a waterbody.
- **Category 3** – These incidents are those with a 'minor' impact on the environment or amenity of a water body. They are generally localised and short duration.
- **Category 4*** – These incidents are deemed as having 'no impact' on the environment, due to their small scale or the impacts of dilution.

Spotting pollution can be difficult, but some of the key things to look out for, which show the impact on the environment and may indicate a pollution is occurring are as follows:

Look out for these in the water

- **Sanitary or contraceptive products**
- **Cloudy or milky water**
- **Soap suds or foam**
- **Slimy grey sewage fungus**
- **Dead or gasping fish**
- **Noticeable sewage odour**

If you notice any of the above, report it to us and we will report it to the Environment Agency who will record it on the National Incident Reporting Scheme (NIRS).

*Category 4 is changing as a result of newly introduced guidance, see section 5.

What are our plans?

We take our responsibility for protecting the environment seriously and recognise that any pollution caused by us is unacceptable. To support this objective, we have developed our Pollution Incident Reduction Plan (PIRP) for the 2026 calendar year. The PIRP represents the first step in our wider strategy to deliver a reduction in pollution incidents across the 2025–2030 period. This plan includes driving down the number of Serious Pollution incidents we have (Category 1 & 2).

This plan forms a key step in achieving our long-term target of zero pollution incidents from our operations. Since 2018, Yorkshire Water has undertaken a significant programme of pollution improvement measures, targeted by previous iterations of our PIRP. This has not resulted in an overall reduction of incidents which we believe is in part due to a number of external factors including climate change, improvements in reporting and increased regulatory activity. By sustaining this focused effort, we continue to drive toward our long-term aspiration of eliminating pollution from our operations.

While the PIRP provides a clear roadmap for the short term, we know that short-term actions alone is not enough. Climate change and population growth will place increasing pressure on our networks and could impact our environmental performance in the future. To address these challenges, we are developing our next Drainage and Wastewater Management Plan (DWMP) in collaboration with organisations such as Lead Local Flood Authorities, The Rivers Trust and the Environment Agency. This plan looks ahead to 2055 and beyond, ensuring we are prepared for the long-term context of these pressures and can continue to protect the environment for generations to come.

Focusing on population growth, our research tells us that there will be many more people in Yorkshire as we move into the future.

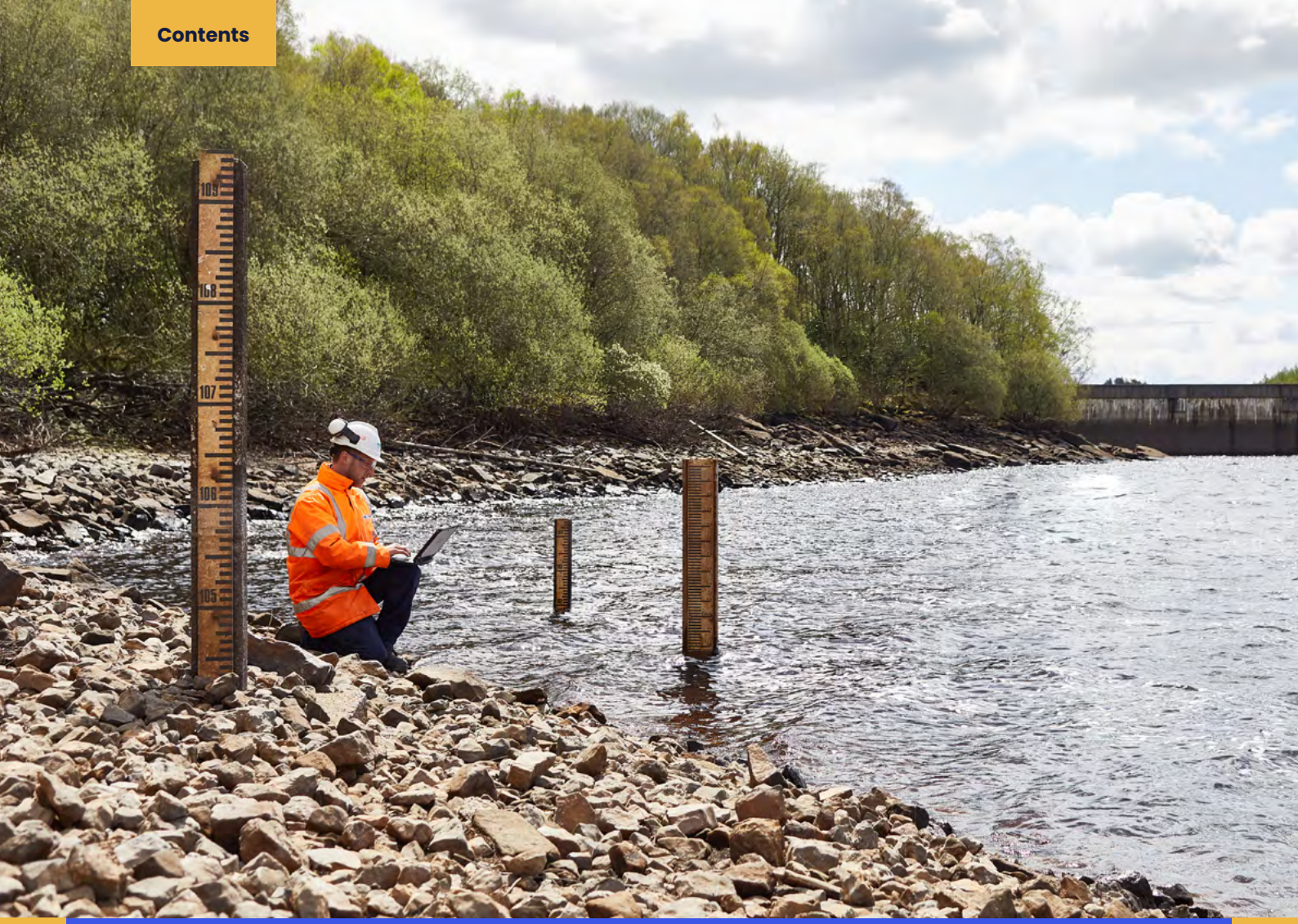
The population has increased significantly over the last 35 years and is expected to keep growing. Yorkshire households are predicted to increase by 30% by 2033, with a third of that growth coming from an increase in single person households. This means we will need to meet the needs of more people in the future. We also need to meet the demands of this growing population without increasing our impact on the environment by modelling and predicting the impact that population increase and climate change will have on our wastewater services, we can better prepare for the future and ensure we meet our customers' expectations and priorities.

Our first DWMP, published in 2023, preceded the requirements for PIRPs. However, there are a number of themes identified in the DWMP which align to pollution and will therefore be reflected in this PIRP, these are:

- **Population Growth**
- **Climate Change**
- **Hydraulic Capacity**
- **Network Abuse**
- **Asset Deterioration**

The next publication of DWMP is anticipated in August 2028, in this publication the plans will be linked and we anticipate that the interaction between the two plans will continue to develop over time.

More detail on our **DWMP** is available here.



Updated Regulatory Pollution Incident Reporting Guidance

The Environment Agency published new guidance on 15 October 2025, entitled Guidance for Reporting and Assessing Water Industry Regulation Incidents ("WIRI guidance"). This guidance replaces the Environment Agency's 16_02 Operational Instruction and sets out how water companies are expected to report and record pollution incidents, providing greater transparency around water company performance. The guidance came into effect on 1 January 2026.

The key features of the guidance include:

- **Incorporation of new storm overflow Event Duration Monitoring (EDM) technology**
- **Clarification of when 'no impact' claims can be made**
- **Increased reporting requirements**
- **Assessment of Third Party impact**
- **Amendments to reflect recently updated regulatory approaches**

We have created this PIRP based on the guidance that was in place during the 2025 calendar year, as this reflects the performance that was achieved and the anticipated targets at the time. The implementation of the new guidance will lead to some changes, including an increase in the number of reported incidents and the assessment of their severity. For example, the removal of category 4 'no impact' claims for incidents that have reached a water body, the additional reporting of dry day spills, the greater use of technology for detecting incidents and the application of more stringent guidelines on the assessment of third-party interference.

As a result of the changes in the guidance, we are anticipating that we will see a rise in the number of pollution incidents that are recorded irrespective of our continued drive to improve performance. During the course of this year, we will be reviewing our new baseline of performance, to allow us to demonstrate continued improvement in future years.

We are actively updating our approach to align to the new guidance, but we expect to report a significant increase of incidents in the 2026 calendar year. As we adapt to new regulatory guidance, we'll use insights from our operations to improve how we prevent pollution, invest in technology and upgrade our infrastructure.

This will be a significant change to the controls that we have in place and as a result we will be reviewing and aligning our future PIRP documents to the updated guidance.

This updated guidance means that our current Performance Commitment Levels (PCLs), set by our economic regulator OFWAT, are misaligned beyond the end of the 2025 calendar year. As a result, proposals are progressing with OFWAT to amend the Pollution Performance Commitments, revising performance baselines and incentive mechanisms to ensure alignment and transparency. These proposed changes are progressing through a regulatory change control process, ensuring our PCLs remain robust, transparent and aligned with the heightened regulatory expectations introduced on 1 January 2026.

The plan that has been developed is designed to deliver PCLs that were in place in 2025, utilising the previous regulatory framework. We are continuously reviewing our plans to ensure it aligns to our ambitions for the 2027 calendar year.

2025: Pollution incident frequency, seriousness and their causes

In the 2025 calendar year, we are disappointed with our pollution performance, which showed a decline in total pollution incidents and static performance on Serious Pollution incidents (Category 1 & 2). The table below shows the number of pollution incidents by category spread across the year. This data is taken from the national pollution record, which has not yet been finalised and is subject to change, but is the most accurate reflection of performance at the time of writing.

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Pollution	Cat 1													
	Cat 2	1		2	1	3	2	1		2		1		13*
	Cat 3	24	10	26	28	30	29	33	28	32	33	22	31	326
	Total	**25**	**10**	**28**	**29**	**33**	**31**	**34**	**28**	**34**	**33**	**23**	**31**	**339**

*2 Remain under review by the Environment Agency.

From the frontline to the board we are all aligned on the need to reduce pollution incidents and that the only acceptable number of Serious Pollution incidents (Category 1&2) as a result of asset performance is zero. We understand that customers place trust in us to manage their water and wastewater services, and we have heard clearly from our customers that they expect higher standards and faster action to protect rivers and waterways. We understand these feelings and take them seriously. Restoring confidence means being transparent about our performance and investing in the improvements set out in this PIRP.

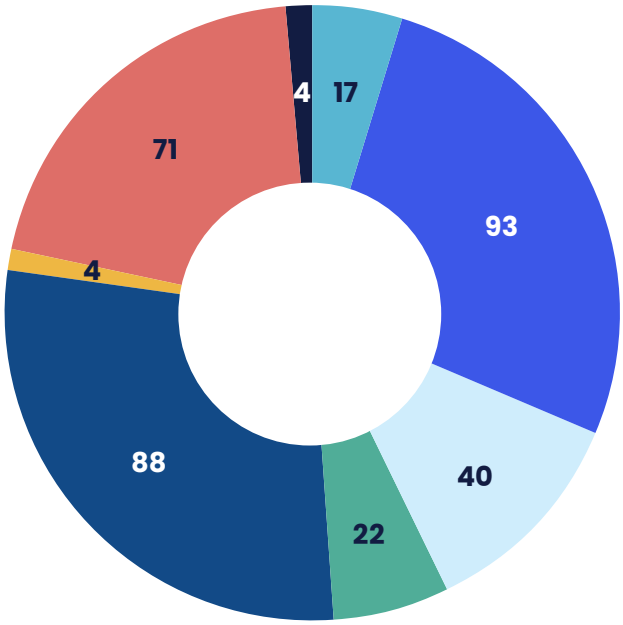
In 2025, the top four assets which caused pollution incidents were:

- **27% Sewer Network**
- **26% Wastewater Treatment Works (WWTW)**
- **21% Water Distribution Network**
- **12% Wastewater Pumping Stations (WWPS)**

This is similar in comparison to the previous year where these same four asset types made up the majority of pollution incidents in 2024.

Total pollution incidents - count of asset type

- Combined sewer overflows
- Foul sewers
- Wastewater pumping stations
- Rising mains
- Sewage treatment works
- Surface water outfall
- Water distribution system (Non EPA/PC)
- Water treatment works (Non EPA/PC)

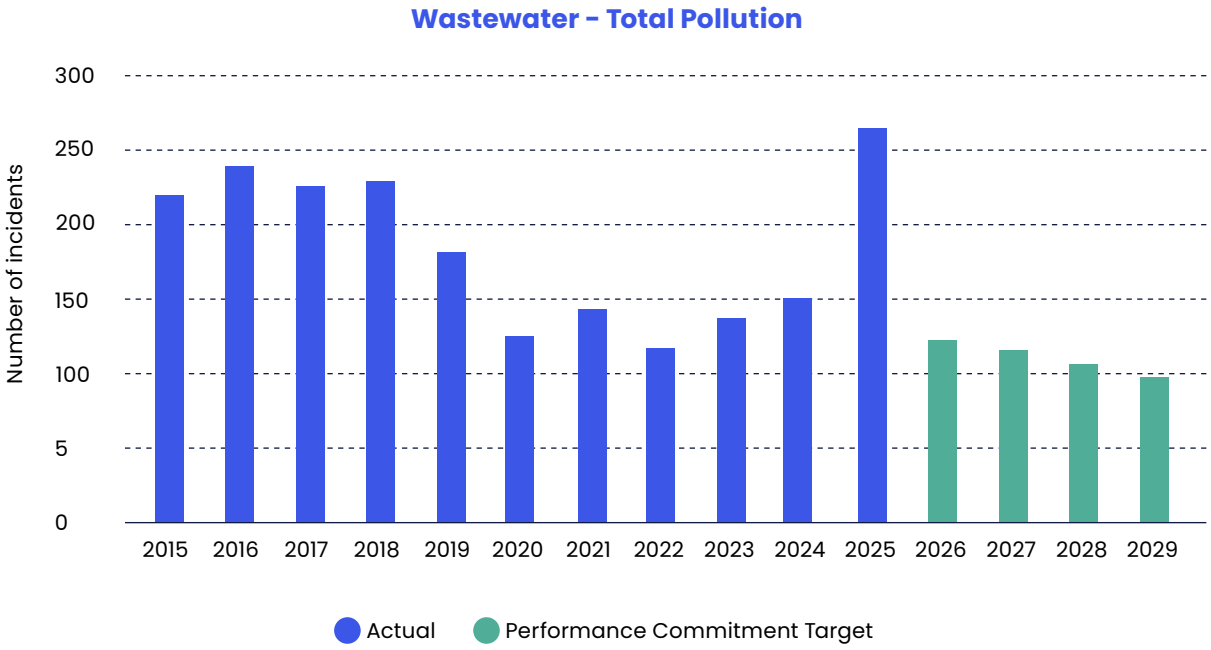


In 2025 performance challenges were compounded by extreme weather conditions, including a prolonged period of drought and several named storms. The drought created significant issues for our smaller Wastewater Treatment Works (Descriptive works), which typically serve rural communities of fewer than 250 people and often discharge into small watercourses. Reduced flows in these watercourses, which can sometimes be dry ditches, during the drought period meant that even routine discharges had a greater environmental impact than usual, resulting in a greater number of pollution incidents.

Although we made significant investments throughout 2025, both financially and through strengthening our teams, we are yet to see the full benefits of these improvements. The improvement in self reporting is positive as it demonstrates our drive for transparency, but in the short term this masks the progress we have made in some areas.

At the same time, the impact of capital upgrades, increased operational resource and operational improvements takes time to materialise, meaning there is an inherent lag before improvements in asset performance and environmental performance become visible. Collectively, these factors mean that the foundations for better outcomes are now firmly in place, and we saw positive improvement in our Serious Pollution performance in the latter half of the 2025 calendar year as a result of our interventions. With these foundations, we anticipate that measurable benefits will emerge progressively over the coming years.

As a result of these shifts in performance, we are off track with our Performance Commitment which has been set by OFWAT. This relates only to incidents caused by our wastewater assets, where we recorded 260 incidents (+4 SATCSO) and this performance can be seen in the chart below. We also recorded 11 Serious Pollution incidents (Category 1 & 2), with a further 2 in review, which is off track when compared to our target of zero.



		2025	2026	2027	2028	2029
Total Pollution	OFWAT Target	131	123*	115*	106*	98*
	Actual	260				
	Target	0	0	0	0	0
Serious Pollution	Actual	11**				

*Targets to be updated in line with updated regulatory guidance.
**2 further incidents under review.

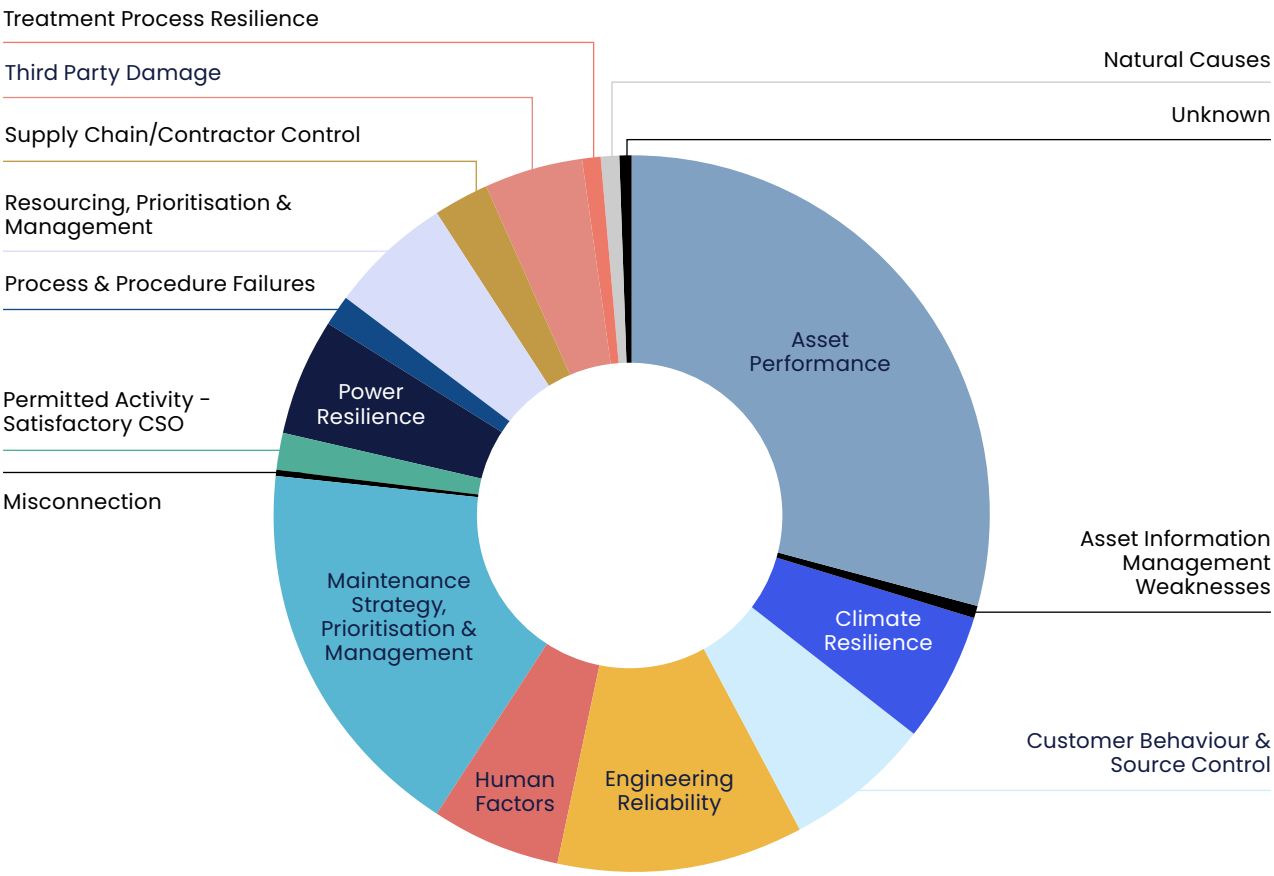
Root Cause Analysis (RCA) is a vital tool for understanding and addressing pollution incidents linked to our systems. When a failure occurs, RCA enables us to move beyond the immediate issue and identify the one, or multiple, underlying factors that led to the event. This structured approach involves gathering evidence from site investigations, operational data, and asset history, then applying techniques such as the "5 Whys" to identify the true origin of the problem.

We have completed RCA for all of our Category 3 and above incidents and some of the notable key themes are as follows:

- **Asset Performance:** This is where the age and deterioration of our equipment has led to failures.
- **Maintenance Strategy, Prioritisation & Management:** This is where we have not consistently maintained our assets to ensure service or where we need to improve our approach to make us more robust.
- **Engineering Reliability:** All of our equipment has the potential to fail, and even when we maintain our assets correctly there is an opportunity for failures to happen which effect reliability. Examples could include electrical or control faults on systems which were unexpected, or defects on equipment.
- **Customer Behaviour & Source Control:** What customers put down the sewer has a key impact on how our assets perform. Blockages caused by wet wipes or fats, oil and grease make up a significant proportion of our incidents and these are introduced to the sewer network from our customers or traders.
- **Resourcing, Prioritisation & Management:** This relates to how we prioritise our work across Yorkshire, ensuring we have the appropriate plans and resource in place to respond to issues before they have an impact upon the environment.
- **Power Resilience:** Power is key to how we operate our sites and without power they can quickly impact upon the environment. Although often the loss of power is outside of our control, related to the third party grid supplier, we need to ensure we have plans in place to be resilient against power loss and mitigate quickly in the event of failure.
- **Human Factors:** This is where we could have done things differently to prevent incidents from occurring. This includes aspects such as the need to enhance training and capability, decision making and communication.

A full list of potential root causes can be found in Appendix 1.

2025 Root causes



By determining whether the cause lies in asset condition, operational practices, customer behaviour or external influences, we can implement targeted corrective actions and long-term preventative measures, reducing repeat issues. RCAs have been completed at an asset type level and this can be found in the subsequent sections of this document.

Individual asset performance and improvement plans

In order to combat pollution, we have developed an ambitious plan, which builds upon the good work we have delivered in our previous PIRPs. This focusses on three main themes, considering the root causes of pollution we have found:

- **Asset Performance:** This is about taking a long term, strategic approach to investing in our assets so they remain reliable, resilient and fit for purpose. It involves understanding the current condition and performance of our infrastructure, identifying where risks or deterioration are emerging and prioritising investment. By proactively managing Asset Performance, we can reduce unplanned failures and ensure our assets do not impact the environment.

- **Operational Intelligence:** Better information leads to better decisions, which is why we are significantly enhancing our telemetry and predictive analytics capabilities. Telemetry provides us with real time visibility of how our assets are performing, but it is predictive analytics that turns this data into operational intelligence which drives how we respond. By analysing historic trends alongside live operational telemetry data, such as rising sewer levels or pump behaviour, our models can identify early indicators of blockages, equipment deterioration or control failures before they escalate. Predictive analytics alone will not drive improvement, we need to be able to respond quickly and effectively to the proactive alerts that are produced. That is why we have increased the size of our front line response teams by over 100 colleagues, to respond to these additional alerts.

This proactive insight is now a critical driver of performance improvement and changing our culture as an organisation. It enables our operational teams to act earlier, target the right locations, and prevent incidents that previously would only have been detected once pollution had already occurred. Predictive analytics therefore shifts us from reactive response to proactive early intervention, allowing us to reduce environmental harm, improve asset reliability and deploy resources more efficiently across the network.

- **Enhanced Operational Effectiveness:** This is about improving the way we operate and maintain our assets so that we deliver a reliable and consistent service. It involves strengthening our maintenance regime and moving towards a more planned approach while responding effectively when incidents do happen. This means having clear processes, well trained teams with the right tools and technologies to find issues quickly, assess their severity and mobilise the most effective response. When incidents do occur, we aim to mitigate impacts rapidly, learn from the root causes and implement improvements so similar events are less likely to happen again.

These approaches are targeted across the assets we operate, and individual plans have been developed which show the key measures we have delivered in 2025 to reduce pollution from our assets and also the additional plans we have put in place for 2026.

We have undertaken a structured assessment to understand how effective our planned measures are likely to be in reducing future pollution incidents. This analysis has enabled us to estimate the number of incidents that have already been prevented, or are expected to be prevented, as a result of the measures we implement. To do this robustly, we applied two key assessment techniques:

- **RCA Data Analysis:** We conducted a detailed review of historic Root Cause Analysis (RCA) data, including the 2025 dataset, to identify recurring drivers of pollution events across our assets and operations. By examining how frequently specific root causes have contributed to incidents in previous years and mapping these trends against the solutions being deployed, we were able to estimate the potential impact of each measure.
- **Assessment of plans and their effectiveness:** Alongside historic analysis, we evaluated the likely real world effectiveness of each measure by considering its ability to directly address or eliminate the root causes identified. This included assessing each measure, its targeting, and the suitability of the locations selected for delivery.

Bringing these two analytical approaches together has provided a balanced and evidence based view of the likely benefits delivered so far, as well as a clear forecast of the pollution reduction our ongoing programme is expected to achieve.

As it is unlikely that our analysis will be precise in terms of benefit realisation, some measures will be more effective than expected and others may not be successful, we have grouped measures into categories of potential likely impact, these are as follows:

Likely Benefit	Description
0	**No Benefit –** This will be used where the activity is either an enabling activity for benefit elsewhere (eg Telemetry) or it has yet to deliver benefit due to its phasing.
1-5	**Low Benefit**
6-10	**Medium Benefit**
11+	**High Benefit –** represents activities that are expected to deliver or have delivered substantial pollution reduction impact.

We expect these measures to reduce pollution incidents by up to 161 incidents per year, which could have enabled us to meet our Performance Commitments for 2026 under the previous reporting rules. However, the new pollution incident reporting guidance is expected to increase the number and severity of incidents recorded with our performance targets currently being reviewed to reflect this. This makes it difficult to predict what reported performance will look like next year. Despite this uncertainty, the measures set out in the plan are appropriate and should lead to real reductions in pollution incidents and environmental harm.

Foul Sewers

Foul Sewers (including Combined Sewers) are an essential part of Yorkshire Water's wastewater network, designed to carry domestic and industrial wastewater away from homes and businesses to treatment facilities.

Unlike Surface Water Sewers, which manage rainwater and runoff, Foul Sewers transport sewage and trade effluent through a system of underground pipes and maintaining the integrity and efficiency of these systems is critical to preventing pollution. However, failure of sewer systems can lead to pollution incidents. Common causes include blockages from fats, oils, grease (FOG) or wet wipes, structural defects such as cracks or collapses, infiltration, and exfiltration due to pipe joint failure, and capacity issues during heavy rainfall or infiltration.

Foul Sewers: Pollution incident frequency, seriousness, and their causes

In 2025 we had 93 Incidents associated with the failure of foul and combined Sewers, as shown in the table below.

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Foul Sewers	Cat 1													
	Cat 2						2	1		1		1		5
	Cat 3	6	4	6	7	7	10	5	9	9	6	8	11	88
	Total	**6**	**4**	**6**	**7**	**7**	**12**	**6**	**9**	**10**	**6**	**9**	**11**	**93**

In 2025 we had five Serious Pollution (Category 1 & 2) Incidents associated with the failure of Foul Sewers (including Combined Sewers), as shown in the table below.

Event Number	Reported Date and Time	Location	Seriousness	Root Cause
2393509	03/06/2025 23:17:00	Calow, Rother Catchment	Category 2	Maintenance Strategy, Prioritisation & Management
2398994	20/06/2025 14:36:00	Stamford Bridge, Millsike Beck, Derwent (Yorks. Middle)	Category 2	Asset Performance
2411576	23/07/2025 17:07:00	Carr Wood - Springfield Lane CSO, Colne and Fenay Beck	Category 2	Maintenance Strategy, Prioritisation & Management Engineering Reliability
2430021	21/09/2025 11:51:00	Halton, Aire (Lower) Catchment	Category 2	Maintenance Strategy, Prioritisation & Management Asset Performance
2445179	24/11/2025 16:15:00	Halton, Aire (Lower) Catchment	Category 2	Maintenance Strategy, Prioritisation & Management Asset Performance

We are disappointed with our performance on Serious Pollution from our Foul Sewers (including Combined Sewers). The root cause investigation of these incidents has highlighted a number of key themes, including maintenance strategy and asset performance. Blockages were the main cause of pollution, from materials such as tree roots and rubble which led to the network backing up and spilling into local watercourses. These went undetected due to either there being no telemetry in the area or telemetry unavailable at the time of the incident. We are increasing the number of telemetry points in our network and focusing on the health and reliability of our existing monitor estate to ensure we have visibility across pollution hotspot areas.

In addition, we saw two failures as a result of Asset Performance deterioration, related to a section of above ground pipework which had corroded and subsequently failed. This issue was remedied at the time through a significant capital intervention to line the affected pipe sections, alongside significant mitigation activity to prevent further impact to the watercourse. Since the event happened we are progressing with plans to complete further investigations to review pipe bridges across the region to assess asset condition.

The table below shows the key root causes of incidents from our Foul Sewers (Including Combined Sewers) in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Asset Performance	38	32%
Maintenance Strategy, Prioritisation & Management	25	21%
Customer Behaviour & Source Control	16	13%
Third Party Damage	16	13%
Climate Resilience	6	5%
Human Factors	5	4%
Resourcing, Prioritisation & Management	6	5%
Natural Causes	3	3%
Engineering Reliability	2	3%
Misconnection	1	1%
Process & Procedure Failures	1	1%
Unknown	1	1%

The themes from the Serious Pollution RCA are also factors in our analysis of total incidents from the Foul Sewer network. The root cause analysis highlights that the three principal drivers behind pollution from our Foul and Combined Sewer network this year are Asset Performance, maintenance strategies and customer/third party behaviour.

The most significant contributor is associated with Asset Performance 32%. This is primarily as a result of age and deterioration of our wastewater network civil structures. Examples of these failures include collapses, joint misalignment and other defects on our pipework.

A further 21% of incidents relate to Maintenance Strategy, Prioritisation & Management, this is primarily related to how we maintain the flow through our networks to ensure escapes don't happen. Examples include blockages on the network as a result of silt, grit and roots which ingress into our network and cause problems such as blockages or restricted flow.

Customer Behaviour and Source Control accounts for 13% of incidents. These events are predominantly caused by materials entering the sewer network that should not be present, including fats, oils and grease (FOG), sanitary items and wet wipes. This is an area that is a societal problem, which needs to focus on engagement with customers to ensure only the right things are disposed of through their wastewater system.

Another significant number of incidents were attributed to Third Party causes, which encompasses a range of activities that adversely affect our sewers as a result of interference. This includes aspects such as building work damaging our sewer network, vandalism or placing large foreign objects (e.g. bricks or metal) into our network which cause a problem.

Foul Sewers: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents from our foul and combined sewer network. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Telemetry installation	**Operational Intelligence:** Deployment of Sewer level monitors across our network, providing real-time data to detect rising levels and potential blockages before they cause pollution.	Aiming to increase our telemetry to 20,000 devices by 2030, building on the 5,000 installed in AMP7. Installations up to the end of calendar year 2025 = 4005.	0	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	Network Abuse	In progress
Use of predictive analytics	**Operational Intelligence:** Asset failure/ Blockage prediction using AI and Machine learning to identify issues prior to any impact on the environment.	Utilising Sewer Telemetry data that is being installed plus historic telemetry.	11+	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	Network Abuse	In progress
Implementation of proactive cleaning and maintenance	**Asset Performance:** Delivery of our Desilting programme.	Proactive cleaning and desilting across our wastewater network in the financial year. 274km delivered by the end of December 2025	1-5	Maintenance Strategy, Prioritisation & Management	Hydraulic Capacity	In progress
Proactive CCTV	**Asset Performance:** Delivery of proactive CCTV across our network at pollution hotspots and delivery of associated defect remediation.	High-risk sewer CCTV to understand the condition of our sewer network and deliver remediation work to prevent future failure. 25km Delivered in 2025 Calendar Year	1-5	Asset Performance	Asset Deterioration	In progress

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
FOG reduction	**Asset Performance:** Extending our FOG dosing trial to new areas of Yorkshire.	Roll out of Cobra Hydro FOG Dosing solution hotspot locations in Yorkshire. 5 completed in the 2025 Calendar year.	1-5	Customer Behaviour & Source Control	Network Abuse	In progress
Enhanced incident response	**Enhanced Operational Effectiveness:** Implementation of equipment, resources, and processes to mitigate the impact of pollution in response to early warning data.	Expanding our resource capability to enable us to respond to all Wastewater pollution with a dedicated expert team.	1-5	Human Factors Resourcing, Prioritisation & Management	N/A	Com-pleted
Customer engagement	**Asset Performance:** Delivery of local customer engagement events/ campaigns in blockage hotspots.	Customer facing media campaign supported by community engagement activity. Our campaign messaging is across digital, paid social, Spotify, TV, video on demand and out of home channels. In 2025 we delivered 64million opportunities to see and hear with 107 community events which include education sessions with both primary and secondary schools.	1-5	Customer Behaviour & Source Control	Network Abuse	In progress

Our improvement programmes for the foul sewer network, centred around the learnings from our RCA, have given us considerable benefit within the year. Blockages are common factors in our pollution performance. By taking a twofold approach, preventing the cause at source through our engagement programmes around blockages and deploying telemetry to identify where blockages occur, has helped us to prevent a significant number of events from occurring. This, coupled with our targeted proactive maintenance programmes to remove silt from our network, has improved network performance and helped us to reduce the number of incidents.

Improving the condition and resilience of our assets remains a priority. This is supported through our targeted CCTV identification and defect resolution programme.

Strengthening training, reinforcing standard operating procedures and sharing learning from previous incidents will help to minimise the likelihood of recurrence of incidents as a result of human factors. We have improved our incident response processes within the year, sending a dedicated pollution expert to an incident, allowing us to improve the technical capability of the responder, ensuring quick mitigation of failure and the reduction of environmental harm.

Foul Sewer: Planned additional measures

We recognise that we need to go further on our foul sewer and combined sewer asset base, to drive additional measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
FOG reduction	**Asset Performance:** Extending our FOG dosing trial to new areas of Yorkshire.	Roll out of Cobra Hydro FOG Dosing at an additional 10 sites to be completed in the 2026 Calendar year.	1-5	Customer Behaviour & Source Control	Network Abuse	1/1/2026	30/6/2026
Telemetry installation	**Operational Intelligence:** Deployment of Sewer level monitors across our network, providing real-time data to detect rising levels and potential blockages before they cause pollution.	Continued programme delivery, with forecast of 7,000 additional installations up to the end of calendar year 2026.	0	Customer Behaviour & Source control Maintenance Strategy, Prioritisation & Management	Network Abuse	1/1/2026	31/12/2026
Use of predictive analytics	**Operational Intelligence:** Asset failure/blockage prediction using AI and machine learning to identify issues prior to any impact on the environment.	Incorporating the new telemetry installations into the current system to grow its capability.	11+	Customer Behaviour & Source control Maintenance Strategy, Prioritisation & Management	Network Abuse	1/1/2026	31/12/2026
Implementation of proactive cleaning and maintenance	**Asset Performance:** Delivery of our Desilting programme.	Additional 175km of desilting due for delivery in 2026.	1-5	Maintenance Strategy, Prioritisation & Management	Hydraulic Capacity	1/1/2026	31/12/2026
Proactive CCTV	**Asset Performance:** Delivery of proactive CCTV across our network at pollution hotspots and delivery of associated defect remediation.	25km of additional proactive CCTV to be delivered in 2026 calendar year.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026
Customer engagement	**Asset Performance:** Delivery of local customer engagement events/ campaigns in blockage hotspots.	Repeat the campaign, refining the channel mix and hotspots as needed.	1-5	Customer Behaviour & Source Control	Network Abuse	1/4/2026	31/12/2026

Combined Sewer Overflows

Combined Sewer Overflows (CSOs) function as critical relief valves in areas where foul and surface water share the same network (Combined Sewers), which is a legacy of Yorkshire's historic sewer system designs.

During heavy or prolonged rainfall, CSOs help prevent sewage backing up and flooding people's homes and properties by diverting excess diluted wastewater into nearby watercourses once sewer capacity is reached. Yorkshire Water operates approximately 2,190 storm overflows, the second-highest number in England, reflecting our extensive combined sewer network.

Although CSO's operate in line with our environmental permits during rainfall, they can also be a discharge point for pollution from our network when things go wrong. All our CSOs are fitted with Event Duration Monitoring (EDM) systems, which alerts us to potential spills and this is published on our public interactive map which can be found on our website **here**.

Combined Sewer Overflows: Pollution incident frequency, seriousness, and their causes

In 2025 we had 17 Incidents associated with Combined Sewer Overflows, as shown in the table below.

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Combined Sewer Overflow	Cat 1													
	Cat 2									1				1
	Cat 3			4		2	1	1	1	3	1	2	1	16
	Total	**0**	**0**	**4**	**0**	**2**	**1**	**1**	**1**	**4**	**1**	**2**	**1**	**17**

In 2025 we had one Serious Pollution Incident associated with discharges from a CSO, as shown in the table below.

Event Number	Reported Date and Time	Location	Seriousness	Root Cause
2425869	04/09/2025 14:30:00	St Pauls Street CSO – Aire (Lower) Catchment	Category 2	Engineering Reliability Maintenance Strategy, Prioritisation & Management

This incident occurred when the CSO discharged whilst its associated screen had a fault. Following the event the screen was returned to service. To prevent any reoccurrence, we commissioned asset condition surveys of all our screens on our sewer network to ensure all appropriate repair or maintenance work is prioritised. Since this assessment we have seen a reducing number of screens out of service, with a clear target of zero screens out of service.

The table below shows the key root causes of incidents from our Combined Sewer Overflows in 2025.

Root cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Permitted Activity - Satisfactory CSO	5	23%
Human Factors	4	18%
Maintenance Strategy, Prioritisation & Management	4	18%
Asset Performance	2	9%
Supply Chain/Contractor Control	2	9%
Engineering Reliability	2	9%
Climate Resilience	1	5%
Customer Behaviour & Source Control	1	5%
Process & Procedure Failures	1	5%
Third Party Damage	1	5%

CSOs are often the point of escape for pollution from our network, which means the majority of root cause analysis outputs primarily align with those associated with foul sewers. Blockages as a result of customer behaviour and silt/debris build up make up the biggest proportion of incidents. Human factors and resourcing also make up a proportion of incidents, which include aspects such as the capability of the pollution response, decision making and also the scheduling and prioritisation of works on mechanical assets such as screens.

Combined Sewer Overflows: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Use of predictive analytics	**Operational Intelligence:** CSO blockage detection - Monitoring and predictive analytics will be used to prevent pollution by giving operational teams early visibility of where risks are developing and enabling timely, targeted intervention prior to environmental impact.	Asset failure/ Blockage prediction on CSOs.	11+	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	Network Abuse	In progress
Implementation of proactive cleaning and maintenance	**Asset Performance:** CSO Inspection and Maintenance Programme.	Number of proactive visits delivered in 2025: 2,770 Site inspections completed.	1-5	Maintenance Strategy, Prioritisation & Management Resourcing, Prioritisation & Management	N/A	In progress

Our steps taken to maintain CSO performance have helped us to avoid incidents in the 2025 calendar year. Completing our proactive maintenance programme on the CSO estate allows us to understand condition, keep our equipment available and check for any emerging issues. This combined with our CSO blockage detection approach, which uses AI paired with machine learning, has been effective at identifying forming blockages which allow us to respond proactively.

Combined Sewer Overflows: Planned additional measures

We recognise that there is further work we can do to improve our CSO performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Use of predictive analytics	**Operational Intelligence:** CSO blockage detection — Asset failure/Blockage prediction using AI and Machine learning to identify issues prior to any impact on the environment.	Continued use and optimisation of our CSO Blockage detection module.	1-5	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	Network Abuse	1/1/2026	31/12/2026
Implementation of proactive cleaning and maintenance	**Asset Performance:** CSO Inspection and Maintenance Programme.	Number of planned proactive visits to be delivered in 2026: 3000 site inspections completed.	1-5	Maintenance Strategy, Prioritisation & Management	N/A	1/1/2026	31/12/2026
Dual manhole surveys and upgrades	**Asset Performance:** Removal of dual manholes from our network.	60 Dual manholes removed from our network.	1-5	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	N/A	1/1/2026	30/6/2026

In addition to the continued use of predictive analytics and optimisation of our maintenance approach, we also intend to remove an additional 60 dual manholes from our network. This builds upon the 700 we completed in the previous 5 year period. A dual manhole is an access point to our sewer network which contained both foul sewer networks and surface water networks within the same chamber, which was a historic common design of sewer systems.

The foul and surface water are physically separated using internal partitions within dual manholes to prevent cross contamination, allowing two hydraulically independent systems to operate. However, when failures happen on the sewer network this can result in an escape through the surface water system. Capping or physically removing these prevents this from happening in the future.

Rising Mains

A rising main is a pressurised pipeline used to transport wastewater from a wastewater pumping station to a point where gravity flow can resume, such as a sewer or the inlet of a Wastewater Treatment Works.

Unlike gravity sewers, rising mains operate under pressure, making them essential for moving flows uphill or across flat terrain where gravity alone cannot achieve the transfer. In Yorkshire we have approximately 1,300km of rising mains and because they operate under pressure, they have the potential for failure through issues such as bursts, leaks or blockages.

Rising Mains: Pollution incident frequency, seriousness, and their causes

In 2025 we had 22 Incidents associated with Rising Mains, as shown in the table below.

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Rising Mains	Cat 1													
	Cat 2				1	1								2
	Cat 3	3		1	1		2	4	1	2	2	2	2	20
	Total	**3**		**1**	**2**	**1**	**2**	**4**	**1**	**2**	**2**	**2**	**2**	**22**

In 2025 we had two Serious Pollution Incidents associated with Rising Main failures, as shown in the table below.

Event Number	Reported Date and Time	Location	Seriousness	Root Cause
2382422	27/04/2025 07:08:00	Belle Vue WWPS Rising Main – Torne Catchment	Category 2	Asset Information Management Weaknesses
2388691	16/05/2025 17:28:00	Follifoot WWPS Rising Main - Nidd (Middle) Catchment	Category 2	Asset Performance

The incident at Belle Vue WWPS was related to an air valve failure on the rising main, which subsequently blocked, and led to a discharge to the watercourse via the highway drainage system. The root cause of this incident was related to our Asset Information records, which did not include this air valve for associated inspection and maintenance. We have subsequently mapped and replaced the air valves on this rising main, where required, and included them within our business processes for maintenance and we are extending this approach across our other high risk rising mains. We have also created a dedicated team in our asset planning function for rising mains, to ensure improved focus on the interventions required on this asset base.

The incident at Follifoot WWPS was related to Asset Performance, where the rising main condition led to a failure. For this asset, the condition/grade of the full length of the rising main is being reviewed, to investigate upgrade requirements to prevent reoccurrence of this type of incident. The section of rising main that passed under the watercourse that failed in this incident has been replaced to prevent further failures in this location whilst we investigate the long term approach.

The table below shows the key root causes of all incidents from our Rising Mains in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Asset Performance	18	82%
Maintenance Strategy, Prioritisation & Management	3	14%
Asset Information Management Weaknesses	2	9%
Engineering Reliability	2	9%
Natural Causes	1	5%

Asset Performance, related to age and condition, remains the most significant contributor to total pollution from rising main failures. Many of our rising mains have been in operation for many years and natural deterioration of the pipework such as corrosion and wear reduces their resilience over time. These structural weaknesses increase the likelihood of bursts which can impact on the environment.

Other aspects such as maintenance and asset information make up a smaller proportion of incidents, and these are primarily related to ancillary assets which support the operation of the main such as air valves.

Rising Mains: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Remedial capital asset improvements	**Asset Performance:** End to assessment of high-risk rising mains and associated ancillary equipment (e.g. air valves).	Focussing on the top 66 rising mains in Yorkshire which have historic performance issues — completing associated remedial activity, including relay, repairs, and ancillary equipment upgrades. Initial Yorkshire Water Surveys completed in 2025 Calendar year.	0	Asset Performance	Asset Deterioration	In progress
Air valve maintenance	**Asset Performance:** inspection of air valves on high priority rising mains.	Carrying out surveys of high priority rising mains to map any Air Valves found. Any Air Valves found to be Non-Operational shall be replaced with new. In 2025 we completed the survey of 45 high priority sites.	1-5	Asset Performance	Asset Deterioration	In progress

Deterioration in underground rising mains often progresses unnoticed until it results in a failure. This is why predictive identification and targeted renewal are essential parts of our long term strategy for this asset type. Although the steps we took to maintain the rising main system did not deliver significant measurable benefits in the 2025 calendar year, they represent critical enabling activities that will support future performance improvements. We are proactively surveying our top 66 rising mains that have had historic failures, this review will complete a full end to end review of the full pumping system to identify opportunities to improve performance. This could be optimising pumping station performance, repair or refurbishment of ancillary assets or partial replacements of sections. We do anticipate that a proportion of these rising mains will need full replacement during the AMP period, and we are already progressing with replacements at three sites and we expect more to progress as we finalise our surveys. This multiyear programme will significantly improve Asset Performance and we expect to realise the benefits of this investment as we move into the delivery phases over the next five years.

Over the past five years, we have installed 150 pressure monitors across our highest risk rising mains, and we have been reviewing data from them to try and highlight failures or identify changes in performance. We have recognised that improvements can be made to our alerting systems and as a result these pressure monitors are now being integrated into our new operational intelligence tools. These data points will be aligned with our wider set of condition based monitoring and pump performance data in the same systems, allowing us to effectively review data from multiple sources. This helps us to identify anomalies that could indicate potential leaks, bursts or early signs of failure and allows us to respond before they impact the environment. This is an innovative area and one where we are continuing to learn and optimise our approach working with suppliers and our operational teams.

Rising Mains: Planned additional Measures

We recognise that there is further work we can do to improve our Rising Main performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Use of predictive analytics	**Operational Intelligence:** Rising Main burst alerts — Asset failure notifications using AI and Machine learning to identify issues prior to any impact on the environment.	Rising Main AI/Machine learning led burst alerts, incorporating the use of recently installed telemetry data such as pressure monitoring. System implemented in Jan 2026, with 188 Assets being monitored.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026
Remedial capital asset improvements	**Asset Performance:** End to assessment of high-risk rising mains and associated ancillary equipment.	Continued Delivery of our top 66 rising mains programme. 2026 Delivery • Designs completed and replacements implemented on 3 sites. • All phase 1 & 2 Partner surveys to be completed.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026
Air valve maintenance	**Asset Performance:** Proactive inspection of air valves on high priority rising mains.	Carrying out surveys of high priority rising mains to map any Air Valves found. Any Air Valves found to be Non-Operational shall be replaced with new. In 2026 we plan to complete 31 further high priority sites.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026

Wastewater Pumping Stations

Wastewater Pumping Stations also called Sewage Pumping Stations, are used to move sewage from low-lying areas to higher ground where it can flow by gravity to treatment works. They typically include a wet well to collect sewage and pumps that push it through rising mains under pressure.

At Yorkshire Water, we operate and maintain in excess of 2,500 pumping stations across our region, ensuring reliable wastewater transport and preventing flooding or pollution. When a Wastewater Pumping Station fails, it means that sewage cannot be moved to the next stage of the network. This can quickly lead to the stations storage becoming overloaded and many of our pumping stations have an overflow which goes to the local water course. These overflows are often permitted to be used in times of heavy rainfall, but when they are operated as a result of a pumping station failure this is a pollution and can cause environmental impacts.

Wastewater Pumping Stations: Pollution incident frequency, seriousness and their causes

In 2025 we had 40 Incidents associated with Wastewater Pumping Stations, as shown in the table below.

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Waste-water Pumping Stations	Cat 1													
	Cat 2	1												1
	Cat 3	4	1	4	1	5	2	4	4	2	6	2	4	39
	Total	**5**	**1**	**4**	**1**	**5**	**2**	**4**	**4**	**2**	**6**	**2**	**4**	**40**

In 2025 we had one Serious Pollution Incident associated with Wastewater Pumping Stations, as shown in the table below.

Event Number	Reported Date and Time	Location	Seriousness	Root Cause
2351033	22/01/2025 18:42:00	NOTTON WWPS — Calder (Lower) Catchment	Category 2	Supply Chain/ Contractor Control Process & Procedure Failures

This was the result of a failure caused when an over pumping activity at a construction site (work instructed by us) that led to the WWPS being overwhelmed with an impact on the environment. Since the event we have reviewed our procedure for managing our contractors when they are working on our sites with stand-downs held with both contractors and Yorkshire Water employees.

The table below shows the key root causes of all incidents from our Wastewater Pumping Stations in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Engineering Reliability	15	38%
Maintenance Strategy, Prioritisation & Management	10	25%
Power Resilience	9	23%
Resourcing, Prioritisation & Management	7	18%
Customer Behaviour & Source Control	4	10%
Permitted Activity - Satisfactory CSO	2	5%
Process & Procedure Failures	2	5%
Supply Chain/Contractor Control	2	5%
Asset Performance	2	5%
Third Party Damage	1	3%
Climate Resilience	1	3%

Our root cause analysis highlights three principal drivers behind pollution and failures associated with our Wastewater Pumping Stations this year: Engineering Reliability, Maintenance Strategy and Power Resilience.

The most significant contributor 38% of incidents originated from engineering reliability issues. These stem from the failures of key pumping assets—such as pumps, motors, valves and control systems. Keeping our assets available is key to performance, so ensuring that the right equipment is installed and when failure does occur that we respond appropriately and remediate failed equipment as a priority.

Ensuring critical maintenance is completed to keep our assets in top condition is also an important driver of performance from WWPS assets (25%). This includes both maintenance of the equipment but also cleaning of wet wells to ensure blockages do not occur.

The next highest proportion of incidents were driven by power resilience challenges, accounting for 23% of root causes. Power interruptions, whether from the Third Party suppliers or localised electrical failures, can result in rapid impact to the environment as a result of not being able to pass flow forward. We are continuing to work with the network operator to identify improvement areas to reduce how power failures impact on our performance.

Wastewater Pumping Stations: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Use of predictive analytics	**Operational Intelligence:** Implementation of condition-based monitoring on our Wastewater Pumping station assets.	We have deployed condition monitoring on a large proportion of our WWPS sites to capture early indication of pump failure and other issues, such as pump blockages, airlock and cavitation. The alerts from the equipment are directed through Central Control and when a status outside of normal operations is detected, this will trigger an investigation from our operational team. We have successfully installed this technology at 1,715 pump assets.	11+	Engineering Reliability	Asset Deterioration	Ongoing
Use of predictive analytics	**Operational Intelligence:** Asset failure/ Blockage prediction on Wastewater Pumping Stations.	Monitoring and predictive analytics will be used to prevent pollution by giving operational teams early visibility of where risks are developing and enabling timely, targeted intervention prior to environmental impact. This measure includes using Asset failure/Blockage prediction using AI and Machine learning to identify issues and respond accordingly.	11+	Engineering Reliability Customer Behaviour & Source Control	Network Abuse	Ongoing

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Enhanced incident response	**Enhanced Operational Effectiveness:** Wastewater Pumping Station Mitigation Plans.	200 WWPS sites have been identified to create enhanced mitigation plans, to help improve our response in the event of asset failure. 94/200 mitigation plans have been completed in 2025.	1-5	Power Resilience Resourcing, Prioritisation & Management	N/A	
Enhanced proactive wet well cleaning programme	**Asset Performance:** Regular proactive cleaning programme to reduce blockages.	Programme of 910 WWPS cleans per year as the base programme, with frequencies varying from monthly to annually depending on risk. 242 additional cleans added in 2025 as one off cleans.	6-10	Customer Behaviour & Source Control	Network Abuse	Pre-Existing
Remedial capital asset improve-ments	**Asset Performance:** Concertor Pump Replacement Programme.	In the last 5 years we have installed intelligent pumps at 500 sites across the region (1,000 pumps) that provide automatic blockage recognition, reverses the pump flow and clearing the blockage prior to any potential pollution.	1-5	Customer Behaviour & Source control Engineering Reliability	Network Abuse	Completed

The steps we have taken to maintain the system across our Wastewater Pumping Stations have helped us avoid a significant number of pollution incidents throughout the year. Our most successful measures centre on our operational intelligence strategy, which is enabling us to identify and predict failures before they cause an environmental impact. This is supported by a suite of proactive interventions across our asset base, such as our enhanced wet well cleaning programme, which is now firmly embedded as a business-as-usual activity to keep failures as a result of blockages to a minimum.

In addition, our investment over the last five years in Concertor pumps is now beginning to deliver measurable benefit. This programme of pump replacement, completed in April 2025 with 1,000 pumps installed across the region, has materially improved the reliability of our pumping stations. Since completion, we have seen a reduction in Category 1—4 pollution incidents at sites where these pumps were installed when compared to performance over the previous year.

Wastewater Pumping Stations: Planned additional measures

We recognise that there is further work we can do to improve our Wastewater Pumping Station performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Power resilience improvements	**Asset Performance:** Dual Power Supply Installations.	Two standby generator capital schemes to be delivered in line with programme (Forecast Completion March 2027).	0	Power Resilience	Climate Change (Extreme Weather events)	1/1/2026	31/3/2027
Enhanced incident response	**Enhanced Operational Effectiveness:** Wastewater Pumping Station Mitigation Plans.	200 WWPS sites have been identified to create enhanced mitigation plans, to help improve our response in the event of asset failure. 106 mitigation plans to be completed in 2026.	1-5	Power Resilience Resourcing, Prioritisation & Management	N/A	1/1/2026	31/12/2026
Power resilience improvements	**Asset Performance:** Dual Power Supply Assessments.	10 sites to be surveyed for dual power supply feasibility.	0	Power Resilience	Climate Change (Extreme Weather events)	1/1/2026	31/12/2026
Use of predictive analytics	**Operational Intelligence:** Asset failure /Blockage prediction on Wastewater Pumping Stations.	Continued implementation of the asset failure/Blockage prediction using AI and Machine learning to identify issues prior to any impact on the environment.	1-5	Engineering Reliability Customer Behaviour & Source Control	Network Abuse	1/1/2026	31/12/2026
Remedial capital asset improvements	**Asset Performance:** WWPS Double Assurance	Site review of 33 sites to understand current back up on level monitoring, and completion of associated remedials where required, following historic incident learning.	1-5	Engineering Reliability	N/A	15/1/2026	30/6/2026

Wastewater Treatment Works (WWTW)

Wastewater Treatment Works are facilities that treat sewage and rainwater before it is safely returned to watercourses or discharged to the sea.

These sites use a combination of physical, biological and chemical treatment processes to remove pollutants from the wastewater which means it can be released back into the environment in line with our environmental permits which are granted by the Environment Agency. We operate more than 600 of these sites across the region, treating around 1.3 billion litres of wastewater every day, but like all our assets, they have the potential for failure and when this happens it can lead to an impact to the environment.

Wastewater Treatment Works: Pollution incident frequency, seriousness, and their causes

In 2025 we had 88 Incidents associated with Wastewater Treatment Works (Including 1 Storm Tank Incident), as shown in the table below.

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Wastewater Treatment Works	Cat 1													
	Cat 2			2		2								4**
	Cat 3	7	4	5	14	11	8	6	5	5	7*	3	9	84
	Total	**7**	**4**	**7**	**14**	**13**	**8**	**6**	**5**	**5**	**7**	**3**	**9**	**88**

*Includes one storm tank pollution at WWTW.
**2 remain under review by the Environment Agency.

In 2025 we had two confirmed Serious Pollution Incidents associated with Wastewater Treatment Works. At the time of writing, a further two pollution incidents are still remaining in review with the Environment Agency. This is shown in the table below.

Event Number	Reported Date and Time	Location	Seriousness	Root Cause
2365793	10/03/2025 18:43:00	Asselby WWTW – Derwent (Lower) Catchment	Category 2	Asset Performance
2366987	14/03/2025 12:11:00	Ellerton WWTW — Derwent (Lower) Catchment	Category 2	Asset Performance
2387882	14/05/2025 14:08:00	Beckwithshaw WWTW, Nidd (Middle)	Category 2	Under review
2390522	22/05/2025 15:58:00	Kilpin WWTW, Ouse (Yorks.Lower) Catchment	Category 2	Under review

The above incidents occurred at WWTWs which have an environmental permit that sets descriptive conditions. Our investigations have identified Asset Performance as the primary root cause of the confirmed incidents, specifically relating to treatment performance and flow control at the affected sites.

The impact of the incidents was exacerbated by environmental conditions in the receiving watercourses. During the drought these small WWTWs (serving fewer than 250 people) operating under descriptive permits were discharging into dry/low flow watercourses where our final effluent discharge represented the majority of the flow. Low flows and shallow gradients in the watercourse created circumstances which resulted in the development of sewage fungus. The management and maintenance of watercourses fall outside our control, although we recognise the impact that our assets may have in certain operating conditions. A further contributing factor was the identification of sewage fungus in the watercourse during monitoring, which may have influenced both the speed of incident escalation and potentially severity. We have since improved the process to recognise sewage fungus and enhanced our resource capacity to increase the frequency of site visits.

Following the early identification of a common pattern in the underlying causes at our descriptive permit sites (sites that serve fewer than 250 people), we took proactive action by commissioning additional independent inspections across all such sites.

These inspections aimed to verify that assets were operating as intended and to check associated watercourses for any signs of sewage fungus. This programme resulted in more than 700 additional opportunities for improvement tasks being identified and delivered, strengthening asset performance and helping to prevent harm to the environment.

The table below shows the key root causes of total pollution incidents from our Wastewater Treatment Works in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Maintenance Strategy, Prioritisation & Management	26	30%
Engineering Reliability	22	25%
Asset Performance	19	22%
Climate Resilience	16	18%
Power Resilience	14	16%
Resourcing, Prioritisation & Management	12	14%
Human Factors	9	10%
Customer Behaviour & Source Control	8	9%
Treatment Process Resilience	3	3%
Supply Chain/Contractor Control	2	2%
Asset Information Management Weaknesses	1	1%
Process & Procedure Failures	1	1%
Third Party Damage	1	1%

Our analysis of pollution incidents arising from Wastewater Treatment Works this year shows a number of key themes that are driving pollution performance.

The largest proportion of incidents were as a result of maintenance strategy and engineering reliability. This includes where there were opportunities to improve the maintenance strategy in place for our assets to ensure they remain operable, or where the equipment has failed unexpectedly and we have not been able to respond before an impact to the environment. Wastewater Treatment Works often rely on complex assets ranging from inlet screens and pumps to settlement tanks, aeration systems and chemical dosing. Shortfalls in asset condition or availability can quickly compromise process performance and result in incidents occurring.

Climate resilience was also a factor for total pollution performance in 2025, impacting performance in the same way as described in the Serious Pollution incidents described above. The 2025 drought placed increased stress on receiving watercourses which increased the potential environmental impact of wastewater discharges. These conditions disproportionately affected all of our descriptive works as many of these sites discharge to small watercourses or drainage ditches that, during drought conditions, can be dry or have very limited flow. This contributed to a number of pollution incidents.

A proportion of incidents were driven by power resilience challenges, accounting for 16% of root causes. Power interruptions, whether from the Third Party suppliers or localised electrical failures, can result in rapid impact to the environment as a result of not being able to pass flow forward or through the loss of treatment capability.

10% of our incidents were associated with human factors such as decision making, technical competence and process awareness. These incidents are often among the most avoidable and continued investment in training and embedding lessons from RCA will help us to drive improvement in this area.

Wastewater Treatment Works: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Use of predictive analytics	**Operational Intelligence:** Use of AI to predict inlet blockages.	Monitoring and predictive analytics will be used to prevent pollution by giving operational teams early visibility of where risks are developing and enabling timely, targeted intervention prior to environmental impact. Implementation of the Inlet blockage analysis at our Wastewater Treatment Works will highlight issues with inlet pumps prior to them causing an impact to the environment.	1-5	Customer Behaviour & Source Control	Network Abuse	Ongoing
Manual analysis of telemetry data	**Operational Intelligence:** WWTW Alarm Point Reviews.	Completion of WWTW alarm point reviews including the linking of alarms (eg Storm overflow/FFT Low alarms) optimising pollution incident alarms to ensure we respond prior to failure.	1-5	Resourcing, Prioritisation & Management	N/A	Complete
Remedial capital asset improve-ments	**Asset Performance:** Descriptive Site Audits	We audited all 300+ Descriptive assets which resulted in a total of 700 opportunities to improve performance Including maintenance work, outfall cleaning and sludge movement.	1-5	Asset Performance	Asset Deterioration Population growth	Ongoing
Remedial capital asset improve-ments	**Asset Performance:** Investment in WWTW Sites to improve performance.	Targeted programme of improvements at descriptive assets following an asset review. 36 sites undergoing full review and remediation, 3 Schemes delivered in 2025.	1-5	Asset Performance	Asset Deterioration Population growth	Ongoing

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Implementation of proactive cleaning and maintenance	**Asset Performance:** Hypercare arrangements for our top 5% Polluting assets.	This involves a targeted programme of audits on our highest risk Wastewater Treatment Works and the completion of associated actions. 21 high risk audits were completed	1-5	Maintenance Strategy, Prioritisation & Management	Asset Deterioration	Completed
Power resilience improvements	**Asset Performance:** Dual Power Supply Assessments.	Surveys at several sites to understand the potential for the Installation of generators and reviewing other resilience options to improve performance. 1 site surveyed and progressing through design in 2025	0	Power resilience	Climate Change (Extreme Weather events)	Ongoing
Implementation of proactive cleaning and maintenance	**Asset Performance:** Inlet Cleaning programme.	639 inlet cleans per annum on WWTW Assets, to reduce potential for blockages at the inlet.	1-5	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	Network Abuse	Pre-existing

Our measures have helped prevent pollution incidents at our Wastewater Treatment Works by strengthening proactive maintenance and enhancing reliability across key assets. We have increased our focus on preventing blockages at the inlet stage through enhanced proactive cleaning regimes and continuing to expand our operational intelligence capability, such as inlet blockage detection, to enable quicker identification and response to emerging issues.

In parallel, we have been investing in measures that improve resilience to failure at these sites. This includes introducing “hypercare” for our most frequently polluting sites. This hypercare approach has encouraged us to think differently about how we prioritise and schedule work, leading to more targeted interventions and additional site audits to improve overall asset condition and operational performance. We have also progressed power resilience improvements at critical sites where historic vulnerabilities have contributed to performance challenges.

Wastewater Treatment Works: Planned additional measures

We recognise that there is further work we can do to improve our Wastewater Treatment Works performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Telemetry installation	**Asset Performance:** ASP control instrumentation standardisation (55 sites) over the AMP.	Updating our sites to ensure a standard level of telemetry, alarms and process control. In 2026 we anticipate 10 Sites will be upgraded.	1-5	Engineering Reliability	N/A	1/1/2026	31/12/2026
Use of predictive analytics	**Operational Intelligence:** Use of AI to predict inlet blockages.	Continued implementation of the Inlet blockage analysis at our Wastewater Treatment Works will highlight issues on inlet pumps prior to them causing an impact to the environment.	1-5	Customer Behaviour & Source control	Network Abuse	1/1/2026	31/12/2026
Remedial capital asset improvements	**Asset Performance:** Descriptive Site Audits.	Continued delivery and full year impact of the outputs of the descriptive asset audits, Including maintenance work, outfall cleaning and sludge movement.	6-10	Asset Performance	Asset Deterioration	1/1/2026	30/4/2026
Remedial capital asset improvements	**Asset Performance:** Investment in WWTW Sites to improve performance.	Continued programme of improvements at descriptive assets following review in 2025. 5 schemes anticipated to be completed in 2026.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026
Screens maintenance	**Asset Performance:** Proactive replacement or refurbishment of inlet screens to ensure effective screenings removal and reduce blockages on site.	This involves targeted refurbishment of Inlet screens and associated handling units. 3 Screens Handling to be delivered in 2026.	1-5	Asset Performance	Asset Deterioration	1/1/2026	31/12/2026

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Power resilience improvements	**Asset Performance:** Brown Out Relay surveys and replacement.	Brown out relay surveys and replacements planned to be completed over the next 5-year AMP period/AMP8. 3 due for completion in 2026.	1-5	Power Resilience	Climate Change (Extreme Weather events)	1/1/2026	31/12/2026
Power resilience improvements	**Asset Performance:** Dual Power Supply Assessments.	Surveys at 4 sites to be completed to understand the potential for the Installation of generators and reviewing other resilience options to improve performance. 2026 Delivery: • 3 sites to be surveyed • 1 Generator installation to be completed	0	Power Resilience	Climate Change (Extreme Weather events)	1/1/2026	31/12/2026

Surface Water Sewer and Associated Outfalls

Surface water sewers are dedicated pipes that carry rainwater from impermeable surfaces such as roofs, roads, and paved areas. These sewers discharge directly into rivers, streams, or soakaways, bypassing Wastewater Treatment Works as they should only carry rainwater, not sewage materials.

Surface water sewers play a vital role in preventing local flooding and protecting the capacity of our wider wastewater network.

Although surface water sewers are only supposed to carry rainfall related surface water, they can often function as a method of transporting pollution directly to a watercourse. This can happen when wastewater accidentally enters the surface water network or through the impact of misconnected properties which discharge directly into the surface water sewer. Misconnections are where foul wastewater from sinks, toilets or appliances is wrongly connected to surface water pipes during a property's construction or associated renovations.

Surface Water Sewer and associated outfalls: Pollution incident frequency, seriousness, and their causes

In 2025 we had 4 Incidents associated with Surface Water Sewers, as shown in the table below. None of these were Serious Pollution Incidents (Category 1 & 2).

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Surface Water Sewer	Cat 1													
	Cat 2													
	Cat 3				1	1				1	1			4
	Total				**1**	**1**				**1**	**1**			**4**

The table below shows the key root causes of incidents from our Surface Water Sewers and associated outfalls in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Maintenance Strategy, Prioritisation & Management	2	50%
Customer Behaviour & Source Control	1	25%
Human Factors	1	25%

Surface water sewers and their associated outfalls are often the point of escape for pollution from our network. In a similar way to our sewer network, maintenance strategies and blockages due to customer behaviour, which lead to escapes from a foul system via the surface water sewer, make up the largest proportion of incidents.

A significant contributor of Pollution from surface water outfalls is as a result of misconnected properties. Misconnections occur when household wastewater is mistakenly plumbed into surface water drains which link directly to watercourses. Incidents of misconnections are not reflected in our performance as they are a homeowner responsibility through enforcement by local councils. However, we are committed to actively tackling the issue through proactive and reactive investigations to identify the sources of pollution so that they can be put right.

Surface Water Sewer and associated outfalls: Steps taken to maintain the system

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Outfall inspections	**Operational Intelligence:** River Watch app implementation.	We are engaging with stakeholders such as the Rivers Trust and local river action groups through our Yorkshire River Watch app. This app allows people to report on the condition of our rivers across the region and identify where our assets may be causing a problem. Early identification of potential issues will help us to intervene quickly, reducing the potential for a serious incident to occur.	0	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	N/A	Ongoing

Our River Watch initiative has played an important role in improving how we identify, respond to and ultimately prevent pollution incidents. By enabling colleagues, local groups and community volunteers to report environmental observations through a simple interface, over 300 reports in 2025, River Watch has improved the speed and accuracy with which we identify emerging issues through the ability to provide videos, photographs and citizen science data to back up any reports. This intelligence has allowed our operational teams to attend sites and assess risks before they escalate.

The platform has also enhanced our understanding of the condition and performance of outfalls across our region. Reports submitted through River Watch provide valuable insight into the status of our assets. These observations complement our operational data and help us target maintenance, capital investment and field inspections more effectively.

Equally valuable has been the engagement benefit River Watch has created. By involving local communities and colleagues directly in monitoring and protecting their rivers, the platform has increased awareness of pollution risks and strengthened relationships with river groups, anglers, environmental organisations and members of the public.

Surface Water Sewer and associated outfalls: Planned additional measures

We recognise that there is further work we can do to improve our Surface Water Sewer performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Outfall inspections	**Operational Intelligence:** River Watch app implementation.	In 2026 we want to continue the roll out to further groups and more internal colleagues.	0	Customer Behaviour & Source Control Maintenance Strategy, Prioritisation & Management	N/A	1/1/2026	31/12/2026

Water Distribution Network

At Yorkshire Water we operate an extensive water distribution network that delivers clean drinking water to millions of customers across the region.

The system includes over 32,000 km of underground water mains and trunk mains, over 400 potable water storage reservoirs, and over 500 pumping stations, all working together to move potable water from treatment works to homes and businesses. This network functions as a flexible water grid, allowing water to be transferred between areas to maintain supply and pressure.

The "Water Distribution Network" asset type includes but is not limited to raw water mains, drinking (potable) water mains, trunk mains, potable water reservoirs (that are off site from a Water Treatment Works) and booster (pressure) pumping sites.

Although this distribution network is carrying clean water suitable for drinking, if it enters the environment, it can have a negative impact and be classed as pollution. When clean water enters a watercourse, it can cause the mobilisation of sediment and the addition of chlorine, both of which can have a detrimental impact on the environment.

Water Distribution Network: Pollution incident frequency, seriousness and their causes

In 2025 we had 71 Incidents associated with our Water Distribution Network, as shown in the table below. None of these were Serious Pollution Incidents (Category 1 & 2).

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Water Distribution Network	Cat 1													
	Cat 2													
	Cat 3	4	1	5	4	4	5	12	8	9	10	5	4	71
	Total	**4**	**1**	**5**	**4**	**4**	**5**	**12**	**8**	**9**	**10**	**5**	**4**	**71**

The table below shows the key root causes of incidents from our Water Distribution Network in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Asset Performance	47	66%
Engineering Reliability	6	8%
Human Factors	6	8%
Maintenance Strategy, Prioritisation & Management	5	7%
Supply Chain/Contractor Control	2	3%
Unknown	2	3%
Third Party Damage	1	1%
Climate Resilience	1	1%
Power Resilience	1	1%

The Water Distribution asset class currently contains several incidents that have been incorrectly categorised within the national pollution record. Most of these incidents, seven in total, should be assigned to the Water Treatment Works asset type. For the purposes of the PIRP, the data tables have been completed in accordance with the national record. However, the corresponding RCA narrative and improvement measures has been captured within the appropriate Water Treatment Works asset tables.

For Water Distribution Assets, Asset Performance, associated with the age of pipework is the most significant contributor to pollution incidents, accounting for 66%. This reflects the natural deterioration of older assets, including issues such as structural weaknesses that increase the likelihood of bursts.

A further 8% of incidents were attributed to human factors, primarily knowledge or awareness. These relate to circumstances where operational understanding may not have been sufficient to prevent or mitigate an incident. Strengthening team training, improving access to asset information and embedding lessons learned from root cause analysis will be essential in reducing these avoidable incidents.

Engineering Reliability accounted for 8% of failures, primarily associated with pressure related failures arising from fluctuations or instability of pressure within the network which can cause bursts.

Water Distribution Network: Steps taken to maintain the system

Within the last calendar year we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Delivery Status of the Measure
Remedial capital asset improvements	**Asset Performance:** Mains Renewal Programme.	Delivery of our AMP 8 Mains renewal programme, 123km delivered in the 2025 Calendar year	1-5	Asset Performance	Ongoing
Staff training (asset type specific)	**Enhanced Operational Effectiveness:** Pollution Response Training.	All field technicians to all be trained in pollution response and will have relevant equipment. 62 Completed in 2025.	0	Human Factors	Ongoing
Pressure calming	**Asset Performance:** Pressure Management.	Pressure management of the clean water network to reduce amount of bursts including increased visibility on trunk mains and the installation of pressure reducing valves. 25 PRVs Delivered in 2025, plus 5 trunk main meters for visibility of Trunk Mains.	1-5	Engineering Reliability	Ongoing
Air Valve Maintenance	**Asset Performance:** Air Valve Inspection programme.	Delivery of Air Valve inspections and associated follow-on maintenance programme. 737 Inspections completed in 2025 Calendar year.	1-5	Engineering Reliability	Ongoing

The high proportion of incidents linked to Asset Performance reinforces the importance of our targeted investment programmes in the renewal and maintenance of our most vulnerable sections of network. The programmes we have implemented have helped to improve the number of bursts we have and reduce our impact on the environment.

In conjunction with this, engaging and educating our workforce around pollution has helped us to improve the identification and reporting of pollution. Although we don't feel that this has given us a benefit in terms of a net reduction of incidents, it has allowed us to speed up the deployment of mitigation where needed, therefore reducing environmental impact.

Water Distribution Network: Planned additional measures

We recognise that there is further work we can do to improve our Water Distribution Network performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Remedial capital asset improvements	**Asset Performance:** Mains Renewal Programme.	Continued delivery of our mains renewal programme, 2026 Delivery: 300km (expected to be delivered in Year 2 of the AMP).	1-5	Asset Performance	1/1/2026	31/12/2026
Staff training (asset type specific)	**Enhanced Operational Effectiveness:** Pollution Response Training.	Continued delivery of our field technicians trained in pollution response. 2026 Delivery: 74 individuals to be trained.	0	Human Factors	1/1/2026	30/6/2026
Contractor management	**Enhanced Operational Effectiveness:** Pollution Training.	Delivery of pollution stand down training to key contract partners to ensure they can report and respond to pollution. 2026 Delivery: 7 Contractor stand downs to be completed.	0	Human Factors	1/1/2026	31/3/2026
Pressure calming	**Asset Performance:** Pressure Management.	Continued delivery of our Pressure management measures. 2026 Delivery: • 30 PRVs to be delivered in 2026, • 15 installations/replaced trunk main meters.	1-5	Engineering Reliability	1/1/2026	31/12/2026
Air valve maintenance	**Asset Performance:** Air Valve Inspection programme.	Continued delivery of our air valve inspection programme. 2026 Delivery: 3,000 Inspections to be completed.	1-5	Engineering Reliability	1/1/2026	31/12/2026

Water Treatment Works

The Water Treatment Works asset type includes any site where part or the whole of the treatment process is undergone for the purposes of collecting and treating water that is suitable for supply. For example, this includes Water Treatment Works, raw water reservoir sites, chlorination facilities and associated pumps. Yorkshire Water's water supply infrastructure centres on two key components:

Raw Water Reservoirs — Yorkshire Water manages over 100 reservoirs, which collect and store untreated water from rivers, moorlands, and catchment areas—crucial reserves for public water supply and drought resilience.

Water Treatment Works — The company operates approximately 50 Water Treatment Works that process raw water from river, reservoir, and groundwater sources, blending physical and chemical treatment methods to ensure safe, clean drinking water is delivered to 5.5 million people and 140,000 businesses across Yorkshire.

Water Treatment Works: Pollution incident frequency, seriousness, and their causes

In 2025 we had 4 Incidents associated with our Water Treatment Works, as shown in the table below. None of these were Serious Pollution Incidents (Category 1 & 2).

Asset Type	Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Water Treatment Works	Cat 1													
	Cat 2													
	Cat 3			1			1	1		1				4
	Total			**1**			**1**	**1**		**1**				**4**

The table below shows the key root causes of incidents from our Water Treatment Works in 2025.

Root Cause	Number of Category 3 Incidents	Proportion of Category 3 incidents (%)
Supply Chain/Contractor Control	2	50%
Maintenance Strategy, Prioritisation & Management	1	25%
Asset Performance	1	25%
Human Factors	1	25%

Several pollution incidents that should correctly be attributed to the Water Treatment Works asset class have been inaccurately recorded within the Water Distribution category on the national pollution record. In total, seven incidents fall into this group and, in line with PIRP requirements, should be assigned to Water Treatment Works. While the PIRP tables have been completed to reflect the national record as it currently stands, all associated root cause narrative and measures relating to these incidents are captured within the Water Treatment Works asset type to ensure appropriate accountability and alignment with operational activities.

Our analysis of recent incidents and associated root causes has highlighted that the largest proportion of incidents were linked to routine (statutory) maintenance activities, particularly the removal of naturally occurring ochre (iron-rich deposits) within our reservoir infrastructure. In order to maintain compliance with the Reservoir Act 1975, this ochre needs to be removed to allow for drainage readings and access to the reservoir infrastructure.

A proportion of incidents involved asset performance and associated asset failures, including the use of emergency process overflows and burst mains. We look to address these issues in 2026 through improved operational awareness and understanding of how to respond to pollution incidents when they occur and ensuring they have the right tools to respond and mitigate issues quickly.

Several incidents were associated with contractor control particularly technical understanding and decision making during live operations. These incidents often arise from gaps in knowledge or incomplete appreciation of how local maintenance can impact on the environment. While only making up a small number of total pollution incidents, these are some of the most avoidable and something we will look to work closely with our contractors on in 2026.

Water Treatment Works: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Delivery Status of the Measure
Staff training (asset type specific)	**Enhanced Operational Effectiveness:** Roll out of Pollution response training and equipment.	Pollution kits to be rolled out to key locations. 2025 Delivery: Pollution response kits now present at key locations.	1-5	Human Factors	Complete
Scour valve management	**Enhanced Operational Effectiveness:** Additional Governance for Scour Valve Operations.	Submission of WIA (1991) 166bs for all relevant scour test activities. Conduct visual inspections of the downstream watercourse. 2025 Delivery: 15 166bs issued in 2025	0	Maintenance Strategy, Prioritisation & Management	Ongoing
Drainage plans	**Asset Performance:** Implement and Review Drainage Plans.	Review the high risk WTW sites and their prioritisation. Promote a need for updated plans for these sites. 2025: 7 Drainage plans updated.	1-5	Human Factors Asset information Weaknesses	Ongoing

The measures implemented in 2025 have continued to strengthen our approach to pollution on Water Treatment Works through operational improvements and wider governance enhancements. As part of our business as usual processes we already have stringent controls around the storage and management of chemicals on our site to prevent impacts, but we have also introduced additional controls including the rollout of pollution response kits at key operational locations in 2025. This has significantly increased our readiness to act quickly and effectively when incidents occur, reducing response times, helping us to minimise environmental impact.

Additional governance for scour valve operations has further supported this improvement. Reservoir scour tests are a legal requirement for ensuring reservoir safety, to demonstrate that a reservoir's outlet valves can reliably lower water levels in an emergency. These tests involve slowly opening the scour valve to release water downstream, demonstrating that the reservoir can be drawn down at the necessary rate to protect dam integrity. Opening the valve can produce high velocity flows, turbulence, and temporary declines in downstream water quality, the process must be carefully planned and carried out under regulatory oversight, including Environment Agency consent where required. With the submission of fifteen WIA (1991) Section 166b Consents to Discharge in 2025 and the introduction of downstream visual inspections we have ensured greater oversight during scour testing activities. This has allowed us to assess impacts and ensure that we are planning our maintenance activities with the environmental aspect considered at all levels.

Complementing these operational measures, the ongoing review and updating of drainage plans at high risk water treatment works has strengthened our asset information. The completion of seven updated drainage plans in 2025 has provided clearer understanding of our drainage network on sites, allowing us to manage potential pollution pathways when carrying out work. This is an area we are continuing to develop on as we move into 2026.

Water Treatment Works: Planned additional measures

We recognise that there is further work we can do to improve our Water Treatment Works performance by continuing to drive measures which will reduce pollution further. The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Staff training (asset type specific)	**Enhanced Operational Effectiveness:** Roll-out of Pollution Response training and equipment.	Clean Water specific pollution response training to be rolled out to operational teams. 2026 Delivery: Pollution response training rolled out to front-line teams.	1-5	Human Factors	1/1/2026	31/12/2026
Site chemical barrier implementation	**Enhanced Operational Effectiveness:** Chemical Awareness and auditing.	Roll-out chemical spill kit training to Water Production Ops. Environmental Audits of high risk sites and their chemical storage and maintenance regimes/spill kit arrangements. 2026 Delivery: • 12 WTW Audits Completed.	1-5	Human Factors	1/1/2026	31/12/2026
Scour valve management	**Enhanced Operational Effectiveness:** Additional Governance for Scour Valve Operations.	Submission of WIA (1991) s166 a&bs for all relevant scour test activities. Conducting visual inspections of the downstream watercourse and further water quality monitoring where required. 2026 Delivery: Where relevant, all scour valve tests will have relevant WIA (1991) s166 a/b consents.	0	Maintenance Strategy, Prioritisation & Management	1/1/2026	31/12/2026
Power resilience improvements	**Asset Performance:** Brown Out Relay review and upgrade.	3 high importance Water Treatment Works reviews planned to be completed in 2026.	1-5	Power Resilience	1/1/2026	31/12/2026
Drainage plans	**Asset Performance:** Implement and Review Drainage Plans.	Review the high risk WTW sites and their prioritisation. Promote a need for updated plans for these sites. 2026 Delivery: 2 Plans updated.	1-5	Human Factors Asset information Weaknesses	1/1/2026	31/12/2026
Contractor management	**Enhanced Operational Effectiveness:** Improve contractor management procedures to prevent contractor related issues.	Completion of stand down with contractors and/ or capital delivery partners working on WTW sites to reinforce pollution & compliance standards.	1-5	Supply Chain/ Contractor Control	1/1/2026	30/6/2026

Across asset base

In addition to our specific asset type plans, we are also implementing a number of overarching measures or actions to benefit overall operations rather than specific asset type.

Overarching measures are strategies that apply across all asset types (such as pumping stations, sewers, treatment works, and reservoirs) to reduce pollution risk and improve environmental performance. By implementing these measures consistently across our network we can strengthen resilience and minimise pollution incidents.

Across asset base: Steps taken to maintain the system

Within the last calendar year, we have delivered a series of measures aimed at reducing the risk of pollution incidents which impact upon multiple asset types. They directly contribute to performance benefits in this calendar year but will provide sustainable benefits into future years.

Measure	Description of Action(s)	Scale of Action(s)	Impact of the Measure (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Delivery Status of the Measure
Improve root cause analysis techniques	**Enhanced Operational Effectiveness:** RCA Team Development.	Recruit and embed a new Environmental RCA team to review all wastewater incidents and drive lessons learnt and repeat reduction. This will include the recruitment and training of the team and the trial of a new system to improve the consistency of RCA completion.	0	N/A	N/A	Complete
Improve root cause analysis techniques	**Enhanced Operational Effectiveness:** Serious Pollution reviews.	We have now embedded a processed to complete detailed investigations into each potentially Serious Pollution incident, to understand the root causes and review the investigations undertaken at the time of the incidents, to ensure the right actions had been taken to prevent these incidents from occurring again.	0	N/A	N/A	Complete
Staff training (business-wide)	**Enhanced Operational Effectiveness:** Pollution Response Training.	Pollution Response training for all front-line teams who have the potential to respond to pollution incidents. This training includes both theory and practical of how to respond, capture evidence and effectively mitigate a pollution incident. 370 front-line wastewater colleagues trained in 2025.	1-5	Human Factors	N/A	Ongoing

The steps we have taken which are effective across the whole asset base, including improvements to our root cause analysis techniques and the rollout of business wide pollution response training, have made a meaningful contribution to preventing pollution incidents. The development of a dedicated Environmental RCA Team has enabled us to undertake more structured, evidence based investigations, ensuring that we look beyond the immediate technical failure to identify the deeper systemic issues that contribute to incidents. Although this new team is still in its infancy, this improved analytical approach has already enhanced the quality of our learning and is helping us target our interventions more precisely, particularly at repeat incident locations.

Alongside this, our business wide Pollution Response training is ensuring that colleagues across front line wastewater operations have the skills, confidence and awareness needed to recognise early signs of pollution, escalate quickly and take effective action to mitigate incidents. This training combines practical scenario-based learning with classroom based guidance on incident recording, evidence gathering and communication protocols.

In addition to the measures listed above, we are continuing to improve our maintenance approach across the organisation. Although not a direct pollution initiative, this will help to drive overall asset reliability and improved speed of response to failure. Later in 2026, we will be moving into a larger space for our Engineering teams and logistics operations. This marks an important step in strengthening how we support our assets as part of our wider Asset Optimisation Programme. This space will help support the additional storage of strategic spares and help us respond quickly to failure. It will also provide dedicated areas to support emergency response, helping us to respond quickly, preventing impact to the environment.

Across asset base: Planned additional measures

The table below identifies some new or continued measures that we aim to deliver in the 2026 calendar year to support performance.

Measure	Description of Action(s)	Scale of Action(s) in the next Calendar Year	Expected Impact of the Measure in the next Calendar Year (Category 1-3 Incidents Prevented)	Root Causes Addressed by the Measure	Recent Pollution Incident Performance Issues Identified in the DWMP	Implementation Start Date of the Measure	Implementation Completion Date of the Measure
Staff training (business-wide)	**Enhanced Operational Effectiveness:** Pollution Response Training.	Continued roll-out for all front-line teams who have the potential to respond to pollution incidents. 246 front-line wastewater colleagues to be trained in 2026.	1-5	Human Factors	N/A	1/1/2026	31/12/2026
Contractor management	**Enhanced Operational Effectiveness:** Improve contractor management procedures to prevent contractor related issues.	Standdowns to be completed across our key capital partners.	1-5	Supply Chain/ Contractor Control	N/A	1/1/2026	31/12/2026

Governance and Assurance

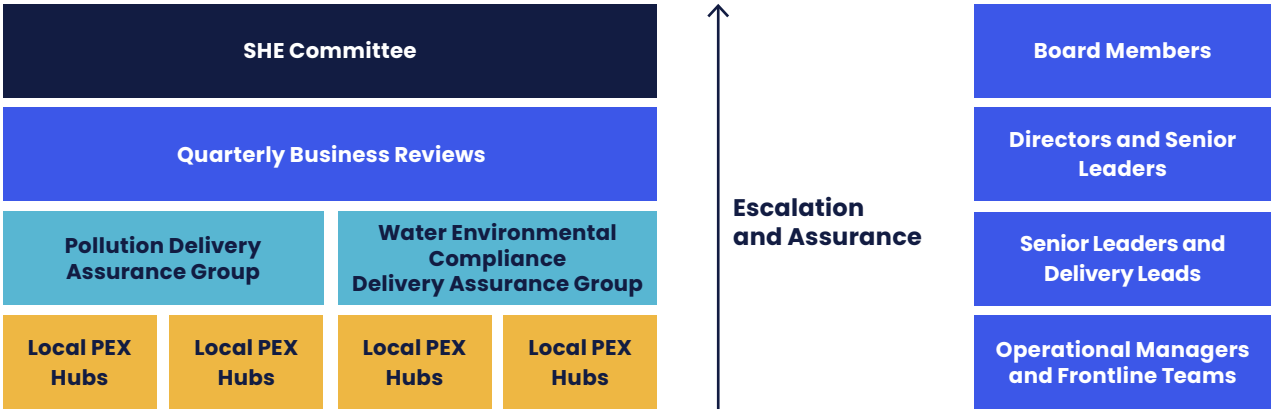
Our Pollution Incident Reduction Plan is focused on delivering consistently excellent environmental performance. Based on our recent improvements that have been delivered in the last quarter of 2025, we believe that the planned additional measures set out in this PIRP would have supported us to achieve our Pollution Performance Commitment Levels in 2026 under the previous regulatory framework.

Given the recent changes in regulatory requirements, our Performance Commitment Levels will be changing to reflect the shifts in regulatory expectations and a new baseline of performance will not be available until the end of the 2026 calendar year. While we are confident that the measures we have proposed will continue to drive sustainable reductions in pollution incidents, the change in the Performance Commitment means that the level of improvement required under the new framework will be different. As a result, the plan will be a living document, and as we understand the new regulatory framework further, we will be updating our plan to ensure alignment with the updated regulatory requirements.

In order to manage the day-to-day governance of pollution performance, we run a tiered hub structure to track performance and identify/manage risks across the business. At the foundation level, regular performance reports feed into Performance Excellence Hubs (PEx). These hubs track performance and drive action to resolve developing issues at a local catchment level. Management oversight is provided through our Delivery Assurance Groups, which track progress on our measures and provides a route for dilemma escalation. Senior management oversight is provided by the above and below ground Leadership Teams, and progress will be tracked through the Quarterly Business Review (QBR) process. Board oversight is provided by the Safety Health & Environment (SHE) Committee and we have also sought external assurance on the development of our PIRP to ensure compliance with legislative requirements.

We have created a dedicated Pollution Reduction Manager role to make sure this plan is delivered effectively. This role brings clear focus and accountability, coordinating actions across the business, prioritising the areas of greatest risk, and making sure planned improvements are delivered on the ground. The Pollution Reduction Manager also strengthens how we measure and track the benefits of our actions, so we can clearly show the environmental improvements being achieved and ensure our approach remains evidence based and aligned with regulatory expectations.

Our Chief Executive Officer provides ultimate accountability for the Pollution Incident Reduction Plan (PIRP) and Implementation Report, ensuring compliance with statutory requirements under the Water Industry Act. The CEO's role includes personally reviewing and approving the plan, confirming that it accurately reflects performance data, planned measures, and legal obligations. This assurance demonstrates leadership commitment to transparency, regulatory compliance, and delivery of actions that reduce pollution incidents.



Conclusions and summary

We are unwavering in our commitment to protecting the environment and delivering industry-leading performance, and we recognise that our performance this year has been off track for both Total and Serious Pollution Incidents (Category 1 & 2).

Our Pollution Incident Reduction Plan (PIRP) sets ambitious targets and reflects our determination to lead the sector in pollution prevention. This plan builds upon the lessons learned from previous PIRP publications and incorporates best practice from across the industry, ensuring that our approach remains progressive. We recognise that our plan will evolve year on year to ensure that we continue to target the right risks, embed new and emerging technology and spend customers money wisely.

Central to our strategy is continuous improvement. We rigorously review incident frequency, seriousness, and root causes to identify systemic issues and emerging risks from our Root Cause Analysis. These insights inform refinements to our plan, enabling us to target measures where they will have the greatest impact. By doing so, we aim not only to reduce the number of incidents but also to address underlying causes, strengthening resilience across our asset base. To ensure delivery and accountability, we have implemented a robust governance framework that provides clear oversight and ensures that we can adapt quickly to new challenges and any regulatory changes.

Transparency is at the heart of our approach and going forward we will review our plan quarterly with the Environment Agency, publish an updated PIRP and associated Implementation Report annually. This will provide a comprehensive view of pollution performance and demonstrate the progress we are making against our commitments. By creating and publishing these plans, we aim to achieve a significant and sustained reduction in pollution incidents and build public trust through action.

What can you do to help?

We're delivering lots to help improve the state of Yorkshires rivers and help them thrive. There are several ways that you as an individual can help improve your local river. Try these tips below:

Stop and think not down the sink

Blockages caused by fats, oils and greases can lead to sewage escapes into the local environment and, in some cases, pollution of watercourses. Following these simple guidelines can help to prevent this from happening:

- ✓ **Do** wipe and scrape plates, pans and utensils before washing (and put the waste into the bin).
- ✓ **Do** collect waste oil in a suitable secure container.
- ✓ **Do** arrange for oil to be collected by a licensed waste contractor.
- ✓ **Do** use strainers in sink plug holes (and empty contents into the bin).
- ✓ **Do** maintain Grease Traps and Enzyme Dosing equipment regularly.

- ✗ **Don't** put cooking oil, fat or grease down the sink.
- ✗ **Don't** pour waste oil, fat or grease down the drain.
- ✗ **Don't** scrape leftover food into the sink (place in the rubbish bin).
- ✗ **Don't** sweep waste into floor drains (put rubbish in the bin).
- ✗ **Don't** pour boiling hot water down the sink to try and dissolve fat and grease. It Doesn't work.

Only flush the 3 Ps! Pee, poo, and paper.

Flushing wipes blocks pipes! Toilets are only designed to remove human waste and toilet roll. Even when it says 'flushable' on the packet, these can take years to break down.

Install a water butt

Did you know in 2023, enough rain fell on your roof to fill an average water butt 450 times? Not only will this provide you with water to use in your garden, but it will also prevent our combined sewers becoming overwhelmed.

Think you've spotted pollution?

Please call us on **0800 138 34 84** or report it here.

Be sure to make a note of where you've seen it and if you can see where it's coming from.

Appendix 1: Root Cause Analysis Framework

Root Cause	Description	Examples
Human Factors	Incidents caused by human error or where if different decisions had been made the incident could have been avoided.	Capability & training Decision making Poor communication
Resourcing, Prioritisation & Management	Incidents caused by us not prioritising work correctly, meaning that the impact had already occurred by the time we were able to respond.	People availability Response time MEICA process delays Incorrect prioritisation Incorrect alarm handling/alarms unavailable/incorrect priority
Asset Performance	Incidents caused by a failure of our assets. This could be due to asset age and deterioration.	Asset design failures Asset age and deterioration
Customer Behaviour & Source Control	Incidents caused by materials that have been put down the sewer by our customers, such as wet wipes or trade effluents.	Lack of customer awareness or network abuse
Third Party Damage	Incidents caused by damage to our assets by third parties, such as accidental construction activities or malicious damage.	Vandalism Illegal activity Inability to control Third Party activities
Maintenance Strategy, Prioritisation & Management	Incidents caused by not delivering consistent maintenance to our assets to ensure we maintain service.	No maintenance plan in place Maintenance schedule missed Maintenance plan frequencies not correct
Engineering Reliability	Incidents caused by the unexpected breakdown of equipment such as pumps and telemetry.	Fixed asset availability Equipment availability Telemetry gaps Instrumentation/control/telemetry failures Working outside of design
Process & Procedure Failures	Incidents caused by not following our procedures, or where procedures don't exist.	Lack of documented procedures Failure to follow procedures Management of change failures IT systems failures

Root Cause	Description	Examples
Power Resilience	Incidents caused by a failure of the power supply to a site (or within our site).	Power failure (internal) Power failure (External)
Treatment Process Resilience	Incidents caused by the failure of a treatment process (eg loss of biological treatment).	Loss of process capability
Asset Information Management Weaknesses	Incidents caused by not having fully documented records of our assets and equipment to help us make the right decisions.	Unavailable asset information Incorrect asset information
Natural Causes	Incidents caused by natural events that are outside of our control.	Natural disaster Ground movement/subsidence
Climate Resilience	Incidents caused by the changing climate, such as extreme rainfall or drought.	Extreme weather Flooding
Supply Chain/ Contractor Control	Incidents caused by a contractor working on our behalf, this could be as a result of delays to equipment deliveries or where a contractor activity has caused an incident.	Procurement delays Contractor knowledge and awareness Contractor failures Contractor resource Contractors supervision/ ability to control risk
Unknown	Incidents where we have been unable to find the cause.	Unknown

Thank you for reading

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