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Best Value Plan: this should take into consideration everything we have discussed across the last two sessions, and should outline what is important to you as a customer, for WRe 1	1
Your target(s) for your plan: what target(s) do you want WReN to achieve for each element and when do you want WReN to elements of your plan by? For example, you might wan 1	117
Price of your bills to achieve your plan: the price you would be willing to pay, if anything, to enable these things to be achieved - this could be as simple as 1% of your current bill, £ 4	481
Please can you tell us to what extent you support each of the objectives below using a 5-point scale where 5 = strongly supportive and 1 = strongly unsupportive	629
Overall, to what extent did you understand the topics covered in both sessions? Please use 10-point scale, where 10 = I understood everything and 1 = I didn't understand anything 6	630
Given all you've learned in the last two weeks, do you have any parting comments or advice for Water Resources North? by Tag - SUPPLIER	631

Best Value	Tag - SUPPLIER
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Tex Response 1	NET Regular reviews of abstraction to keep a close eye on the matter Educating users Water transfers Water efficiency Protecting the environment Customers always on supply
Response 2	i'd like WReN to focus more on preserving the water sources we have currently and ensuring that they last as long as possible. A key way to do this is minimising leaks.
·	Furthermore i'd like them to focus on preserving the environment in multiple ways. Aiming to reduce carbon emissions and protecting habitats is an important factor for me.
Response 3	For me that would be leakage. The less waste the less requirement for more. And everything else that comes with that
Response 4	Drought resilience, leakage, financial cost, customer preferred option. These are all very important to me.
Response 5	Leakage Protect habitats Carbon Supply pipe renewal
Response 6	Reduce leakage by 10% by 2030 Increase customer awarness
Response 7	My best value plan would focus on Biodiversity/Drought Resilience/Leakage and the Carbon Footprint of the company. It's important to me and a lot more people I am meeting and talking with that we must focus on sustainability and reliability of the services we have but without having a negative impact on the environment.
Response 8	Best value plan Leakage Protecting ssls Supply pipe renewl Drought ressilance

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Response 3	Reduce leakage by 10% by 2030 Increase customer awarness
Response 4	Best value plan Leakage Protecting ssls Supply pipe renewl Drought ressilance
Response 5	 Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts. Supply pipe renewal which will in turn cut leakage from old pipes. Commercial water efficiency as we all have our part to play in water usage including industry. Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.

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Te>	kt Northumbrian Water For me that would be leakage.
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Response 4	Firstly education & information, starting with kids up to adults about saving water & impacts on environment & wildlife Making sure all leaks are addressed ASAP Moving foto supply all homes with a water meter
Response 5	- Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc. - Protect local and sensitive habitats to ensure impact is as minimal as possible - Create new relationships and agreements with neighboring water providers to establish water trading links

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Response 1	Regular reviews of abstraction to keep a close eye on the matter Educating users Water transfers Water efficiency Protecting the environment Customers always on supply
	Minimise leakage and ensure public water supply. Protection against drought and flooding
Response 2	Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and
Nesponse z	education around impact
	preservation of the environment
	Overall improved efficiency and spare capacity should be sought, with a constant eye to UPgrading, rather than downgrading the the local environment, especially avoiding the
	destruction of habitats like SSSIs that cannot later be recovered.
Response 3	Create more reservoirs. Improve the reservoirs, piping, and treatment works, higher capacity drains, and minimize leakage (but only where economically practicable) the better to mitigate against coming droughts and worse flooding as a result of now unavoidable climate change. Seek a reduction in the water people use. Help educate the population in
	conserving water. Avoid obsessing over reducing carbon footprint if this would detrimentally affect the processing and supply of water. This is a national infrastructure.
	Avoid at all costs the free market exchange of water for profit. It is essential for human life. It should not be treated as a market comodity like any other.
	Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark.
Response 4	Conservation continue protecting what's already naturally providing.
	Water transfer we are a whole as humanity and should share equally what the earth provides

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Response 9	 Water efficiency by way of Meter optants and Metering on change of occupancy. I know as a metered customer that we are more careful with water usage. We wash the car and water the garden from water butts. Supply pipe renewal which will in turn cut leakage from old pipes. Commercial water efficiency as we all have our part to play in water usage including industry. Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.

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Response 6	Leakage Pipe renewal Drought resiliance
	Reduce leakage. We need to reduce water waste and conserve the levels we have without it running down drains. Reservoirs. These need to extended to hold more water and cleaned out to utilise all the water that comes into our regions especially as we live in such a rainy country. This would reduce the need to upset the eco system and any conservation plans.
Response 7	Renew and replace old supply pipes. This will help reduce leaks that cannot be detected as well as reduce treatments costs as the new pipes would carry less harmful bacteria.
Response 7 Response 8	

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and why?	Northumbrian Water
	Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc.
	Protect local and sensitive habitats to ensure impact is as minimal as possible
	Create new relationships and agreements with neighboring water providers to establish water trading links
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	achieve biodiversity net gain through planting the same amount of trees which were removed take into account on effordable but recessory financial cost for sustamers to pay.
	take into account an affordable but necessary financial cost for customers to pay focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment

Part 7 of 116

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and why?	Hartlepool Water
Response 5	Leakage, in both supply and drainage, needs to be kept to an affordable minimum with renewal of old pipes a priority. This leads on to accountable water efficiency at all stages. Drought resilience needs to be addressed so everyone can still have a safe supply no matter where they live in the country. Water Abstraction needs to make sure the process used is not damaging the environment rather than " leaving it better than we found it ". It wasn't found it's always been there and we need to protect it with the right measures. The customer also needs to know how their money is spent with total transparency.
Response 6	Focus on the leakage Provide information in education Customers always on supply
Response 7	Education of customers on PCC and ways to save water. Also, preventing harm to the environment and promoting environment causes were appropriate.

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Tex	t NET NET Best value plan Leakage Protecting ssls
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	and water the garden from water butts.
Response 9	 Supply pipe renewal which will in turn cut leakage from old pipes. Commercial water efficiency as we all have our part to play in water usage including industry.
	4 Reviewing abstractions to ensure they are not damaging the environment in order to protect the whole environment.
	Leakage
Response 10	Pipe renewal
	Drought resiliance
	Reduce leakage. We need to reduce water waste and conserve the levels we have without it running down drains.
Response 11	Reservoirs. These need to extended to hold more water and cleaned out to utilise all the water that comes into our regions especially as we live in such a rainy country. This would reduce the need to upset the eco system and any conservation plans.
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Tex	xt Yorkshire Water
Response 8	Reduce leakage by 50% Protecting salmon rivers, chalk streams Increasing biodiversity Increasing customer water awareness
Response 9	Carbon - to reduce pollution, save rivers and animals.
Response 10	I think a recuring theme was education. Educating the consumer of water wastage is key to water reduction/usage. This could be met by water meter optants and installation of water meters for all and especially when there is a change of occupancy. I also think that a reduction in the carbon footprint in all areas is important not only in protecting our environment and again education is key in achieving this goal. Simple steps like using less water and evironmental awareness. Not just for consumers but business alike.
Response 11	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.

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Response 8	 1Public Water Supply drought resilience - The resilience of water supplies and the water environment to climate change and the impacts of drought are areas of concern for the UK. Projected changes in weather patterns and climate (increased temperatures and greater variability in rainfall) will reduce water availability. Increased water demand due to populatio growth means that, without action, water shortages could occur in future. These will impact the environment, society and the economy. 2Leakage linked with repair of pipes - Leaks from water pipes I would think waste thousands of litres of water if pipes are repaired we can safeguard our water supply for future generations. 3 Biodiversty Net Gain - Protecting and caring for our environment is extremely important ensuring geology, soil, air, water and all living habitats are not lost 4 Carbon - Our planet is an amazing place to live – but it needs our future generations' help to stay that way. 5 Non Drought Resillience - It is important to put a plan in place so we won't have shortage of water. 6 Financial Cost - must be affordable to the customers and to achieve future improvements they must be paid for but the customers also need to know where the money is going to. 7 Human and Social Wellbeing - Projects to help employment would be good.
Response 9	Leakages and preparing old pipes
Response 10	Improving infrastructure, educating customers, monitor and reviewing abstraction sites and initiating cost incentives. Improving infrastructure will fix pipe leaks Educating customers can reduce usage per capita Reviewing abstract locations can control the use and damage of different sites Cost incentives can encourage customers to do their bit

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Tex Response 8	A best value plan should incorporate elements including customer expectations. Customers expect clear clean water to be available when the tap is turned on at the lowest cost to them. Leakages and water wastage is in the customer focus due to the coat of them, the inconvenience (roadworks) and being itemised. The customer may not be aware of the low detection of leaks or the measures taken to ensure a constant and consistent supply (ref: resilience). I consider the plan to be one of education and information. Inform the consume regarding water usage per person, (break down to essential and non-essential if possible though this may be a subject to opinion), Include what it costs to treat the water per persor PCC, to make the numbers relevant. Engage the community in programmes to inform, invite schools to treatment plants, this is relevant to STEM subjects, geology, geography and ecology. Show the public what they can do to improve, reduce costs and their impact on the environment. Include the impacts of consumer intervention on water courses due to fly tipping, oil release and other negative activities conducted illicitly. Extend to school projects to maintain focus longer, children can be the best educators and influencers. (Every day a learning day!) 'Only paper pee and poo, go down the loo'	
Response 9	The environment to me is pretty important because I know this may seem illiogical but we do not want to but killing the environment in the effort of having water so if we have systems in place to give back like we do already, but being ready for the change in said environment	
Response 10		

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Response 12	Reduce leakage by 50% Protecting salmon rivers, chalk streams Increasing biodiversity Increasing customer water awareness
Response 13	Carbon - to reduce pollution, save rivers and animals.
Response 14	I think a recuring theme was education. Educating the consumer of water wastage is key to water reduction/usage. This could be met by water meter optants and installation of water meters for all and especially when there is a change of occupancy. I also think that a reduction in the carbon footprint in all areas is important not only in protecting our environment and again education is key in achieving this goal. Simple steps like using less water and evironmental awareness. Not just for consumers but business alike.
Response 15	Firstly education & information, starting with kids up to adults about saving water & impacts on environment & wildlife Making sure all leaks are addressed ASAP Moving foto supply all homes with a water meter
Response 16	It's important to me for wren to focus on reviewing abstractions to ensure they are not damaging the environment. Abstraction provides essential water for public water supply, agriculture and industry Sustainably abstracted water bodies will be more resilient to changes in climate and drought pressures so addressing unsustainable abstraction will help improve resilience to climate change.

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Response 12	Human and social wellbeing is the most important as the preservation of human life is the main fundamental theme because water sustains and breeds life. from then on, they can delve into issues like carbon emictions as we need to protect the environment.
Response 13	increase leakage by 10% by 2030. do more distribution of leaflets/advertising etc., raising awareness of loss of water and what we can do to help.
Response 14	Best value plan Reduce leakages, attempt to keep financial costs down, raise consumer awareness, introduce compulsory meters
Response 15	Reduce leakage Reservoirs Supply pipe renewal Old pipes may carry bacteria and it reduces cleanliness costs
Response 16	Leakage Human and social Financial cost Water meters Consumption data

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Text	Northumbrian Water
Response 11	Bills kept low (especially for low income families, may find it hard to pay higher bills) Educate customers Try to lower the time frames Minimise leakage Sensitive habitats
Response 12	Make public water supply drought resilient by trying to sort leaking pipes and renewing them where necessary. Maintaining Kielder reservoir and taking slit and rubbish out so it can be kept at full capacity while also looking after the wildlife as we go. Let everyone know what you are doing to make their water supply and how it is for their benefit with adverts, leaflets shows in library's etc
Response 13	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.
Response 14	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into globa warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too
Response 15	Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.

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Text	Hartlepool Water	
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Response 12		
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Response 15		

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Response 17	- Improve the existing infrastructure to try and prevent water loss through leakage / flooding etc. - Protect local and sensitive habitats to ensure impact is as minimal as possible - Create new relationships and agreements with neighboring water providers to establish water trading links
Response 18	Human and social wellbeing is the most important as the preservation of human life is the main fundamental theme because water sustains and breeds life. from then on, they can delve into issues like carbon emictions as we need to protect the environment.
Response 19	increase leakage by 10% by 2030. do more distribution of leaflets/advertising etc., raising awareness of loss of water and what we can do to help.
Response 20	Best value plan Reduce leakages, attempt to keep financial costs down, raise consumer awareness, introduce compulsory meters
Response 21	Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything

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D	Leakage Human and social Financial cost Water meters
Response 16	Consumption data
Response 17	A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.
Response 18	Leakage - to prevent water waste. Raise customer awareness eg - water waste/useage. Also introduce more readings like we do for gas/electric. Every 3 months. Financial cost - how much is it going to cost us customers. Protecting the environment. We need to keep our wildlife safe.

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Response 16	My best value plan focused on the metric of per capita consumption and financial cost to the customer. My plan is for WreN to monetise usage, and provide customers an understand of how much different types of water usage costs. My plan was to introduce an incentive to customers to refuse their usage. If the customer can provide WreN a plan of their usage how how they have reduced their PCC they would receive a discount on their monthly water bill.	
Response 17	Making the best, most effort use of the natural capital. Ensure the infrastructure is in the best possible condition. Protect the environment.	
Response 18	To increase the water efficiency journey from when we extract to when you run the tap in your home	
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Text	Hartlepool Water	
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Response 22	Reduce leakage Reservoirs Supply pipe renewal Old pipes may carry bacteria and it reduces cleanliness costs
Response 23	Leakage Human and social Financial cost Water meters Consumption data
Response 24	-achieve biodiversity net gain through planting the same amount of trees which were removed -take into account an affordable but necessary financial cost for customers to pay - focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment

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Response 19	 My Best value plan is as follows and my priorities are as follows: 1) My top priority is public water supply non drought resilience. For me this has to be the essence of why the water boards and wren exist to supply enough clean drinking water to the population. This is fundamental as far as I am concerned, without this human beings and society would flounder. 2) my second priority is abstraction and the environment- without protecting this element we will run out of our natural water resources. 3) Thirdly - effective water management must be considered and customers educated in the best use of our precious water resources which should never be taken for granted. I felt that the resolution of leakage whilst it is an issue was abit of a red herring which many group members focussed and prioritised to much, that said, we do need to develope technology that Routes out water leaks. Desalination and water trading are last resort options for me to be adopted only if absolutely necessary
Response 20	Improve the pipework and stop leakages Extend water treatment works To improve water quality from the taps in our home. Environmental water, This should be done as a matter of course To protect the natural habitats and rivers in the area. Bills Keep bills at a level of affordability for the households and businesses as after covid everyone has list money financially and weren't need higher bills yet. I don't agree with selling yw where to other areas as we have ti.es when we have water shortage and told yo share water so keep it in Yorkshire as we also pay for water and maintance and your asking us to pay more

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Text	Northumbrian Water	
Response 19	Would include Full Protection of abstraction and environment Promise of Management and mainof pipes The best financial deal Best carbon footprint Full customer cooperation and rewards for good usage Case studies New relationships with neighbouring communities Aim to fix within 24 hours	
Response 20	Increase customer awareness, I feel like this is something I would really like to push. The more people are made aware of what changes can be done in their home the better. I also gave the idea of an 'electric metre' to keep an eye on how much we're spending; then potentially giving money off when switching to a water meter to 'prove' that their bills can be cheaper.	

Part 23 of 116

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Text	Hartlepool Water	
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Part 24 of 116

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Response 21	Leakage. Fix leaks and replace main and wanted have to build Use sea water as state they use more sea water than snything
	Reduce leakage
Response 22	Reservoirs Supply pipe renewal
	Old pipes may carry bacteria and it reduces cleanliness costs
	Leakage Human and social Financial cost
Response 23	Water meters
·	Consumption data
	-achieve biodiversity net gain through planting the same amount of trees which were removed
Response 24	-take into account an affordable but necessary financial cost for customers to pay
	- focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment
Response 25	A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.

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Response 21	Improving water efficiency - educate public in better ways to be more waste conscious, install meters on properties when there's a change of occupant and encourage people to use less water. Environmental protection - put measures in place to help protect as many aspects of the surrounding environment as possible and do as much as possible to help those ecosystems thrive. Carbon - aim to reduce carbon emissions significantly in order to help protect against predicted future challenges. Try and install green energy systems to powers facilities. Pipe maintenance - continually strive to be improve networks to prevent big leakages and bursts by maintaining and/or replacing older pipes
Response 22	To encourage water meters and help more people a Aware of savings to water to
Response 23	Leakage - we must "put our house in order" to conserve water through repairing leaks quickly, and proactively replacing old infrastructure. No environmental impact, and prevents localised flooding. Desilting / Heightening Reservoirs - we must create more reservoir capacity through desilting and heightening existing reservoirs, in preference to a) building additional reservoirs, or b) abstracting water from other areas (whether they are SSSIs or not). Shade balls in reservoirs to reduce evaporation? Resilience for Drought Events - we must develop resilience (capacity / contingency) for extreme drought events, to ensure a minimum level of water supply can be provided. Natural Capital - We must limit as far as possible (and within financial constraints) the impact we have on our environment, whilst understanding that on a local level some damage is unfortunately inevitable.

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	To reduce leakages by supply pipe renewal and maid replacement. This will also assist with water shortage and ensuring that supply meets demand.
Response 21	This is important as in my business and every business waste is deemed as a waste of cash.
	Desalination review- engaging with external matter experts to review what and up and coming technologies. To assist with global warming and the effect this will have on water
	supply it is very important to utilise the sea water we have. We would never be water shortages if we utilise this.
Response 22	The following are the most important elements to me as a customer Increase public water supply draught resilience, Reduce leakage, increase supply pipe renewal, increase mains replacements. Review financial cost, protect sensitive habitats.
Response 23	We clearly need to be more efficient with our water usage and by installing meters in every household thus would encourage customers to be more careful with the water they use. I would like to see the water companies give some unsentimental to those who have water buts installed and even something available for buts to be installed. The companies need to play their part to and give priority to repairing mains and leaks

Part 27 of 116

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Response 24	-achieve biodiversity net gain through planting the same amount of trees which were removed -take into account an affordable but necessary financial cost for customers to pay
	- focus on the protection of sensitive habitats - review abstractions in order to ensure minimal damage to the environment
Response 25	A supply of constant clean water. A flooding response strategy. All Yorkshire Water sites to be equipped with self generating electricity/energy to power all equipment from natural resources i.e slush, other waste products, wind turbines, solo panels, etc. Reduction in water usage and increase in reserves.
Response 26	Leakage - to prevent water waste. Raise customer awareness eg - water waste/useage. Also introduce more readings like we do for gas/electric. Every 3 months. Financial cost - how much is it going to cost us customers. Protecting the environment. We need to keep our wildlife safe.
Response 27	Minimise leakage and ensure public water supply. Protection against drought and flooding Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and education around impact preservation of the environment

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	Public water supply resiliance
	Reservoirs reviewing abstractions
Response 24	Compulsory metering
	Leakage
	Water Transfers
	Public water supply drought resilience - We need to make sure that every one has access to basic clean drinking water. Simple.
	Leaks and damage fixtures: - For a business who uses water daily, we almost rely on it, we want to know that any leaks are fixed so we can continue to rely on the services and not lose
Response 25	money due to this.
Response 25	Protecting salmon rivers - we should ideally look after our food supply. by looking after the salmon river we would automatically look after rivers to make sure they are healthy and
	clean. Commercial water efficiency - This will help many businesses be aware of wastage and only use what is needed,
	Leakage - we need to fix leaks so we don't waste water.
Response 26	Financial cost - this is important so we know what the cost will be
Nesponse zu	Reservoir - so we can hold more water to meet growing demand

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	Consumption will be my first as this is in the publics hands and if you give each customer information about how much they use and could give them a target of how much they should try and use it would improve. Reviewing abstractions second choice as I think some areas could be where animals live and I think areas should be put in order to places for example
Response 24	taking water from where animals live would be last. Leakage third choice as I think places where pipes have been installed for over certain amount of years should be checked just incase of leakages as in the long run it does save you money.
Response 25	Saving money is generally what most household are focused on especially after covid people losing jobs , business shutting down. 1 / reuse water 2 / increase water efficiency measures 3 / incentives to encourage customers to do this 4 / financial costs most customers like set amounts (I do) 5 / share water supply with other regions if needed
Response 26	To fix leakages Financial cost Protecting the environment

Hartlepool Water	
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Response 27	Minimise leakage and ensure public water supply. Protection against drought and flooding Bill transparency - where is the money going / what is it being used for Support customers (both public and private) in reducing their consumption through installation of metres and education around impact preservation of the environment
Response 28	My Best value plan is as follows and my priorities are as follows: 1) My top priority is public water supply non drought resilience. For me this has to be the essence of why the water boards and wren exist to supply enough clean drinking water to the population. This is fundamental as far as I am concerned, without this human beings and society would flounder. 2) my second priority is abstraction and the environment- without protecting this element we will run out of our natural water resources. 3) Thirdly - effective water management must be considered and customers educated in the best use of our precious water resources which should never be taken for granted. I felt that the resolution of leakage whilst it is an issue was abit of a red herring which many group members focussed and prioritised to much, that said, we do need to develope technology that Routes out water leaks. Desalination and water trading are last resort options for me to be adopted only if absolutely necessary

Part 33 of 116

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Text	Yorkshire Water
Response 27	My plan would ideally include protection of the environment through the method of selective abstraction sites. Instead of stopping this abstraction method altogether, i feel that the best way to monitor this and ensure that it preserves the environment for the longest period of time would be through being selective with the sites that water companies abstract from. This may include sites that do not hold any wildlife or protected habitat within them. I also feel that the reservation of water should be included in my best value plan, through reducing leakages from water pipes or when conducting water abstraction. Through preventing this lost water, this ensures that we are being the most efficient with the water that we do have and not wasting any through leakages.
Response 28	Becoming Carbon Neutral by 2027. WReN is directly impact by ecological factors and impending climate breakdown. Extreme weather events that can lead to flooding, frozen pipes, droughts etc all directly impact the flow of water. Being a leader in this field will be huge in terms of customer buy-in for future initiatives and show that WReN are serious in achieving positive environmental outcomes.

Part 34 of 116

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Text	Northumbrian Water
	akage and financial
impo Response 28 serv impo	a business that uses a lot of water on a daily basis I aim to educate myself and my employees on how to reduce the amount of water we waste unnecessarily. As a customer it is portant that we do all we can to reduce waste and costs which hopefully in turn will benefit the water company and hopefully go back into the business to improve resources and rvices. As a city centre salon it is important to us that our water supply is clean, healthy and constant so an efficient service is paramount. I think waste and reserving water are very portant so maintaining the equipment and sources that supply our water is a priority and in doing this not only can we can keep a healthy supply locally but also help out other eas that may not have such a good supply.

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Text	Hartlepool Water	
Response 27		
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Text	NET
Response 29	1Public Water Supply drought resilience - The resilience of water supplies and the water environment to climate change and the impacts of drought are areas of concern for the UK. Projected changes in weather patterns and climate (increased temperatures and greater variability in rainfall) will reduce water availability. Increased water demand due to population growth means that, without action, water shortages could occur in future. These will impact the environment, society and the economy. 2Leakage linked with repair of pipes - Leaks from water pipes I would think waste thousands of litres of water if pipes are repaired we can safeguard our water supply for future generations. 3 Biodiversty Net Gain - Protecting and caring for our environment is extremely important ensuring geology, soil, air, water and all living habitats are not lost 4 Carbon - Our planet is an amazing place to live – but it needs our future generations' help to stay that way. 5 Non Drought Resillience - It is important to put a plan in place so we
	won't have shortage of water. 6 Financial Cost - must be affordable to the customers and to achieve future improvements they must be paid for but the customers also need to know where the money is going to.
	7 Human and Social Wellbeing - Projects to help employment would be good.

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Te		Yorkshire Water	
	Leakage Financial cost		
	Option deliverability		
Response 29	Water efficiency		
	Desalination		
	Protecting wildlife Carbon		

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Te		Northumbrian Water	
	Reliability Value Efficiency in Repairs		
	Customer Preferred Option		
D 20	Financial Costs Water Efficiency		
Response 29	Awareness Unrivalled Customer Service		
	Reliable Resilient Service		
	"Every Drop Counts"		

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Best Value	Tag - SUPPLIER	
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Text	Hartlepool Water	
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	Overall improved efficiency and spare capacity should be sought, with a constant eye to UPgrading, rather than downgrading the the local environment, especially avoiding the destruction of habitats like SSSIs that cannot later be recovered.
Response 30	Create more reservoirs. Improve the reservoirs, piping, and treatment works, higher capacity drains, and minimize leakage (but only where economically practicable) the better to mitigate against coming droughts and worse flooding as a result of now unavoidable climate change. Seek a reduction in the water people use. Help educate the population in conserving water. Avoid obsessing over reducing carbon footprint if this would detrimentally affect the processing and supply of water. This is a national infrastructure. Avoid at all costs the free market exchange of water for profit. It is essential for human life. It should not be treated as a market comodity like any other.
Response 31	Leakages and preparing old pipes
·	Improve the pipework and stop leakages Extend water treatment works To improve water quality from the taps in our home.
Response 32	Environmental water, This should be done as a matter of course To protect the natural habitats and rivers in the area. Bills Keep bills at a level of affordability for the households and businesses as after covid everyone has list money financially and weren't need higher bills yet. I don't agree with selling yw where to other areas as we have ti.es when we have water shortage and told yo share water so keep it in Yorkshire as we also pay for water and maintance and your asking us to pay more

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Response 30	Increase customer usage awareness Fix leaks Review abstractions
	My Best Value plan would be to get my business in order first; Look at what we already have and improve it. Making a focus on collecting more rain water, educating the public & industry to use less 1. Maintain the clean public water; essential this is our main role to provide fresh clean drinking water
	2. Decrease the leaks and replace old pipes, to conserve what we have already spent money on cleaning
Response 31	 Reservoirs increasing the height of them and dredging them to increase volume therefore reducing evaporation. Water efficiency & educating the population to use less. People are aware of the global warming they need advising what to do (ie hand wash rather than use the dishwasher as it uses 2 gallon verse one bowl full
	 Metering of houses and businesses, makes you aware on your bill - it would be good to see a break down on the bill on how to save water , & how well you are doing on making more water for the population 6. Increase treatment plants to make sure we have enough water in the future without having to get it from other areas Protecting the SSI & SAC. Which is vital for the planet
	8 Buy in water only as a very last resort as we should be self sufficient
Response 32	My best value plan looks at reducing leakage, biodiversity net gain, making it affordable for the customer and looking at the review of abstraction. I also think that water trading is a good idea in times of drout, again wren would have to look at how this would affect the customer financially. If we reduce the amount of leakage we can save water. Water is absolutely necessary so should be affordable. The environment is important to me and everyone including businesses should do there very best to make changes to save it and we should not damage the environment any further.

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Response 30	Leakage Reduce bills
Response 31	I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month
Response 32	I think Leakage is an important factor as I believe peoples bills would be reduced if there was less water wastage, also no one likes to hear that water is being wasted when there's countries and places out there struggling for water. Per capita consumption is another factor as I believe that this target is an easy one to achieve as people would be shocked if they really found out how much water they were using and if they were contacted they would be able to hear ways in which they could reduce this. I think protecting the SACs is also important as these have been set up to help the environment and must be working if they're still going therefore I don't think it would be a good idea to take from these areas or change them. Explanations to customers should also be a big part as people appreciate being told just exactly where their money is going and the changes that have happened because of this.

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Response 33	Improving water efficiency - educate public in better ways to be more waste conscious, install meters on properties when there's a change of occupant and encourage people to use less water. Environmental protection - put measures in place to help protect as many aspects of the surrounding environment as possible and do as much as possible to help those ecosystems thrive. Carbon - aim to reduce carbon emissions significantly in order to help protect against predicted future challenges. Try and install green energy systems to powers facilities. Pipe maintenance - continually strive to be improve networks to prevent big leakages and bursts by maintaining and/or replacing older pipes
Response 34	Improving infrastructure, educating customers, monitor and reviewing abstraction sites and initiating cost incentives. Improving infrastructure will fix pipe leaks Educating customers can reduce usage per capita Reviewing abstract locations can control the use and damage of different sites Cost incentives can encourage customers to do their bit
Response 35	To encourage water meters and help more people a Aware of savings to water to
Response 36	Invest in Water reuse schemes put in place where possible Bills kept low (especially for low income families, may find it hard to pay higher bills) Educate customers Try to lower the time frames Minimise leakage Sensitive habitats

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Response 33	My Best Value Plan includes the following: - A focus on PCC due to a growing population it is important to ensure people consumption of water is sustainable, this includes a focus on metering and educating people as to try and limit their consumption or avoid overconsumption of water Following on from this, it is also important to focus on limiting leakage and increasing water efficiency. This also includes supply pipe renewal. - The BVP also needs to consider the customer preferred option and fully consider the natural capital and biodiversity element, ensuring that the environment is equally considered. With that in mind limiting carbon emissions is critical Water trading should also be used, however only when it is feasible to do so, I.e, that area that would be lending isn't at risk of being in a shortage.
Response 34	Sorting leakage
Response 35	 Reduce leakage increase communication Reduce absorption rates from environmental sources
Response 36	Leakage Soicoa and human contribution And keeping rivers clean. Ensuring water is clean to a high standard

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Response 33	Protect sensitive habitats as we should look after what we have currently. Reviewing abstractions to ensure they are not damaging the environment as we need to protect the environment and ensure we are not leaving it in a worse state. Water efficiency/per capita consumption/watermeters so the customer takes some responsibility.
Response 34	I think customers choice is a key feature as I think customers should have an input on what they're paying for. Therefor, this would make the customer as they feel like they're making a difference.
Response 35	My plan is all about water efficiency and the benefits that can come with it. Educating people so that they can use less treated water within there household, for example instead of taking a bath everyday take a shower most days and cut you bath usage down to one times per week. when washing cars do not leave the tap running when applying soap ect. if people used less water and used it more efficiently there would be a reduction obviously in the amount of water you use and a reduction in the bill you pay, there will also be a positive impact on the environment due to there being less water taken from streams, underground reservoirs and rivers ect.
Response 36	Reviewing abstractions to ensure they are not damaging the environment - Financial cost - leakage - water meters

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Text	Hartlepool Water	
Response 33		
Response 34		
Response 35		
Response 36		

Part 48 of 116

Best Value	Tag - SUPPLIER
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	Leakage - we must "put our house in order" to conserve water through repairing leaks quickly, and proactively replacing old infrastructure. No environmental impact, and prevents localised flooding.
	Desilting / Heightening Reservoirs - we must create more reservoir capacity through desilting and heightening existing reservoirs, in preference to a) building additional reservoirs
Response 37	or b) abstracting water from other areas (whether they are SSSIs or not). Shade balls in reservoirs to reduce evaporation? Resilience for Drought Events - we must develop resilience (capacity / contingency) for extreme drought events, to ensure a minimum level of water supply can be provided.
	Natural Capital - We must limit as far as possible (and within financial constraints) the impact we have on our environment, whilst understanding that on a local level some damage is unfortunately inevitable.
Response 38	Make public water supply drought resilient by trying to sort leaking pipes and renewing them where necessary. Maintaining Kielder reservoir and taking slit and rubbish out so it can be kept at full capacity while also looking after the wildlife as we go. Let everyone know what you are doing to make their water supply and how it is for their benefit with adverts, leaflets shows in library's etc
Response 39	Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark. Conservation continue protecting what's already naturally providing. Water transfer we are a whole as humanity and should share equally what the earth provides

Best Value	Tag - SUPPLIER
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Response 37	-biodiversity -leakage -increasing consumer awareness -abstraction and the environment
Response 38	Water leaks for me, even though they're going to be getting reduced in 2050, I just think that it's to far away and there needs to be more work done on it now/as soon as possible. I still find it to be a very high number of pipe bursts and leaks every year, I've seen how bad a burst pipe/leak can get if not treated fast or cared about fully. That is why I'm backing leaks/burst pipes all the way.

Part 50 of 116

Best Value	Tag - SUPPLIER
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	Protect habits Leakages Water transfer checks
	the best value plan should focus on reduction in water usage per household as I believe this would be a very cost effective way to implement change. I believe this would also drive ar immediate effect to reduction in water loss and drive people to make more conscious choices about their water usage

Part 51 of 116

Best Value	Tag - SUPPLIER	
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Response 37		
Response 38		

Part 52 of 116

Best Value	Tag - SUPPLIER
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Response 39	Education both schooling and adult learning how can people make decisions or be aware of situations if they are left in the dark. Conservation continue protecting what's already naturally providing. Water transfer we are a whole as humanity and should share equally what the earth provides
	Public water supply resiliance Reservoirs
	reviewing abstractions
Response 40	Compulsory metering
	Leakage Water Transfers
Response 41	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.
Response 42	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into global warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too

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Text	Yorkshire Water

directive. We must manage what we have and minimise what we loose, as water is precious. Managing evaporation with tech that is already available can be managed to also co exist with nature. This is the floating balls that could cover water stocks in part, and also allow birds and fish to continue to live in these managed waters. On the other hand leakage is a more pressing problem. We were informed that only 6% of leaks could be found at the end of the session. The technology is not available yet to detect the rest. I'm sure a simple flow or volume metre along the water pipes and at critical junctions could be used to see if any water is being lost along the way. If the technology is not available now- create a competition from around the UK for people and the brightest minds to come up with inspiring and cost effective ways to detect a far greater amount of water being lost. This then may help water stretched area's not only in the UK but around the world to hold on to what they have better. As I mentioned in one of the sessions, we would not tolerate Gas, or Electricity being lost to leaks- Water should be the same

2 - Reservoir / Stock management.

Response 39 Increasing the height of open water sites, we can retain more water in each site. The infrastructure is already there and the same amount of evaporation loss would occur as the current shallower sites. Again this has to be balanced with nature and the natural way of things at each site, so that the ecological impact is balanced with the water we can gain 3 - To start in 2025 and be completed no later than 2030 We should all know what we use as individuals and companies on a daily basis V the target for a greener efficient user (110 litres or less a day) Be it through flow metres similar to gas or electric meters. Online bills / use made more available on a daily basis. At least give everyone the tools to be conscious and proactive about this individual impact. Make it more a national discussion. Educate and advertise this message more, so we can tackle the issue sooner as we will be conscious about what we use and for what. 4 - Desalinisation Not relevant to WReN but there should be more focus and development of technology to produce drinking water from sea water. I understand that it costs 25 times more that normal water supply's, at the moment but again the area's that have a shortage could be supported by the area's that do have enough to invest in new technology to filter this water and supply the area's that need it. Look to the more drought prone countries to see and then expand on what they are doing, and again think out of the box, Think Big and invest the time to come up with a solution to this process now as it will only get more expensive to do this in the years to come, when it is really needed. This would also reduce the sale of water to other area's that would normally buy water as their own stocks are lower, or usage is higher.

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Text	Northumbrian Water es.as this would reduce the amount of leeks.The time scale would be within the next 15 year's so a dedicated budget could be allocated for this project.

Part 55 of 116

Best Value	Tag - SUPPLIER	
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Text	Hartlepool Water	
Response 39		

Part 56 of 116

Best Value	Tag - SUPPLIER
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	Public water supply resiliance Reservoirs
	reviewing abstractions
Response 40	Compulsory metering
	Water Transfers
Response 41	It takes into consideration the environment and the price the costumers will have to pay. Uses more water trading and treatment plants to reduce waste water therefore reducing the amount of water extraction to protect habitats. The areas that do end up having water extracted from them shouldn't be sensitive to the work and the work should be minimalistic. Leakages should not be frequent to reduce the amount of water that is needed to be extracted.
Response 42	Best value plan is to try and make sure leakage is vey minimum also water pipes put up dated to avoid future water leaks also I think we should look after the future looking into global warming and the affect it will have on us all in the future plus people should be made aware off the amount off water we use and try and save. Where we can too
Response 43	Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.

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Text Financial cost	Yorkshire Water
Response 40 Leakage	
	o leakages then there will be no water wasting
Response 41	
Response 42	
Response 43	

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Best Value	Tag - SUPPLIER
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	The best Value Plan would be to try to prevent or locate water leakage as this a high percentage of our water consumption and waste. Water is a valuable and limited resource, therefore should be treated with respect and appreciation.
	In society today we have a lot of old pipes that are burst or broken and in need of repair. Replacing and maintaining our old water pipes should be of high priority. Notifying
	businesses of a plan would help lessen the stress, worry, and anxiety, allowing the business to accommodate and prepare. The initial cost to consumers may be high but education for
Response 40	consumers would encourage them to conserve and be frugal with water.
	Incentives could be a reduction in Water Bills if a substantial amount of water is saved by the consumer.
	Building more reservoirs may be a long-term answer to some of the water shortages in the south. If water is sent from one area to another, we should check that the other authority is doing what they can to prevent water wastage or leakage. Natural habitats for animals and plants
	should be checked and maintained with a penalty for misuse.
	My best value plan as a customer would be, firstly to look into leakage. The reason for this is, leakage may contribute to future shortages should they ever have to share water with
	another area. Also leakage is waste, no one likes wasting things why should water be any different. Secondly mains/supply pipe replacement, I feel as though I may be a bit biased on
Response 41	choosing this as in my area there seem to have been several burst pipes over the last few years which have affected my water supply. I also think pipe replacement may also help in
Response 41	achieving less leakage as mentioned in my first point seen as some leaks are hard to find. Thirdly and lastly for my best value plan would be per capita consumption, I believe should
	wren bring this to the attention all their consumers/customers we would see a dramatic change in how much we use. This would be due to everyone being more conscious of how much water we are using. Even if everyone used 5 litres less per day, over the whole area would be huge.
Decrease 42	the best value plan should be to focus on leakages and to distribute water evenly throughout regions
Response 42	the best value plan should be to rocus on reakages and to distribute watch evenly throughout regions

Best Value	Tag - SUPPLIER	
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Text	Hartlepool Water	
Response 40		
Response 41		
Response 42		

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Response 43	Humans and Social Well-being- 1. Finance 2. Leakage 3. Customer Input Environment 1. Carbon 2. 3.
	Public water supply drought resilience - We need to make sure that every one has access to basic clean drinking water. Simple.
	Leaks and damage fixtures: - For a business who uses water daily, we almost rely on it, we want to know that any leaks are fixed so we can continue to rely on the services and not
Response 44	lose money due to this. Protecting salmon rivers - we should ideally look after our food supply. by looking after the salmon river we would automatically look after rivers to make sure they are healthy
	and clean.
	Commercial water efficiency - This will help many businesses be aware of wastage and only use what is needed,
	Leakage - we need to fix leaks so we don't waste water.
Response 45	Financial cost - this is important so we know what the cost will be
	Reservoir - so we can hold more water to meet growing demand
	My best value plan focused on the metric of per capita consumption and financial cost to the customer. My plan is for WreN to monetise usage, and provide customers an
Response 46	understand of how much different types of water usage costs. My plan was to introduce an incentive to customers to refuse their usage. If the customer can provide WreN a plan of their usage how how they have reduced their PCC they would receive a discount on their monthly water bill.

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Text	Yorkshire Water	
Response 43		
Response 44		
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Response 46		

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Response 43		
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Part 63 of 116

Best Value	Tag - SUPPLIER	
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Response 43		
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Best Value	Tag - SUPPLIER
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Tex	tNET
Response 47	Leakage, in both supply and drainage, needs to be kept to an affordable minimum with renewal of old pipes a priority. This leads on to accountable water efficiency at all stages. Drought resilience needs to be addressed so everyone can still have a safe supply no matter where they live in the country. Water Abstraction needs to make sure the process user is not damaging the environment rather than " leaving it better than we found it ". It wasn't found it's always been there and we need to protect it with the right measures. The customer also needs to know how their money is spent with total transparency.
Response 48	My plan would ideally include protection of the environment through the method of selective abstraction sites. Instead of stopping this abstraction method altogether, i feel that the best way to monitor this and ensure that it preserves the environment for the longest period of time would be through being selective with the sites that water companies abstract from. This may include sites that do not hold any wildlife or protected habitat within them. I also feel that the reservation of water should be included in my best value plan, through reducing leakages from water pipes or when conducting water abstraction. Through preventing this lost water, this ensures that we are being the most efficient with the water that we do have and not wasting any through leakages.
Response 49	Making the best, most effort use of the natural capital. Ensure the infrastructure is in the best possible condition. Protect the environment.
Response 50	Becoming Carbon Neutral by 2027. WReN is directly impact by ecological factors and impending climate breakdown. Extreme weather events that can lead to flooding, frozen pipes, droughts etc all directly impact the flow of water. Being a leader in this field will be huge in terms of customer buy-in for future initiatives and show that WReN are serious in achieving positive environmental outcomes.

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Response 47		
Response 48		
Response 49		
Response 50		

Part 66 of 116

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Text	Northumbrian Water	
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Response 49		
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Response 47		
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Best Value	Tag - SUPPLIER
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Te	xt NET
	Leakage
	Financial cost
Response 51	Option deliverability Water efficiency
	Desalination
	Protecting wildlife Carbon
Response 52	To increase the water efficiency journey from when we extract to when you run the tap in your home
	Would include
	Full Protection of abstraction and environment Promise of Management and mainof pipes The best financial deal
Response 53	Best carbon footprint Full sustamer cooperation and rewards for good usage Case studies
	Full customer cooperation and rewards for good usage Case studies New relationships with neighbouring communities Aim to fix within 24 hours
	Focus on the leakage
Response 54	Provide information in education Customers always on supply

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Response 51		
Response 52		
Response 53		
Response 54		

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Tex	t NET
Response 55	Increase customer usage awareness Fix leaks
	Review abstractions
	My Best Value plan would be to get my business in order first; Look at what we already have and improve it. Making a focus on collecting more rain water, educating the public & industry to use less 1. Maintain the clean public water; essential this is our main role to provide fresh clean drinking water
	2. Decrease the leaks and replace old pipes, to conserve what we have already spent money on cleaning
	3. Reservoirs increasing the height of them and dredging them to increase volume therefore reducing evaporation.
	4. Water efficiency & educating the population to use less. People are aware of the global warming they need advising what to do (ie hand wash rather than use the dishwasher as
Response 56	it uses 2 gallon verse one bowl full
	5. Metering of houses and businesses, makes you aware on your bill - it would be good to see a break down on the bill on how to save water , & how well you are doing on making
	more water for the population 6. Increase treatment plants to make sure we have enough water in the future without having to get it from other areas
	7. Protecting the SSI & SAC. Which is vital for the planet
	8 Buy in water only as a very last resort as we should be self sufficient
	My best value plan looks at reducing leakage, biodiversity net gain, making it affordable for the customer and looking at the review of abstraction. I also think that water trading is a good idea in times of drout, again wren would have to look at how this would affect the customer financially. If we reduce the amount of leakage we can save water. Water is
Response 57	absolutely necessary so should be affordable. The environment is important to me and everyone including businesses should do there very best to make changes to save it and we
	assourcely necessary so should be anonable the environment is important to me and everyone including businesses should do there very best to make thanges to save it and we

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Text	Yorkshire Water	
Response 55		
Response 56		
Response 57		

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Best Value	Tag - SUPPLIER	
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Response 55		
Response 56		
Response 57		

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Response 55		
Response 56		
Response 57		

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Response 58	Increase customer awareness, I feel like this is something I would really like to push. The more people are made aware of what changes can be done in their home the better. I also gave the idea of an 'electric metre' to keep an eye on how much we're spending; then potentially giving money off when switching to a water meter to 'prove' that their bills can be cheaper.
Response 59	My Best Value Plan includes the following: - A focus on PCC due to a growing population it is important to ensure people consumption of water is sustainable, this includes a focus on metering and educating people as to try and limit their consumption or avoid overconsumption of water Following on from this, it is also important to focus on limiting leakage and increasing water efficiency. This also includes supply pipe renewal. - The BVP also needs to consider the customer preferred option and fully consider the natural capital and biodiversity element, ensuring that the environment is equally considered. With that in mind limiting carbon emissions is critical Water trading should also be used, however only when it is feasible to do so, I.e, that area that would be lending isn't at risk of being in a shortage.
Response 60	To reduce leakages by supply pipe renewal and maid replacement. This will also assist with water shortage and ensuring that supply meets demand. This is important as in my business and every business waste is deemed as a waste of cash. Desalination review- engaging with external matter experts to review what and up and coming technologies. To assist with global warming and the effect this will have on water supply it is very important to utilise the sea water we have. We would never be water shortages if we utilise this.
Response 61	Sorting leakage

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Te	•Reduce leakage
Response 62	 Increase communication ●Reduce absorption rates from environmental sources
Response 63	The following are the most important elements to me as a customer Increase public water supply draught resilience, Reduce leakage, increase supply pipe renewal, increase mains replacements. Review financial cost, protect sensitive habitats.
Response 64	We clearly need to be more efficient with our water usage and by installing meters in every household thus would encourage customers to be more careful with the water they use. I would like to see the water companies give some unsentimental to those who have water buts installed and even something available for buts to be installed. The companies need to play their part to and give priority to repairing mains and leaks
Response 65	Consumption will be my first as this is in the publics hands and if you give each customer information about how much they use and could give them a target of how much they should try and use it would improve. Reviewing abstractions second choice as I think some areas could be where animals live and I think areas should be put in order to places for example taking water from where animals live would be last. Leakage third choice as I think places where pipes have been installed for over certain amount of years should be checked just incase of leakages as in the long run it does save you money.
Response 66	Leakage Soicoa and human contribution And keeping rivers clean. Ensuring water is clean to a high standard

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Response 67	Saving money is generally what most household are focused on especially after covid people losing jobs , business shutting down. 1 / reuse water 2 / increase water efficiency measures 3 / incentives to encourage customers to do this 4 / financial costs most customers like set amounts (I do) 5 / share water supply with other regions if needed
Response 68	To fix leakages Financial cost Protecting the environment
Response 69	Leakage and financial
Response 70	As a business that uses a lot of water on a daily basis I aim to educate myself and my employees on how to reduce the amount of water we waste unnecessarily. As a customer it is important that we do all we can to reduce waste and costs which hopefully in turn will benefit the water company and hopefully go back into the business to improve resources and services. As a city centre salon it is important to us that our water supply is clean, healthy and constant so an efficient service is paramount. I think waste and reserving water are very important so maintaining the equipment and sources that supply our water is a priority and in doing this not only can we can keep a healthy supply locally but also help out other areas that may not have such a good supply.

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	Reliability Value Efficiency in Repairs Customer Preferred Option
	Financial Costs
Response 71	Water Efficiency
·	Awareness Unrivalled Customer Service
	Reliable Resilient Service
	"Every Drop Counts"
Response 72	Leakage Reduce bills
Response 73	I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month

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Response 74	Education of customers on PCC and ways to save water. Also, preventing harm to the environment and promoting environment causes were appropriate.
Response 75	I think Leakage is an important factor as I believe peoples bills would be reduced if there was less water wastage, also no one likes to hear that water is being wasted when there's countries and places out there struggling for water. Per capita consumption is another factor as I believe that this target is an easy one to achieve as people would be shocked if they really found out how much water they were using and if they were contacted they would be able to hear ways in which they could reduce this. I think protecting the SACs is also important as these have been set up to help the environment and must be working if they're still going therefore I don't think it would be a good idea to take from these areas or change them. Explanations to customers should also be a big part as people appreciate being told just exactly where their money is going and the changes that have happened because of this.
Response 76	Protect sensitive habitats as we should look after what we have currently. Reviewing abstractions to ensure they are not damaging the environment as we need to protect the environment and ensure we are not leaving it in a worse state. Water efficiency/per capita consumption/watermeters so the customer takes some responsibility.
Response 77	-biodiversity -leakage -increasing consumer awareness -abstraction and the environment

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Response 78	A best value plan should incorporate elements including customer expectations. Customers expect clear clean water to be available when the tap is turned on at the lowest cost to them. Leakages and water wastage is in the customer focus due to the coat of them, the inconvenience (roadworks) and being itemised. The customer may not be aware of the low detection of leaks or the measures taken to ensure a constant and consistent supply (ref: resilience). I consider the plan to be one of education and information. Inform the consumer regarding water usage per person, (break down to essential and non-essential if possible though this may be a subject to opinion), Include what it costs to treat the water per person, PCC, to make the numbers relevant. Engage the community in programmes to inform, invite schools to treatment plants, this is relevant to STEM subjects, geology, geography and ecology. Show the public what they can do to improve, reduce costs and their impact on the environment. Include the impacts of consumer intervention on water courses due to fly tipping, oil release and other negative activities conducted illicitly. Extend to school projects to maintain focus longer, children can be the best educators and influencers. (Every day is a learning day!) 'Only paper pee and poo, go down the loo'
Response 79	I think customers choice is a key feature as I think customers should have an input on what they're paying for. Therefor, this would make the customer as they feel like they're making a difference.
Response 80	The environment to me is pretty important because I know this may seem illiogical but we do not want to but killing the environment in the effort of having water so if we have systems in place to give back like we do already, but being ready for the change in said environment

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Response 81	My plan is all about water efficiency and the benefits that can come with it. Educating people so that they can use less treated water within there household, for example instead of taking a bath everyday take a shower most days and cut you bath usage down to one times per week. when washing cars do not leave the tap running when applying soap ect.
	if people used less water and used it more efficiently there would be a reduction obviously in the amount of water you use and a reduction in the bill you pay, there will also be a positive impact on the environment due to there being less water taken from streams, underground reservoirs and rivers ect.
Response 82	Reviewing abstractions to ensure they are not damaging the environment - Financial cost - leakage - water meters
Response 83	Water leaks for me, even though they're going to be getting reduced in 2050, I just think that it's to far away and there needs to be more work done on it now/as soon as possible I still find it to be a very high number of pipe bursts and leaks every year, I've seen how bad a burst pipe/leak can get if not treated fast or cared about fully. That is why I'm backing leaks/burst pipes all the way.
Response 84	Protect habits Leakages Water transfer checks
Response 85	the best value plan should focus on reduction in water usage per household as I believe this would be a very cost effective way to implement change. I believe this would also drive an immediate effect to reduction in water loss and drive people to make more conscious choices about their water usage

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1 - Leakage and Evaporation: Sorting out the intrastructure First. Future proofing the resource. We as a nation, company and individuals must take responsibility for water resource (and usage) management. With the company being forefront in managing water especially during warm dry periods, managing leakage must be at the front of the companies future directive. We must manage what we have and minimise what we loose, as water is precious. Managing evaporation with tech that is already available can be managed to also co exist with nature. This is the floating balls that could cover water stocks in part, and also allow birds and fish to continue to live in these managed waters. On the other hand leakage is a more pressing problem. We were informed that only 6% of leaks could be found at the end of the session. The technology is not available yet to detect the rest. I'm sure a simple flow or volume metre along the water pipes and at critical junctions could be used to see if any water is being lost along the way. If the technology is not available now- create a competition from around the UK for people and the brightest minds to come up with inspiring and cost effective ways to detect a far greater amount of water being lost. This then may help water stretched area's not only in the UK but around the world to hold on to what they have better. As I mentioned in one of the sessions, we would not tolerate Gas, or Electricity being lost to leaks- Water should be the same

2 - Reservoir / Stock management.

Response 86 Increasing the height of open water sites, we can retain more water in each site. The infrastructure is already there and the same amount of evaporation loss would occur as the current shallower sites. Again this has to be balanced with nature and the natural way of things at each site, so that the ecological impact is balanced with the water we can gain 3 - To start in 2025 and be completed no later than 2030 We should all know what we use as individuals and companies on a daily basis V the target for a greener efficient user (110 litres or less a day) Be it through flow metres similar to gas or electric meters. Online bills / use made more available on a daily basis. At least give everyone the tools to be conscious and proactive about this individual impact. Make it more a national discussion. Educate and advertise this message more, so we can tackle the issue sooner as we will be conscious about what we use and for what. 4 - Desalinisation Not relevant to WReN but there should be more focus and development of technology to produce drinking water from sea water. I understand that it costs 25 times more that normal water supply's, at the moment but again the area's that have a shortage could be supported by the area's that do have enough to invest in new technology to filter this water and supply the area's that need it. Look to the more drought prone countries to see and then expand on what they are doing, and again think out of the box, Think Big and invest the time to come up with a solution to this process now as it will only get more expensive to do this in the years to come, when it is really needed. This would also reduce the sale of water to other area's that would normally buy water as their own stocks are lower, or usage is higher.

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Response 87	Leakage
Response of	Mains replacement If there is no leakages then there will be no water wasting
Response 88	Replacement of old pipes.as this would reduce the amount of leeks. The time scale would be within the next 15 year's so a dedicated budget could be allocated for this project.
	The best Value Plan would be to try to prevent or locate water leakage as this a high percentage of our water consumption and waste.
	Water is a valuable and limited resource, therefore should be treated with respect and appreciation.
	In society today we have a lot of old pipes that are burst or broken and in need of repair. Replacing and maintaining our old water pipes should be of high priority. Notifying
Bosponso 90	businesses of a plan would help lessen the stress, worry, and anxiety, allowing the business to accommodate and prepare. The initial cost to consumers may be high but educatior for consumers would encourage them to conserve and be frugal with water.
Response 89	Incentives could be a reduction in Water Bills if a substantial amount of water is saved by the consumer.
	Building more reservoirs may be a long-term answer to some of the water shortages in the south.
	If water is sent from one area to another, we should check that the other authority is doing what they can to prevent water wastage or leakage. Natural habitats for animals and plants should be checked and maintained with a penalty for misuse.

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important to		
you as a		
customer, for		
WReN to		
focus on in		
the future		
and why? Text	Hartlepool Water	
Response 87		
Response 88		
Response 89		

Part 112 of 116

Best Value	Tag - SUPPLIER
Plan: this	
should take	
into conside-	
ration every-	
thing we	
have discu-	
ssed across	
the last two	
sessions, and	
should outl-	
ine what is	
important to	
you as a	
customer, fo	
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focus on in	
the future	
and why?	
Tex	
My best value plan as a customer would be, firstly to look into leakage. The reason for this is, leakage may contribute to future shortages should they ever have to share water with another area. Also leakage is waste, no one likes wasting things why should water be any different. Secondly mains/supply pipe replacement, I feel as though I may be a bit biased on choosing this as in my area there seem to have been several burst pipes over the last few years which have affected my water supply. I also think pipe replacement ma also help in achieving less leakage as mentioned in my first point seen as some leaks are hard to find. Thirdly and lastly for my best value plan would be per capita consumption, believe should wren bring this to the attention all their consumers/customers we would see a dramatic change in how much we use. This would be due to everyone being more conscious of how much water we are using. Even if everyone used 5 litres less per day, over the whole area would be huge.	
Response 91	the best value plan should be to focus on leakages and to distribute water evenly throughout regions

Part 113 of 116

Best Value	Tag - SUPPLIER	
Plan: this		
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you as a		
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WReN to		
focus on in		
the future		
and why?		
. Text	Yorkshire Water	
Response 90		
Response 91		

Part 114 of 116

Best Value	Tag - SUPPLIER	
Plan: this		
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the future		
and why?		
	Northumbrian Water	
Response 90		
Response 91		

Part 115 of 116

Best Value	Tag - SUPPLIER	
Plan: this		
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Text	Hartlepool Water	
Response 90		
Response 91		

Part 116 of 116

Your			
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your plan:			
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For example,			
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50% by 2050.			
Or you might			
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before 2050,	Page 118
or after 2050.	Yorkshire Water
Iext	YOTKSNIFE WATER

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before 2050,	Page 119
or after 2050.	Northumbrian Water
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Text	Hartlepool Water

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or after 2050.	
Text	Yorkshire Water

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or after 2050.	Northumbrian Water

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before 2050,	Page 124
or after 2050.	
Text	Hartlepool Water

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before 2050,	Page 126
or after 2050.	Yorkshire Water

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or after 2050.	
Text	Northumbrian Water

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or after 2050.	
Text	Hartlepool Water

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or after 2050.	Yorkshire Water

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or after 2050.	
Text	Northumbrian Water

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or after 2050.	Hartlenool Water
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before 2050,	Page 134
or after 2050.	Yorkshire Water
Iext	YOTKSNIFE WATER

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Text	Northumbrian Water

Your	
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Text	Hartlepool Water

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Text	Yorkshire Water

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or after 2050.	Northumbrian Water
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Text	Hartlepool Water

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Text	Yorkshire Water

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For example,	
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to exceed the	
industry's	
target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 152
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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Or you might			
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Your	
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country) by	
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Or you might	
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before 2050,	Page 154
or after 2050.	Yorkshire Water

Your	
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Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 155
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
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your plan:	
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achieve the	
50% target	
before 2050,	Page 156
or after 2050.	
Text	Hartlepool Water

Your			
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before 2050,	Page 158
or after 2050.	Yorkshire Water
lext	YOTKSNIFE WATER

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before 2050,	Page 159
or after 2050.	
Text	Northumbrian Water

Your	
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before 2050,	Page 160
or after 2050.	
Text	Hartlepool Water

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or after 2050.	Yorkshire Water
Iext	YOTKSNIFE WATER

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or after 2050.	Northumbrian Water

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or after 2050.	
Text	Hartlepool Water

Your		
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or after 2050.	Page 166	
Text	Yorkshire Water	

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or after 2050.	Northumbrian Water
lext	Northumprian water

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or after 2050.	
Text	Hartlepool Water

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or after 2050.	
Text	Yorkshire Water

Your	
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before 2050,	Page 171
or after 2050.	Northumbrian Water

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or after 2050.	
Text	Hartlepool Water

Your			
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before 2050,	Page 174
or after 2050.	Yorkshire Water

Your	
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before 2050,	Page 175
or after 2050.	Northumbrian Water
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before 2050,	Page 176
or after 2050.	Hartlenool Water
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Your			
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before 2050,	Page 178
or after 2050.	Yorkshire Water

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	Text	Northumbrian Water

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or after 2050.	
Text	Yorkshire Water

Your	
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or after 2050.	Northumbrian Water
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Text	Yorkshire Water

Your	
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Text	Northumbrian Water

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Text	Hartlepool Water

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or after 2050.	Yorkshire Water
lext	YOTKSNIFE WATER

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 191
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 192
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
achieve for			
each element			
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target to			
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leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 193		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 194
or after 2050.	
Text	Yorkshire Water

Y	/our		
ta	arget(s) for		
У	/our plan:		
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ta	arget(s) do		
У	you want		
V	WReN to		
а	achieve for		
е	each element		
а	and when do		
У	you want		
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е	elements of		
У	/our plan by?		
F	For example,		
У	/ou might		
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C	current		
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-	which varies		
а	across the		
C	country) by		
5	50% by 2050.		
	Dr you might		
	want to		
	achieve the		
	50% target		
	pefore 2050,	Page 195	
0	or after 2050.		
	Text	Northumbrian Water	

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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industry's	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 196
or after 2050.	Hartlenool Water
Iext	Harlebool water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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WReN to			
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(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 197		
or after 2050.	0	NFT	
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Your	
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your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 198
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 199
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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WReN to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 200
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 201		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
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leakage	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 202
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 203
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 204
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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country) by			
50% by 2050.			
Or you might			
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50% target			
before 2050,	Page 205		
or after 2050.	1 ayo 200		
Text		NET	

Your	
target(s) for	
your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
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50% target	
before 2050,	Page 206
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 207
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 208
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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WReN to			
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(which varies			
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50% by 2050.			
Or you might			
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50% target			
before 2050,	Page 209		
or after 2050.	1 ayo 200		
Text		NET	

Your	
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your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 210
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 211
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 212
or after 2050.	
Text	Hartlepool Water

Your		
target(s) for		
your plan:		
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target(s) do		
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WReN to		
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country) by		
50% by 2050.		
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before 2050,	Page 213	
or after 2050.	5	NFT

Your	
target(s) for	
your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 214
or after 2050.	Yorkshire Water
lext	YORKSNIRE WATER

Your	
target(s) for	
your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 215
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
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WReN to	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 216
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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before 2050,	Page 217		
or after 2050.	. ago 2 11		
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Your	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 218
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 219
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 220
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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before 2050,	Page 221		
or after 2050.		NFT	
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Your	
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your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 222
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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want to	
achieve the	
50% target	
before 2050,	Page 223
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 224
or after 2050.	Hartlenool Water

Your			
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your plan:			
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50% by 2050.			
Or you might			
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before 2050,	Page 225		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 226
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 227
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
target(s) for	
your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 228
or after 2050.	Hartlenool Water

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Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 230
or after 2050.	Yorkshire Water
IEXT	YORKSNIRE WATER

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 231
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 232
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
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across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 233		
or after 2050.			
Text		NET	

Your	
target(s) for	
your plan:	
what	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 234
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 235
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 236
or after 2050.	Hartlenool Water

Your			
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your plan:			
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50% by 2050.			
Or you might			
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before 2050,	Page 237		
or after 2050.	1 ayo 201		
Text		NET	

Your	
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your plan:	
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leakage	
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country) by	
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Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 238
or after 2050.	Yorkshire Water
IEXT	YORKSNIRE WATER

Your	
target(s) for	
your plan:	
what	
target(s) do	
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want to	
achieve the	
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before 2050,	Page 239
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 240
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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Or you might			
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before 2050,	Page 241		
or after 2050.	1 ayu 241		
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Your	
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leakage	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 242
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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leakage	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 243
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 244
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 245		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 246
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 247
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 248
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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50% by 2050.			
Or you might			
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50% target			
before 2050,	Page 249		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
what	
target(s) do	
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country) by	
50% by 2050.	
Or you might	
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before 2050,	Page 250
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 251
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 252
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
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(which varies			
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50% by 2050.			
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before 2050,	Page 253		
or after 2050.		NFT	
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Your	
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your plan:	
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target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 254
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 255
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 256
or after 2050.	Hartlenool Water
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Your			
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your plan:			
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50% by 2050.			
Or you might			
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before 2050,	Page 257		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
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country) by	
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Or you might	
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50% target	
before 2050,	Page 258
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 259
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
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Or you might	
want to	
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50% target	
before 2050,	Page 260
or after 2050.	Hartlenool Water

Your			
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or after 2050.	0	NFT	

Your	
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50% target	
before 2050,	Page 262
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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Or you might	
want to	
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before 2050,	Page 263
or after 2050.	Northumbrian Water

Your	
target(s) for	
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Or you might	
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50% target	
before 2050,	Page 264
or after 2050.	Hartlenool Water

Your			
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or after 2050.	-	NFT	

Your	
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Or you might	
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before 2050,	Page 266
or after 2050.	Yorkshire Water
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Your	
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50% target	
before 2050,	Page 267
or after 2050.	Northumbrian Water
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Your	
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before 2050,	Page 268
or after 2050.	Hartlenool Water

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or after 2050.	-	NFT	

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want WReN	
to exceed the	
industry's	
target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 270
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
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(which varies	
across the	
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50% by 2050.	
Or you might	
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before 2050,	Page 271
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
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your plan:	
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before 2050,	Page 272
or after 2050.	Hartlenool Water

Your			
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or after 2050.	-	NFT	

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before 2050,	Page 274
or after 2050.	
Text	Yorkshire Water

Your	
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before 2050,	Page 275
or after 2050.	Northumbrian Water
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or after 2050.	Hartlenool Water

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before 2050,	Page 278
or after 2050.	Yorkshire Water

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Text	Northumbrian Water

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or after 2050.	Hartlenool Water

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or after 2050.	
Text	Yorkshire Water

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or after 2050.	Northumbrian Water
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or after 2050.	Hartlenool Water

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or after 2050.	Yorkshire Water

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or after 2050.	Northumbrian Water
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or after 2050.	Hartlenool Water

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before 2050,	Page 290
or after 2050.	
Text	Yorkshire Water

Your	
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before 2050,	Page 291
or after 2050.	
Text	Northumbrian Water

Your	
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before 2050,	Page 292
or after 2050.	Hartlenool Water

Your			
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or after 2050.	
Text	Yorkshire Water

Your	
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before 2050,	Page 295
or after 2050.	
Text	Northumbrian Water

Your	
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or after 2050.	Hartlenool Water

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or after 2050.	Yorkshire Water

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or after 2050.	
Text	Northumbrian Water

Your	
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or after 2050.	Hartlenool Water
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or after 2050.	
Text	Yorkshire Water

Your	
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or after 2050.	Northumbrian Water
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or after 2050.	
Text	Hartlepool Water

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or after 2050.	-	NFT	

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or after 2050.	Northumbrian Water
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or after 2050.	
Text	Hartlepool Water

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50% target			
before 2050,	Page 309		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 310
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 311
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 312
or after 2050.	Hartlenool Water
Iext	martiebool water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
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industry's			
target to			
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leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 313		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
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target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 314
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 315
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 316
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
what			
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(which varies			
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before 2050,	Page 317		
or after 2050.	0	NFT	
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Your	
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your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 318
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 319
or after 2050.	Northumbrian Water
IEXT	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 320
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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achieve for			
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(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 321		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
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target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 322
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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country) by	
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Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 323
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 324
or after 2050.	Hartlepool Water

Page 325
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Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 326
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 327
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 328
or after 2050.	Hartlenool Water
Iext	Harliebool water

Your			
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your plan:			
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target(s) do			
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WReN to			
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Or you might			
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before 2050,	Page 329		
or after 2050.		NFT	
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Your	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 330
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
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(which varies	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 331
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 332
or after 2050.	Hartlenool Water
IEXE	Harliebool water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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WReN to			
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(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 333		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 334
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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WReN to	
achieve for	
each element	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 335
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 336
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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before 2050,	Page 337		
or after 2050.		NFT	
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Your	
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your plan:	
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leakage	
(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 338
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 339
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 340
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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before 2050,	Page 341		
or after 2050.	Faye 541		
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Your	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 342
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 343
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 344
or after 2050.	Hartlenool Water
IEXT	narliebool water

Your			
target(s) for			
your plan:			
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(which varies	
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50% by 2050.	
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achieve the	
50% target	
before 2050,	Page 346
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 347
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 348
or after 2050.	Hartlenool Water
IEXT	Harliebool water

Your			
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your plan:			
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before 2050,	Page 349		
or after 2050.	Faye 349		
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Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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each element	
and when do	
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WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 350
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
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industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 251
or after 2050.	Page 351
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
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industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 352
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
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(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 353		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 354
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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industry's	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 355
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
WReN to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 356
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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(which varies			
across the			
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50% by 2050.			
Or you might			
want to			
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50% target			
before 2050,	Page 357		
or after 2050.	1 ago 337		
Text		NET	

Your	
target(s) for	
your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 358
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 359
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 360
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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target(s) do			
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50% by 2050.			
Or you might			
want to			
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before 2050,	Page 361		
or after 2050.	0	NFT	

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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 362
or after 2050.	Yorkshire Water
iext	YOIKSNIRE WATER

Your	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 363
or after 2050.	Northumbrian Water

Your	
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your plan:	
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country) by	
50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 364
or after 2050.	
Text	Hartlepool Water

Your			
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your plan:			
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Or you might			
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Your	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 366
or after 2050.	Yorkshire Water
IEXT	YORKSNIFE WATER

Your	
target(s) for	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 367
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 368
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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or after 2050.		NET	
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Your	
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(which varies	
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50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 370
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 371
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 372
or after 2050.	Hartlepool Water

Your		
target(s) for		
your plan:		
what		
target(s) do		
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leakage		
(which varies		
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country) by		
50% by 2050.		
Or you might		
want to		
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50% target		
before 2050,	Page 373	
or after 2050.	-	NFT

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 374
or after 2050.	Yorkshire Water
Iext	YORSHI'R WATER

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 375
or after 2050.	Northumbrian Water
IEXT	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 376
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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Your	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 378
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 379
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 380
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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target(s) do			
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before 2050,	Page 381		
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Your	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 382
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 383
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 384
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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(which varies			
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50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 385		
or after 2050.		NFT	
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Your	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 386
or after 2050.	Yorkshire Water
IEXT	YORKSNIFE WATER

Your	
target(s) for	
your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 387
or after 2050.	Northumbrian Water
lext	Northumprian water

Your	
target(s) for	
your plan:	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 388
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
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your plan by?			
For example,			
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want WReN			
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industry's			
target to			
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leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 389		
or after 2050.	. 490 000		
Text		NET	

Your	
target(s) for	
your plan:	
what	
target(s) do	
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your plan by?	
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industry's	
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reduce	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 390
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
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you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 391
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
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you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 392
or after 2050.	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
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(which varies			
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50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 393		
or after 2050.	0	NFT	

Your	
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your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 394
or after 2050.	Vorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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each element	
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your plan by?	
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industry's	
target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 395
or after 2050.	Northumbrian Water
IEXT	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 396
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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or after 2050.	1 ago 007		
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Your	
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50% by 2050.	
Or you might	
want to	
achieve the	
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before 2050,	Page 398
or after 2050.	
Text	Yorkshire Water

Your	
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50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 399
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 400
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 401		
or after 2050.	1 ayo 401		
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Your	
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your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 402
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 403
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 404
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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(which varies			
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Or you might			
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before 2050,	Page 405		
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 406
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 407
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 408
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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target(s) do			
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Or you might			
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before 2050,	Page 409		
or after 2050.		NFT	
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Your	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 410
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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industry's	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 411
or after 2050.	Northumbrian Water
IEXT	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 412
or after 2050.	Hartlenool Water

Your			
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your plan:			
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leakage			
(which varies			
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country) by			
50% by 2050.			
Or you might			
want to			
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before 2050,	Page 413		
or after 2050.		NFT	
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Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 414
or after 2050.	Yorkshire Water
IEXT	YOIKSNIRE WATER

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
WReN to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 415
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
you want	
WReN to	
achieve for	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 416
or after 2050.	Hartlenool Water
Iext	Harlebool water

Your			
target(s) for			
your plan:			
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(which varies			
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Or you might			
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before 2050,	Page 417		
or after 2050.	0	NFT	

Your	
target(s) for	
your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 418
or after 2050.	Yorkshire Water
Iext	YORKSNIFE WATER

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 419
or after 2050.	Northumbrian Water
IEXE	Northumprian water

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 420
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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50% by 2050.			
Or you might			
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before 2050,	Page 421		
or after 2050.		NFT	
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Your	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 422
or after 2050.	Yorkshire Water
lext	YORKSNIFE WATER

Your	
target(s) for	
your plan:	
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target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 423
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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WReN to	
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industry's	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 424
or after 2050.	Hartlenool Water
Iext	Harlebool water

Your			
target(s) for			
your plan:			
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(which varies			
across the			
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50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 425		
or after 2050.	-	NFT	

Your	
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your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 426
or after 2050.	Yorkshire Water
lext	YORKSNIFE WATER

Your	
target(s) for	
your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 427
or after 2050.	
Text	Northumbrian Water

Your	
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your plan:	
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target(s) do	
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industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 428
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
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For example,			
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industry's			
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leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
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achieve the			
50% target			
before 2050,	Page 429		
or after 2050.	. ugo 120		
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Your	
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industry's	
target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 430
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 431
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
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you want	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 432
or after 2050.	Hartlenool Water
Iext	Harliebool water

Your			
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your plan:			
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Or you might			
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or after 2050.	0	NFT	

Your	
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your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 434
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 435
or after 2050.	Northumbrian Water
Iext	Northumprian water

Your	
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your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 436
or after 2050.	Hartlenool Water

Your			
target(s) for			
your plan:			
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Or you might			
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 438
or after 2050.	Yorkshire Water
IEXT	YORKSNIFE WATER

Your	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 439
or after 2050.	
Text	Northumbrian Water

Your	
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your plan:	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 440
or after 2050.	Hartlenool Water

Your			
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your plan:			
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Or you might	
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before 2050,	Page 442
or after 2050.	Yorkshire Water
iext	YORKSNIFE WATER

Your	
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country) by	
50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 443
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 444
or after 2050.	
Text	Hartlepool Water

Your			
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your plan:			
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Or you might			
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before 2050,	Page 445		
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Your	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 446
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
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(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 447
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 448
or after 2050.	Hartlenool Water
IEXE	Harlebool water

Your			
target(s) for			
your plan:			
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(which varies			
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50% by 2050.			
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or after 2050.	0	NFT	
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Your	
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your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 450
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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industry's	
target to	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 451
or after 2050.	Northumbrian Water
IEXT	Northumprian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 452
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
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(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 453		
or after 2050.	-	NFT	

Your	
target(s) for	
your plan:	
what	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 454
or after 2050.	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
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achieve for	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 455
or after 2050.	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 456
or after 2050.	Hartlepool Water

Your			
target(s) for			
your plan:			
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(which varies			
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50% by 2050.			
Or you might			
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before 2050,	Page 457		
or after 2050.	0	NFT	

Your	
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your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 458
or after 2050.	Yorkshire Water
iext	YOTKSNIFE WATER

Your	
target(s) for	
your plan:	
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leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 459
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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target(s) do	
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leakage	
(which varies	
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country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 460
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
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(which varies			
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50% by 2050.			
Or you might			
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50% target			
before 2050,	Page 461		
or after 2050.	-	NFT	

Your	
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your plan:	
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(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 462
or after 2050.	Yorkshire Water
lext	YORKSNIFE WATER

Your	
target(s) for	
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(which varies	
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50% by 2050.	
Or you might	
want to	
achieve the	
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before 2050,	Page 463
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
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50% by 2050.	
Or you might	
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achieve the	
50% target	
before 2050,	Page 464
or after 2050.	
Text	Hartlepool Water

Your			
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your plan:			
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or after 2050.		NFT	
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Or you might	
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achieve the	
50% target	
before 2050,	Page 466
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
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achieve the	
50% target	
before 2050,	Page 467
or after 2050.	Northumbrian Water
iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 468
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
achieve for			
each element			
and when do			
you want			
WReN to			
elements of			
your plan by?			
For example,			
you might			
want WReN			
to exceed the			
industry's			
target to			
reduce			
current			
leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 469		
or after 2050.	1 age 709		
Text		NET	

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 470
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 471
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 472
or after 2050.	
Text	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
achieve for			
each element			
and when do			
you want			
WReN to			
elements of			
your plan by?			
For example,			
you might			
want WReN			
to exceed the			
industry's			
target to			
reduce			
current			
leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 473		
or after 2050.		NFT	
lext			

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 474
or after 2050.	Yorkshire Water
IEXT	YORKSNIFE WATER

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 475
or after 2050.	
Text	Northumbrian Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 476
or after 2050.	Hartlepool Water

Your			
target(s) for			
your plan:			
what			
target(s) do			
you want			
WReN to			
achieve for			
each element			
and when do			
you want			
WReN to			
elements of			
your plan by?			
For example,			
you might			
want WReN			
to exceed the			
industry's			
target to			
reduce			
current			
leakage			
(which varies			
across the			
country) by			
50% by 2050.			
Or you might			
want to			
achieve the			
50% target			
before 2050,	Page 477		
or after 2050.		NFT	
IEXE		INE I	

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 478
or after 2050.	
Text	Yorkshire Water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 479
or after 2050.	Northumbrian Water
Iext	Northumprian water

Your	
target(s) for	
your plan:	
what	
target(s) do	
you want	
WReN to	
achieve for	
each element	
and when do	
you want	
WReN to	
elements of	
your plan by?	
For example,	
you might	
want WReN	
to exceed the	
industry's	
target to	
reduce	
current	
leakage	
(which varies	
across the	
country) by	
50% by 2050.	
Or you might	
want to	
achieve the	
50% target	
before 2050,	Page 480
or after 2050.	Hartlenool Water

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	NET
Response 1	A 10% increase over the year.
Response 2	Personally i wouldn't mind an increase in my monthly bills if it ensures that these points are a prime focus for WReN. At most a £5 increase monthly could be enough to cover these points adequately

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Yorkshire Water Personally i wouldn't mind an increase in my monthly bills if it ensures that these points are a prime focus for WReN. At most a £5 increase monthly could be enough to cover these
Response 1	points adequately
Response 2	I would be happy to pay £10 extra per month and would like a high percentage of this to go towards looking at technical support for treatment and leakage works.
Total cample: Unv	Part 2 of 144

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly, yearly etc.	
figure.	Northumbrian Water
	10% of your target could be a 1 % increase
Response 1	50% could be a 5%
	On this sliding scale up to 100% and a 10% increase to the bill
Response 2	I would be willing to a 3% to 5% yearly rise in my bill. As long as the increase wasnt lining someones pocket and the customer go the full benefit for our and the next generations future.

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	,
yearly etc.	
figure.	
Text	
Response 1	A 10% increase over the year.
Response 2	2% increase optional gift/donation to help conservation and environment Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?

Part 4 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	NET
	10% of your target could be a 1 % increase
Response 3	50% could be a 5%
	On this sliding scale up to 100% and a 10% increase to the bill
Response 4	I would be happy to pay £10 extra per month and would like a high percentage of this to go towards looking at technical support for treatment and leakage works.

ills to chieve your lan: the rice you yould be willing to ay, if ay, if ay, if ay, if ay, if ay, if ay, if ay, if bis coll be s imple as s imple a		Tag - SUPPLIER	
chieve your lan: the '''''''''''''''''''''''''''''''''''	Price of your		
lan: the rice you you'd be you'd the se within the set within th	bills to		
rice you yould be villing to nything, to nable these hings to be chieved - chieved - this could be s simple as s of your urrent bill, 1 per year, 5	achieve your		
rice you yould be villing to nything, to nable these hings to be chieved - chieved - this could be s simple as s of your urrent bill, 1 per year, 5	plan: the		
vould be villing to ay, if nable these hings to be chieved - his could be s simple as % of your urrent bill, 1 per year, 5 per year, 5 per year, 5 per year, 6 pence per honth etc. lease pecify whether you re referring o a monthly, early etc. gure. Text your substrict for the set of for per year max esponse 4 1 per year max to the set of the set o	price you		
ay, if nything, to nable these hings to be chieved - his could be s simple as % of your urrent bill, 1 per year, 5 per year, Opence per north etc. tease pecify whether you re referring o a monthly, early etc. gure. Text	would be		
ay, if nything, to nable these hings to be chieved - his could be s simple as % of your urrent bill, 1 per year, 5 per year, Opence per north etc. tease pecify whether you re referring o a monthly, early etc. gure. Text	willing to		
nything, to nable these hings to be chieved -	pay, if		
nable these hings to be chieved - his could be s simple as % of your urrent bill, 1 per year, 5 per year, Opence per nonth etc. lease pecify whether you re referring o a monthly, early etc. gure. gure. gure. sponse 4 1 will pay an increase if £50 per year max espons 4 4 5 pound a month	anything, to		
chieved - his could be s simple as s simple as % of your urrent bill, 1 per year, 1 per year, 5 per year, 5 per year, Copence per nonth etc. lease pecify whether you re referring o a monthly, early etc. igure. ig	enable these		
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s simple as % of your urrent bill, 1 per year, 5 per year, Opence per nonth etc. lease pecify whether you re referring o a monthly, early etc. igure. response 3 Text Text 10 lill pay an increase if £50 per year max esponse 4 4 5 pound a month	achieved -		
% of your urrent bill, 1 per year, 5 5 per year, 0 Opence per - nonth etc. - lease - pecify - whether you - re referring - oo a monthly, - early etc. - igure. - rext - Yorkshire Water - esponse 3 1 1 will pay an increase if £50 per year max esponse 4 4 5 pound a month	this could be		
urrent bill, 1 per year, 5 per year, Opence per nonth etc. lease pecify whether you re referring o a monthly, early etc. igure. rex rex esponse 3 Vill pay an increase if £50 per year max esponse 4 4 5 pound a month	as simple as		
1 per year, 5 per year, 0pence per nonth etc. lease pecify whether you re referring o a monthly, early etc. igure. Text Yorkshire Water Poond a month 4 5 pound a month	1% of your		
5 per year, Opence per nonth etc.	current bill,		
Opence per nonth etc. lease pecify whether you re referring o a monthly, early etc. re referring o a monthly, early etc.	£1 per year,		
honth etc. lease pecify whether you re referring o a monthly, early etc. igure. Text esponse 3 I will pay an increase if £50 per year max esponse 4 5 pound a month	£5 per year,		
lease pecify whether you re referring o a monthly, early etc. igure. rext rext Yorkshire Water esponse 3 I will pay an increase if £50 per year max esponse 4 4 5 pound a month	50pence per		
pecify whether you re referring o a monthly, early etc. igure. response 3 I will pay an increase if £50 per year max esponse 4 4 5 pound a month	month etc.		
whether you re referring o a monthly, early etc.	Please		
re referring o a monthly, early etc. Vorkshire Water igure. Text rext Yorkshire Water esponse 3 I will pay an increase if £50 per year max esponse 4 5 pound a month	specify		
e a monthly, early etc. igure. Text esponse 3 I will pay an increase if £50 per year max esponse 4 5 pound a month	whether you		
early etc. Yorkshire Water rext Yorkshire Water esponse 3 I will pay an increase if £50 per year max esponse 4 4 5 pound a month	are referring		
Text Yorkshire Water esponse 3 I will pay an increase if £50 per year max esponse 4 4 5 pound a month	to a monthly,		
Text Yorkshire Water esponse 3 I will pay an increase if £50 per year max esponse 4 4 5 pound a month	yearly etc.		
esponse 3I will pay an increase if £50 per year maxesponse 44 5 pound a month	figure.		
esponse 4 4 5 pound a month		Yorkshire Water	
	•		
Part 6 of	Response 4 4 5 pound a month		
	Total sample; Unweighted; base n = 91		Part 6 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	,
yearly etc.	
figure.	
Text Response 3	t
Response 4	I think so long as it is made clear to consumers the reason behind price increases that is acceptable and helping to save the environment is definitely something I think the UK is behind other countries on I think it would be acceptable to charge an extra £2-£3 per month

	Tag - SUPPLIER	
Price of your		
bills to		
achieve your		
plan: the		
price you		
would be		
willing to		
pay, if		
anything, to		
enable these		
things to be		
achieved -		
this could be		
as simple as		
1% of your		
current bill,		
£1 per year,		
£5 per year,		
50pence per		
month etc.		
Please		
specify		
whether you		
are referring		
to a monthly	·,	
yearly etc.		
figure.	At Hartlepool Water	
Response 3	I'd be happy to pay an extra whopping eight to ten per cent on water bills to secure a critical national infrastructure we will ask more and more of in future It's a big job.	
Response 4	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.	
	usighted, here $n = 0.1$	Dev: 0 = 6 4 4 0

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	,
yearly etc.	
figure.	t NET
Response 5	I would be willing to a 3% to 5% yearly rise in my bill. As long as the increase wasnt lining someones pocket and the customer go the full benefit for our and the next generations future.
Response 6	I will pay an increase if £50 per year max
Response 7	I would totally be totally honest and explain that at the moment the price of bills don't factor in the longevity of a clean reliable source of water for the present and future generations of customers. I think an either an initial 10-15% hit on price increases or a 3 year gradually increase additional to base line inflation,

Tag - SUPP	LIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text Yorkshire W	ater
Response 5 I would be happy to pay an extra 10% - 15% if these challenges were realised.	
Response 6 4 to 5 pound a month	
Response 7 Price of bills to achieve plans was to initially increase by 3% up to 5% incrementally in the next 1) years.
Total sample; Unweighted; base n = 91	Part 10 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly	
yearly etc.	
figure.	
Tex Bosnonso F	t Northumbrian Water
Response 5	Nothing really as prices are high now snd certainly not a meter. This is just greed for the water companies
Response 6	Increase current bills by 20 to 30 percent
Response 7	

Price your Image: Second Sec		Tag - SUPPLIER
shiew eyw shiewe eyw plan: 10 shiewe eyw price you eyw shiewe eyw would be shiewe eyw shiewe eyw	Price of your	
pin: the price vo would be would be willing to willing to pay, if enable these anything, to enable these enable these Speceryer enable these	bills to	
price you would be willing to pay, if anythin, to enable these Home to the total of tot	achieve your	
would be willing to pay, if anything, to enable these Home to the the the the the the the the the the	plan: the	
willing to pay, fr anything, to enable these Image: Signe Sign	price you	
pay, ifany bit, isany bit, isany bit, isany bit, isbit, isbit, ischiewei	would be	
anything, io anything, io enable these b things to be b things to be b things to be b this could be b	willing to	
enable freese initial section in the sectin the sectin the sectin the section in the section in	pay, if	
things to be k achieved - k things to be k thinterpoint k <th>anything, to</th> <th></th>	anything, to	
achieved - Image: Control (Control (Contro) (Co	enable these	
this could be as simple as specify whether you to a month, yearly etc. k f per year, fS per year, SOpence pr month etc. k Please specify whether you to a month, yearly etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the actual month etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the actual month etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the actual month etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the actual month etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the actual month etc. k f per year, for the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spect on the discussion lowed be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used for the discussion lowed by approximately 10% so long as I knew it was needed and used for the discussion lowed by approximately 10% so long as I knew it was needed and used for the discussion lowed by appro	things to be	
s simple as 1% of your current bill, 1 per year, 5 pe		
1% of your		
current bill, f1 per year, f1 per year, f5 per year, f5 per year, F Sopence per month etc. F Please F specify S specify	=	
f1 per year, f5 per year, f5 per year, specify month etc. Please specify specify whether you are referring to an onthly, year referring that lepool Water fagspone 5 As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual Respone 6 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		
F5 per year, Sopence per year, Sopence per year, Sopence per year, month etc. Please Please Sopence per year, specify Year) whether you are referring to a monthly, year) year year. Sopence per year, figure. Text Mexponse for the discussion I would be quite happy formy bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets. Response for the discussion I would be quite happy formy bill would be 20 instead of 12.	-	
SOpence per month etc. Hease Please Heater of the state of the sta		
month etc. Please specify whether you are referring to a monthly, yearly etc. figure. rext Text As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual Response 6 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		
Please specify specify whether you are referring to a monthly, yearly etc. figure. ret ret Hartlepol Water Response 5 Asiadia in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual of proposalis and not for some CEO or Fatcat to line his pockets. Response 6 Would't mind paying 8 pound a month extra som ynew bill would be 20 instead of 12.		
specify whether you		
whether you are referring to a monthly, yearly etc. figure. rext Hartlepool Water Response 5 Kesponse 5 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		
are referring to a montly, yearly etc. Image: State of the stat		
to a monthly, yearly etc. yearly etc. figure. Text Text As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets. Response 6 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.	=	
yearly etc., Image:	-	
figure. Text Hartlepool Water Response 5 As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets. Response 6 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.	-	
TextHartlepool WaterResponse 5As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets.Response 6Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		
Response 5As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets.Response 6Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		Hartlepool Water
Response 6 Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.		As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual
	Response 6	Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.

	Tag - SUPPLIER
Price of your	
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plan: the	
price you	
would be	
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things to be	
achieved -	
this could be	
as simple as	
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£1 per year,	
£5 per year, E0panco por	
50pence per month etc.	
Please	
specify	
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yearly etc.	
figure.	
Text	NET
Response 8 4 5 pound a month	
•	pay an extra 10% - 15% if these challenges were realised.
Response 10 4 to 5 pound a mont	
Response 11 Price of bills to achie	eve plans was to initially increase by 3% up to 5% incrementally in the next 10 years.
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	Tag - SUPPLIER
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early etc.	
gure.	
Text	
esponse 8	Happy to pay an extra £10-£15 per month
esponse 9	Each customer could pay £5 extra a year
esponse 10	I dont hink bills should increase as this should be in future plans and costings. For environmetal targets I think the cost should be borne from consumers and business alike and therefore a small increase to reflect this should be considered
esponse 11	I would be happy to pay at least £5 more per year

	Tag - SUPPLIER
Price of your	
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price you	
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achieved -	
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1% of your	
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£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	Northumbrian Water
Response 8	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.
Response 9	Something that's, affordable according to my household income,
Response 10	Initially a 25% increase in bill to invest in new strategies then aim to reduce this back down by a few percent a year so customers are getting back
Response 11	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives

	Tag - SUPPLIER
Price of your	
bills to	
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price you	
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enable these	
things to be	
achieved -	
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current bill,	
£1 per year, £5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly	
yearly etc.	
figure.	
Tex	· · · ·
Response 8	Pricing bills to achieve targets and innovation to improve services I would expect to be around 10-15% annual bill. I am unsure of the pricing scale, but maybe a variable scale would be appropriate compensating for volume (gardens can increase demand) and occupancy of the household as this increases water usage.
Response 9	I would say 30 pound a month so that there is a lot of leeway in research and the sort for the target
Response 10	
Response 11	

	Tag - SUPPLIER
Price of your	
bills to	
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plan: the	
price you	
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things to be	
achieved -	
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£1 per year,	
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month etc.	
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are referring	
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yearly etc.	
figure.	t NET
Response 12	Happy to pay an extra £10-£15 per month
Response 13	Each customer could pay £5 extra a year
Response 14	I dont hink bills should increase as this should be in future plans and costings. For environmetal targets I think the cost should be borne from consumers and business alike and therefore a small increase to reflect this should be considered
•	

	Tag - SUPPLIER	
Price of your		
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things to be		
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1% of your		
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£1 per year,		
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50pence per		
month etc.		
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are referring		
to a monthly	·	
yearly etc.		
figure.		
Tex		
Response 12	£5 extra on a monthly basis	
Response 13	i would be prepared to pay around £50 per year or {say around an extra £4.00/£5.00 monthly}	
Response 14	hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.	
Total sample; Unv	weighted; base n = 91	Part 18 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
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1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Northumbrian Water
Response 12	Monthly bills will have to go up if this work is to be carried out but definitely no more then inflation.
Response 13	£2 more a week. Total expense per month £35-£40.
Response 14	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair

	Tag - SUPPLIER	
Price of your		
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plan: the		
price you		
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current bill,		
£1 per year,		
£5 per year,		
50pence per		
month etc.		
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yearly etc.		
figure.	Lieutieur ei Mister	
Text	Hartlepool Water	
Response 12		
Response 13		
Response 14		

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
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pay, if	
anything, to	
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things to be	
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current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure. _{Text}	NET
	I think so long as it is made clear to consumers the reason behind price increases that is acceptable and helping to save the environment is definitely something I think the UK is
Response 15	behind other countries on
-	I think it would be acceptable to charge an extra £2-£3 per month
Response 16	I would be happy to pay at least £5 more per year
Response 17	Raise all customers bills by 5% as a one off (unless inflation rises)

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
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are referring	
to a monthly	,
yearly etc.	
figure.	t Yorkshire Water
Response 15	Price of bills to increase by 3% annually
Response 16	id be willing to pay an extra £1 a week on top of my bill
Response 17	0% - Addendum these plans should not be paid for by the domestic consumer, but businesses, local councils and government grants etc.

Part 22 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
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as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	Northumbrian Water
Response 15	20-30% increase per household.
Response 16	My plan was for customers to feel the financial reduction of using less water, therefore they would have reduced bill and wouldn't pay to achieve the plan.
Response 17	I want to have a heavy cost now and an incremental improvement each year, which brings the cost down, much in the way a toll bridge would work. Communicate with with society and have a contract between the people to deliver, which cannot be reneged upon.

	Tag - SUPPLIER
Price of your	
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plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
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1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 15	
Response 16	
Response 17	

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
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as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly	,
yearly etc.	
figure.	
Tex	tNETE5 extra on a monthly basis
Response 18	
Response 19	i would be prepared to pay around £50 per year or {say around an extra £4.00/£5.00 monthly}
Response 20	hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.
Response 21	Nothing really as prices are high now snd certainly not a meter. This is just greed for the water companies

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
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1% of your	
current bill,	
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	
Text	
Response 18	Maximum £50 per annum.
Response 19	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph wi h demonstrates how are water rates are being spent and achievements being met.

Tag - SUPPLIER	
Price of your	
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E1 per year,	
E5 per year,	
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nonth etc.	
Please	
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are referring	
io a monthly,	
yearly etc.	
Text Northumbrian Water	
Response 18 Recue your current bill by £5.00 per month	
Response 19 Price of your bills Round up to nearest figure For everyone automatically unless specified not to	
otal sample; Unweighted; base n = 91 Part 27	of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
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current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 18	
Response 19	

Tag - SUPPLIER	
Price of your	
bills to	
achieve your	
plan: the	
price you	
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willing to	
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things to be	
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1% of your	
current bill,	
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£5 per year,	
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month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text NET	
Response 20 hope to achieve in 10-15 years, with 25p - 30p per day, added to water charges.	
Response 21 Nothing really as prices are high now snd certainly not a meter. This is just greed for the water companies	S
Response 22 Price of bills to increase by 3% annually	
Response 23 id be willing to pay an extra £1 a week on top of my bill	

	Tag - SUPPLIER
Price of your	
bills to	
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£5 per year,	
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month etc.	
Please	
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to a monthly	,
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figure.	t Yorkshire Water
Tex	At the moment after covid Businesses are struggling with losses And have been strained financially The payments needs to be int future not 2021 or 2022 until we get back on our feet
	after losses.
Response 20	I also remember when the council tax bill i included water then the water company was sold to private investors and the council tax bill increased and we also had a new water bill.
	This was unfair as the previous water element should of been removed from council tax bill To pay for improvements I would pay £2 a MONTH. THE WATER MAINTANCE SHOULD BE
	DONE AS A MATTER OF COURSE IN THE COMPANY

	Tag - SUPPLIER
Price of your	
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£5 per year,	
50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	No who was have Martan
Text	Northumbrian Water for an electronic device for my home which will therefore mean paying less for my bills in the long run. However with regards to inflatio
	ditional costs if I can see a difference happening.

	Tag - SUPPLIER
Price of your	
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plan: the	
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would be	
willing to	
pay, if	
anything, to	
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current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 20	

Part 32 of 148

	Tag - SUPPLIER
Price of your	
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achieve your	
plan: the	
price you	
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
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yearly etc.	
figure.	nt NET
Response 21	Nothing really as prices are high now snd certainly not a meter. This is just greed for the water companies
Response 22	Price of bills to increase by 3% annually
Response 23	id be willing to pay an extra £1 a week on top of my bill
Response 24	Increase current bills by 20 to 30 percent

	Tag - SUPPLIER
Price of your	·
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achieve your	
plan: the	
price you	
would be	
willing to	
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anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per month etc.	
Please	
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whether you	
are referring	
to a monthly	
yearly etc.	,
figure.	
Tex	
Response 21	I would be happy to pay 5 - 10% more on my bill but only if the added cost was detailed in its reasons why
Response 22	I would be willing to pay £5 a month
Response 23	Inflation + 2% per annum
Response 24	I would be quite happy to pay up to £10 per month on top of my exisiting bills.
Tatal samula: Uni	$P_{\rm eff} = 100$

	Tag - SUPPLIER
Price of your	
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price you	
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things to be	
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this could be	
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1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text_	Northumbrian Water I would be willing to pay an additional 10% for the first 3 years with a view to reducing to 5% there after.
	I would be willing to pay an additional 10% for the first 3 years with a view to reducing to 5% there after.
•	
Response 23	I am prepared to pay around £3 per month on top of my bill providing it is clearly showing what this money will be used for. However if the water company is making huge profits every year I would like to see what they are putting back into the business.
Response 24	I think all them should be £1 as if all the customers or most customers do it their should be enough money to make a difference.

	Tag - SUPPLIER	
Price of your		
bills to		
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plan: the		
price you		
would be		
willing to		
pay, if		
anything, to		
enable these		
things to be		
achieved -		
this could be		
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1% of your		
current bill,		
£1 per year,		
£5 per year,		
50pence per		
month etc.		
Please		
specify		
whether you		
are referring		
to a monthly,		
yearly etc.		
figure.		
Text	Hartlepool Water	
Response 21		
Response 22		
Response 23		
Response 24		

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
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£1 per year,	
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month etc.	
Please	
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are referring	
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yearly etc.	
figure.	
Tex	NET 0% - Addendum these plans should not be paid for by the domestic consumer, but businesses, local councils and government grants etc.
Response 25	
Response 26	Maximum £50 per annum.
Response 27	2% increase optional gift/donation to help conservation and environment Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?

	Tag - SUPPLIER
Price of your	
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plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly	,
yearly etc.	
figure.	t Yorkshire Water
Response 25	the cost should be with the company who are offering a service and not to the end user unless: it of sets against our tax once the project is complete we get a small price rise and explained why.
Response 26	£5 increase on bills.

Part 38 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	Northumbrian Water
Response 25	I think it's hard to be put a set amount of your bills as everyone house is different however if you offer incentives for people cutting back on water usage I think people would be interested ie teach people on turn the tap off while brushing teeth , shorter showers etc by incentives like saving money this would help as after the last 2 years I believe most people would like to save money.
Response 26	An increase of 15% which will be over the next 10 years

	Tag - SUPPLIER
Price of your	
bills to	
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plan: the	
price you	
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willing to	
pay, if	
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current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 25	
Response 26	

Tag - SUPPLIER	
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
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achieved -	
this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify whether you	
whether you are referring	
to a monthly	
yearly etc.	
figure.	
Tex	t NET
Response 27	2% increase optional gift/donation to help conservation and environment Maybe some mechanic similar to pensions, where customer can increase what they pay and this is matched by the water company?
Response 28	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph wi h demonstrates how are water rates are being spent and achievements being met.
Response 29	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
achieved -	
this could be	
as simple as	
1% of your	
, current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	,
yearly etc.	
figure.	
Text	
	I would be willing to pay an extra £5 per month against the average of £15 out of the overall £35 monthly bill toward this plan. I feel that i would be happy to pay more per month/per year for a company or plan that agreed with and sufficed my concerns for the environment and created plans to prevent the harm against it, and considered other elements instead of
Response 27	focusing mainly on financial cost for example.
	I would definitely invest more money into a company that prioritised the concerns for the environment, and the impact that they may have against this. They would also ensure that the actions they take have the least impact on the environment.

	Tag - SUPPLIER
Price of your	
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50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	Northumbrian Water
Response 27 I be happy to c	hange the current £27 per month to £30/£35 to help with this reduction of leakages so an increase of £3-£7 per month

Part 43 of 148

	Tag - SUPPLIER	
Price of your		
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figure.		
Text	Hartlepool Water	
Response 27		

Part 44 of 148

	Tag - SUPPLIER
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figure.	t NET
Response 28	I would be prepared to pay an extra £60 per year and would expect achievements to be evidenced with an HMRC pie graph wi h demonstrates how are water rates are being spent and achievements being met.
Response 29	Increase maybe of £3 to £4 monthly and high users of water eg industry should pay more.
Response 30	I'd be happy to pay an extra whopping eight to ten per cent on water bills to secure a critical national infrastructure we will ask more and more of in future It's a big job.

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figure.	Yorkshire Water
Response 28	£2 increase per month.
Response 29	Percentage increase inline with average percentage improvement in given metric, however ultimately some of these metrics should reduce costs, such as efficiency etc
Response 30	2% increase reviewed every 5-10 years
hesponse so	

	Tag - SUPPLIER
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month etc.	
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figure.	
Tex	t Northumbrian Water To achieve this I am more than willing to contribute to costings and I would be happy to have 5% of my current monthly bill put toward carrying out these measures.
Response 28	
Response 29	This I found more difficult to predict - every penny counts but willing to pay more if it achieves goals overall. £5 a year seems good.
Response 30	Need price to stay the same due to new inovation

	Tag - SUPPLIER
Price of your	
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figure.	
Text	Hartlepool Water
Response 28	
Response 29	
Response 30	

	Tag - SUPPLIER
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Text	NET

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50pence per	
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Please	
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yearly etc.	
figure.	Yorkshire Water
	I think that £5 a month would be acceptable to most people (if there are 7 million people paying that is £350 milling a year) Businesses could be charged dependant on there water
Response 31	usage £6 low per month £20 high users on a sliding scale

	Tag - SUPPLIER
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Please	
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figure.	t Northumbrian Water
Tex	I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using water
	The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out
	in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there hills. Breat stress arises to a stress they are keeping the user of the stress tend to be able to afford raising the prices of water and it could cause people stress as they trying to pay there
Response 31	bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay
	maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per
	month

	Tag - SUPPLIER
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50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 31	

Part 52 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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yearly etc.	
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Text	
fe I a Response 32 bil Th	At the moment after covid Businesses are struggling with losses And have been strained financially The payments needs to be int future not 2021 or 2022 until we get back on our feet after losses.
	I also remember when the council tax bill i included water then the water company was sold to private investors and the council tax bill increased and we also had a new water
	bill.
	This was unfair as the previous water element should of been removed from council tax bill To pay for improvements I would pay £2 a MONTH. THE WATER MAINTANCE SHOULD BE DONE AS A MATTER OF COURSE IN THE COMPANY

	Tag - SUPPLIER
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month etc.	
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figure.	
Text	Yorkshire Water per month.

Part 54 of 148

	Tag - SUPPLIER	
Price of your		
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figure.		
Text	Northumbrian Water	

	Tag - SUPPLIER
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figure.	
Text	Hartlepool Water
Response 32	

Part 56 of 148

	Tag - SUPPLIER
Price of your	
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figure.	NET
Response 33	I would be happy to pay 5 - 10% more on my bill but only if the added cost was detailed in its reasons why
Response 34	Initially a 25% increase in bill to invest in new strategies then aim to reduce this back down by a few percent a year so customers are getting back
Response 35	I would be willing to pay £5 a month
Response 36	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives

	Tag - SUPPLIER
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Please	
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yearly etc.	
figure.	
Te> Response 33	ttYorkshire Water No more than 5% increase on an annual bill.
Response 34	Upto 20% increase per year
Nesponse 54	Average price of bills I've been told is £35 p/m with £15 going to WRM. I'm lucky enough to be in a position to be happy with a 33% increase in WRM seeing a total increase of bill just
Response 35	less than 20%. For that increase I would expect results and fast for example 5-10yrs. Not goals like 2050.
Response 36	We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.
	weighted: hase $n = 91$

	Tag - SUPPLIER
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Please	
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to a monthly	
yearly etc.	
figure.	
Tex	Northumbrian Water
Response 33	Percentage of Bill to be paid as extra so that the more people use, the more they pay as extra. This is fairer than putting everybody's bill up by the same amount.
Response 34	I think a fair amount would be to add an extra £5 to every bill each month as I feel this would have a huge impact. If 75% of the customers were to do this it would make a big difference.
Response 35	not so much an increase in my bills however a reduction of around £2-3 a month of your current bill and maybe a £10 quarterly bonus in you use below a certain amount of water consistently

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figure.	Lingtham of Michael	
Text	Hartlepool Water	
Response 33		
Response 34		
Response 35		

	Tag - SUPPLIER
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50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	
Response 36	Willing to pay a 2/6 % increase over a certain amount of years, once issues seem to be sorting themselves out and hitting targets, would expect to see prices drop down a bit or get incentives
Response 37	Inflation + 2% per annum
Response 38	Monthly bills will have to go up if this work is to be carried out but definitely no more then inflation.
Response 39	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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yearly etc.	
figure.	Yorkshire Water
Response 36	We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.
Response 37	£50 a year increase
Response 38	I think that it shouldn't be mandatory to do this, however, I do believe it should be an option to do something like this, maybe a donate or even people have an option to pay more/ donate, but with that, if people donate as a customer I think they should get updates/information on what their money is helping to achieve, with images and some text to show off/ prove that their money is making a difference to the community.

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figure.	Northumbrian Water
Text Response 36 25% increase to current bill	Northumbrian Water
	pending on your income but try keep it as fair as possible. You could always pay more if you wanted.
•	t. I.E if the company manages to achieve their set targets by a certain date then they can increase prices by a certain percentage.

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Price of your		
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figure.		
Text	Hartlepool Water	
Response 36		
Response 37		
Response 38		
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	Tag - SUPPLIER
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figure.	NET
Response 39	No more than a 5% raise in yearly bill and bimonthly reports on what's happening and where money is being used.
Response 40	I would be quite happy to pay up to £10 per month on top of my exisiting bills.
Response 41	£2 more a week. Total expense per month £35-£40.
Response 42	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair

	Tag - SUPPLIER
Price of your	
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figure.	Yorkshire Water
	Like anything in life we want to see value for money, see what we are in essence buying if our bills are to increase. Paying for something now will be more cost effective than in the
	years to come. Again if you are a green user, a more efficient individual or company that beats targets there should also be a price reduction or incentive. As long as these increases go
Response 39	directly to infrastructure improvement and efficiency of water management, and not profits or increased salaries. As I see it a 3-5% of our annual bill would not be offensive to more reasonable companies or individuals, but as long as there is a breakdown and total visibility of investment made with everyone's contributions. We all need to buy in to this and see
	what we have invested in for now and the future. Again this increase is part if any investment. No investment no increase.

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month etc.	
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figure.	
Text Response 39 water bills should rise no more than t	Northumbrian Water

	Tag - SUPPLIER
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ligure.	
Text	Hartlepool Water
Response 39	

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	Tag - SUPPLIER
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figure.	NET
Text Response 40	NET I would be quite happy to pay up to £10 per month on top of my exisiting bills.
Response 40	£2 more a week. Total expense per month £35-£40.
Nesponse 41	We cannot and should not put a price on this special service we get as we don't realise the amount of people and time it takes for water to come out of our taps I think the price
Response 42	should go up and I'm sure Northumbria water won't over charge us and just increase it to what they think is fair
Response 43	20-30% increase per household.

	Tag - SUPPLIER
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month etc.	
Please	
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yearly etc.	
figure. Text	Yorkshire Water
Response 40 Depending on individual circumstances and prob willing to pay £3 extra a month	
Response 41	
Response 42	
Response 43	
Total sample: Unweighted: base n = 91	Dark 70 of 149

	Tag - SUPPLIER
Price of your	
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Tex	
Response 40	I feel that we should all contribute at least £50 per annum. If things improve this could be reduced as per consumer usage.
Response 41	Me personally I would not mind paying up to £5 per month to help achieve the targets above.
Response 42	10 percent increase in bills per month (this seems to be a reasonable increase for any family/homes to contribute)
Response 43	

	Tag - SUPPLIER	
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figure.		
Text	Hartlepool Water	
Response 40		
Response 41		
Response 42		
Response 43		

	Tag - SUPPLIER
Price of your	
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figure.	
Tex	NET
Response 44	once the project is complete we get a small price rise and explained why.
Response 45	£5 increase on bills.
Response 46	My plan was for customers to feel the financial reduction of using less water, therefore they would have reduced bill and wouldn't pay to achieve the plan.

	Tag - SUPPLIER	
Price of your		
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are referring		
to a monthly,		
yearly etc.		
figure.		
Text	Yorkshire Water	
Response 44		
Response 45		
Response 46		
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	Tag - SUPPLIER
Price of your	
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1% of your	
current bill,	
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£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
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to a monthly,	
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figure.	
	Northumbrian Water
Response 44	
Response 45	
Response 46	

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
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month etc.	
Please	
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Text	Hartlepool Water
Response 44	
Response 45	
Response 46	

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	
Text	
Response 47	As said in the discussion I would be quite happy for my bill to go up by approximately 10% so long as I knew it was needed and used wisely. Wisely meaning spent on the actual proposals and not for some CEO or Fatcat to line his pockets.

	Tag - SUPPLIER
Price of your	
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50pence per	
month etc.	
Please	
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yearly etc.	
figure.	
Text	Yorkshire Water
Response 47	

Part 78 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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figure.	
Text	Northumbrian Water
Response 47	

Part 79 of 148

	Tag - SUPPLIER
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nonth etc.	
Please	
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Text	Hartlepool Water
Response 47	

Part 80 of 148

	Tag - SUPPLIER
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figure.	
Tex	NET I would be willing to pay an extra £5 per month against the average of £15 out of the overall £35 monthly bill toward this plan. I feel that i would be happy to pay more per month/
	per year for a company or plan that agreed with and sufficed my concerns for the environment and created plans to prevent the harm against it, and considered other elements
Response 48	instead of focusing mainly on financial cost for example.
-	I would definitely invest more money into a company that prioritised the concerns for the environment, and the impact that they may have against this. They would also ensure
	that the actions they take have the least impact on the environment.

	Tag - SUPPLIER
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month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	Yorkshire Water
Response 48	

Part 82 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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figure.	
Text	Northumbrian Water
Response 48	

Part 83 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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figure.	
Text	Hartlepool Water
Response 48	

Part 84 of 148

	Tag - SUPPLIER
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50pence per	
month etc.	
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yearly etc. figure.	
Text	NET .
Response 49	I want to have a heavy cost now and an incremental improvement each year, which brings the cost down, much in the way a toll bridge would work. Communicate with with society and have a contract between the people to deliver, which cannot be reneged upon.
Response 50	£2 increase per month.
Response 51	Percentage increase inline with average percentage improvement in given metric, however ultimately some of these metrics should reduce costs, such as efficiency etc
Response 52	Recue your current bill by £5.00 per month

	Tag - SUPPLIER	
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Please		
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Text	Yorkshire Water	
Response 49		
Response 50		
Response 51		
Response 52		

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figure.		
Text	Northumbrian Water	
Response 49		
Response 50		
Response 51		
Response 52		
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month etc.		
Please		
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Text	Hartlepool Water	
Response 49		
Response 50		
Response 51		
Response 52		

	Tag - SUPPLIER
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£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	NET
Response 53	Price of your bills Round up to nearest figure For everyone automatically unless specified not to
Response 54	Wouldn't mind paying 8 pound a month extra so my new bill would be 20 instead of 12.
Response 55	2% increase reviewed every 5-10 years
Response 56	I think that £5 a month would be acceptable to most people (if there are 7 million people paying that is £350 milling a year) Businesses could be charged dependant on there water usage £6 low per month £20 high users on a sliding scale

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ichieved - his could be is simple as Vorkshire Water tesponse 53	things to be		
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surrent bill, E1 per year, E3 per year, 50 pence per nonth etc. Please pecify whether you are referring to a monthly, yearly etc. TextYorkshire Water tesponse 53 tesponse 54 tesponse 55	as simple as		
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Response 54 Response 55		Yorkshire Water	
Response 55			
Response 56			

	Tag - SUPPLIER	
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month etc.		
Please		
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Text	Northumbrian Water	
Response 53		
Response 54		
Response 55		
Response 56		
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	Tag - SUPPLIER	
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50pence per		
month etc.		
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Text	Hartlepool Water	
Response 53		
Response 54		
Response 55		
Response 56		

	Tag - SUPPLIER
Price of your	
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£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc. figure.	
Text	NET
Response 57	I would be willing to pay an extra £1-2 per month.
Response 58	Cost wise, I would be happy to pay upfront for an electronic device for my home which will therefore mean paying less for my bills in the long run. However with regards to inflation on bills, I would be happy with £5 a year additional costs if I can see a difference happening.
Response 59	No more than 5% increase on an annual bill.
Response 60	I would be willing to pay an additional 10% for the first 3 years with a view to reducing to 5% there after.

	Tag - SUPPLIER	
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50pence per		
month etc.		
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Text	Yorkshire Water	
Response 57		
Response 58		
Response 59		
Response 60		

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figure.	
Text	Northumbrian Water
Response 57	
Response 58	
Response 59	
Response 60	

	Tag - SUPPLIER
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
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yearly etc.	
figure.	
Text	Hartlepool Water
Response 57	
Response 58	
Response 59	
Response 60	

	Tag - SUPPLIER
Price of your	
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£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly	
yearly etc.	
figure.	t NET
Response 61	Upto 20% increase per year
Response 62	Average price of bills I've been told is £35 p/m with £15 going to WRM. I'm lucky enough to be in a position to be happy with a 33% increase in WRM seeing a total increase of bill just less than 20%. For that increase I would expect results and fast for example 5-10yrs. Not goals like 2050.
Response 63	I would be willing to pay £3-£4 per month in the next 5 years but I would like it to be made clear where the funds go and how the money would be spent

	Tag - SUPPLIER	
Price of your		
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month etc.		
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Text	Yorkshire Water	
Response 61		
Response 62		
Response 63		
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Northumbrian Water
Response 61	
Response 62	
Response 63	

	Tag - SUPPLIER	
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Text	Hartlepool Water	
Response 61		
Response 62 Response 63		
Response 63		Devit 400 - 6440

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Response 64 Response 65 Response 65 I am prepared to pay around £3 per month on top of my bill providing it is clearly showing what this money will be used for. However if the water company is making huge profits every year I would like to see what they are putting back into the business. I think all them should be £1 as if all the customers or most customers do it their should be enough money to make a difference.	figure.	
Response 64every year I would like to see what they are putting back into the business.Response 65I think all them should be £1 as if all the customers or most customers do it their should be enough money to make a difference.	Tex	
	Response 64	
Response 66 We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.	Response 65	
	Response 66	We sgoyos not be paying as customers and the cost sgouod be offsetted against our tax. But willing to pay up to 5 percent if needed.

	Tag - SUPPLIER
Price of your	
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£5 per year,	
50pence per	
month etc.	
Please	
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figure.	
Text	Yorkshire Water
Response 64	
Response 65	
Response 66	

	Tag - SUPPLIER	
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50pence per		
month etc.		
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figure.		
Text	Northumbrian Water	
Response 64		
Response 65		
Response 66		
Total cample: Unweighted; have $n = 01$		

Price of your bills to achieve your plan: the	
bills to achieve your	
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Text Hartlepool Water	
Response 64	
Response 65	
Response 66	104-5440

	Tag - SUPPLIER
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50pence per	
month etc.	
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figure.	
Text	NET I think it's hard to be put a set amount of your bills as everyone house is different however if you offer incentives for people cutting back on water usage I think people would be
Response 67	interested is teach people on turn the tap off while brushing teeth , shorter showers etc by incentives like saving money this would help as after the last 2 years I believe most
	people would like to save money.
Response 68	An increase of 15% which will be over the next 10 years
Response 69	I be happy to change the current £27 per month to £30/£35 to help with this reduction of leakages so an increase of £3-£7 per month

	Tag - SUPPLIER	
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figure.		
Text	Yorkshire Water	
Response 67		
Response 68		
Response 69		
Total cample: Unweighted: bace $n = 01$		Dowt 100 of 140

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Text	Northumbrian Water	
Response 67		
Response 68		
Response 69		
Total cample: Unweighted; have $n = 01$		

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figure.		
Text	Hartlepool Water	
Response 67		
Response 68		
Response 69		
Total cample: Unweighted: bace $n = 01$		Dowt 100 of 140

	Tag - SUPPLIER
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50pence per	
month etc.	
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to a monthly,	
yearly etc.	
figure.	
Text	NET
Response 70	To achieve this I am more than willing to contribute to costings and I would be happy to have 5% of my current monthly bill put toward carrying out these measures.
Response 71	This I found more difficult to predict - every penny counts but willing to pay more if it achieves goals overall. £5 a year seems good.
Response 72	Need price to stay the same due to new inovation

	Tag - SUPPLIER	
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50pence per		
month etc.		
Please		
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to a monthly,		
yearly etc.		
figure.		
Text	Yorkshire Water	
Response 70		
Response 71		
Response 72		D-++ 440 5 440

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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figure.	
Text	Northumbrian Water
Response 70	
Response 71	
Response 72	

	Tag - SUPPLIER	
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Please		
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figure.		
Text	Hartlepool Water	
Response 70		
Response 71		
Response 72		
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	Tag - SUPPLIER
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly	
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figure.	NIT .
Tex	NET I environment is s something you need to look after cause it makes the world go around I would protect the natural things Keep bills low Increase the awareness of people using
Response 73	water The most important thing is to protect the environment and if you trade water this could be a bad thing as it could be bad as it could make the area which is trading the water lose out in it in the futer keeping the cost low is another great thing as people may not be able to afford raising the prices of water and it could cause people stress as they trying to pay there bills. Protecting animals is another thing as they are keeping the world moving too as they will need a water source to drink from and to eat from if you take that away. The target and time is essentially as it could be to late so I think over the next few years and in would be willing to pay extra when I start paying bills as it could help the world in the futer if we pay maybe 200 pound per month as it will increase the chances of survival and it will be a good idea if this happens by 2030 and the prices should start increasing now a little bit per month

	Tag - SUPPLIER
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month etc.	
Please	
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figure.	
Text	Yorkshire Water
Response 73	

Part 114 of 148

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a monthly, arly etc. ure.	are referring		
arly etc. ure.	to a monthly,		
ure.	yearly etc.		
Text Northumbrian Water	figure.		
	Text	Northumbrian Water	
ponse 73	Response 73		

Part 115 of 148

	Tag - SUPPLIER
Price of your	
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50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 73	

Part 116 of 148

	Tag - SUPPLIER
Price of your	
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50pence per	
month etc.	
Please	
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to a monthly,	
yearly etc.	
figure.	
Text	NET £30 a month, with the extra money being put towards the above mentioned areas.
Response 74	I would be happy to pay an extra £2 a month.
Response 75	Percentage of Bill to be paid as extra so that the more people use, the more they pay as extra. This is fairer than putting everybody's bill up by the same amount.
Response 76	for a year increase
Response 77	

	Tag - SUPPLIER
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Please	
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figure.	
Text	Yorkshire Water
Response 74	
Response 75	
Response 76	
Response 77	

	Tag - SUPPLIER
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month etc.	
Please	
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figure.	
Text	Northumbrian Water
Response 74	
Response 75	
Response 76	
Response 77	

	Tag - SUPPLIER	
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50pence per		
month etc.		
Please		
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are referring		
to a monthly,		
yearly etc.		
figure.		
Text	Hartlepool Water	
Response 74		
Response 75		
Response 76		
Response 77		

	Tag - SUPPLIER
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£5 per year,	
50pence per	
month etc.	
Please	
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are referring	
to a monthly	
yearly etc.	
figure.	t NET
Response 78	Pricing bills to achieve targets and innovation to improve services I would expect to be around 10-15% annual bill. I am unsure of the pricing scale, but maybe a variable scale would be appropriate compensating for volume (gardens can increase demand) and occupancy of the household as this increases water usage.
Response 79	I think a fair amount would be to add an extra £5 to every bill each month as I feel this would have a huge impact. If 75% of the customers were to do this it would make a big difference.
Response 80	I would say 30 pound a month so that there is a lot of leeway in research and the sort for the target

Tag - SUPPLIER	
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Please	
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Text Yorkshire Water	
Response 78	
Response 79	
Response 80	

	Tag - SUPPLIER
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50pence per	
month etc.	
Please	
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Text	Northumbrian Water
Response 78	
Response 79	
Response 80	D-++ 422 - 5 4 40

Tag - SUPPLIER	
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50pence per	
month etc.	
Please	
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Text Hartlepool Water	
Response 78	
Response 79	
Response 80	Dev: 424 - 6440

	Tag - SUPPLIER
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50pence per	
month etc.	
Please	
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Tex	
Response 81	not so much an increase in my bills however a reduction of around £2-3 a month of your current bill and maybe a £10 quarterly bonus in you use below a certain amount of water consistently
Response 82	25% increase to current bill

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50pence per	
month etc.	
Please	
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are referring	
to a monthly,	
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figure.	
Text Yorkshire	Water
Response 81	
Response 82	

	Tag - SUPPLIER	
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50pence per		
month etc.		
Please		
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to a monthly,		
yearly etc.		
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Text	Northumbrian Water	
Response 81		
Response 82		

	Tag - SUPPLIER	
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Please		
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figure. Text	Hartlepool Water	
Response 81	· · · · · · · · · · · · · · · · · · ·	
Response 82		
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	Tag - SUPPLIER
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£5 per year,	
50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	t NET
Response 83	I think that it shouldn't be mandatory to do this, however, I do believe it should be an option to do something like this, maybe a donate or even people have an option to pay more /donate, but with that, if people donate as a customer I think they should get updates/information on what their money is helping to achieve, with images and some text to show off/prove that their money is making a difference to the community.
Response 84	A would like my bill to increase from 2 to 5 percent depending on your income but try keep it as fair as possible. You could always pay more if you wanted.

	Tag - SUPPLIER	
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price you		
would be		
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pay, if		
anything, to		
enable these		
things to be		
achieved -		
this could be		
as simple as		
1% of your		
current bill,		
£1 per year,		
£5 per year,		
50pence per		
month etc.		
Please		
specify		
whether you		
are referring		
to a monthly,		
yearly etc.		
figure.	Yorkshire Water	
Text Response 83		
Response 84		
		5 1400 (440

Tag -	SUPPLIER
Price of your	
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price you	
would be	
willing to	
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50pence per	
month etc.	
Please	
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to a monthly,	
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figure.	
	nbrian Water
Response 83	
Response 84	

	Tag - SUPPLIER	
Price of your		
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price you		
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50pence per		
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Please		
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to a monthly,		
yearly etc.		
figure. Text	Hartlepool Water	
Response 83		
Response 84		

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
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50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	
Response 85	I believe a target based billing system would work best. I.E if the company manages to achieve their set targets by a certain date then they can increase prices by a certain percentage.

Part 133 of 148

	Tag - SUPPLIER
Price of your	
bills to	
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would be	
willing to	
pay, if	
anything, to	
enable these	
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£5 per year,	
50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Yorkshire Water
Response 85	

Part 134 of 148

	Tag - SUPPLIER	
Price of your		
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50pence per		
month etc.		
Please		
specify		
whether you		
are referring		
to a monthly,		
yearly etc.		
figure.		
Text	Northumbrian Water	
Response 85		

Part 135 of 148

	Tag - SUPPLIER
Price of your	
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igure.	
Text	Hartlepool Water
Response 85	

Part 136 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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figure.	t NET
Response 86	Like anything in life we want to see value for money, see what we are in essence buying if our bills are to increase. Paying for something now will be more cost effective than in the years to come. Again if you are a green user, a more efficient individual or company that beats targets there should also be a price reduction or incentive. As long as these increases go directly to infrastructure improvement and efficiency of water management, and not profits or increased salaries. As I see it a 3-5% of our annual bill would not be offensive to more reasonable companies or individuals, but as long as there is a breakdown and total visibility of investment made with everyone's contributions. We all need to buy in to this and see what we have invested in for now and the future. Again this increase is part if any investment. No investment no increase.

	Tag - SUPPLIER
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month etc.	
Please	
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yearly etc.	
figure.	
Text	Yorkshire Water
Response 86	

Part 138 of 148

	Tag - SUPPLIER	
Price of your		
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month etc.		
Please		
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yearly etc.		
figure.		
Text	Northumbrian Water	
Response 86		

Part 139 of 148

	Tag - SUPPLIER
Price of your	
bills to	
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plan: the	
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50pence per	
month etc.	
Please	
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yearly etc.	
figure.	
Text	Hartlepool Water
Response 86	

Part 140 of 148

	Tag - SUPPLIER
Price of your	
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month etc.	
Please	
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are referring	
to a monthly,	
yearly etc.	
figure.	NET
Response 87	Depending on individual circumstances and prob willing to pay £3 extra a month
Response 88	water bills should rise no more than the currant rate of inflation
	I feel that we should all contribute at least £50 per annum.
Response 89	If things improve this could be reduced as per consumer usage.
Response 90	Me personally I would not mind paying up to £5 per month to help achieve the targets above.

	Tag - SUPPLIER
Price of your	
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£5 per year,	
50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Yorkshire Water
Response 87	
Response 88	
Response 89	
Response 90	

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
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price you	
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£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Northumbrian Water
Response 87	
Response 88	
Response 89	
Response 90	

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
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£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
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whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 87	
Response 88	
Response 89	
Response 90	

Ta	g - SUPPLIER
Price of your	
bills to	
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plan: the	
price you	
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£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	NET
Response 91 10 percent increase in bills per month (this seems to be a reasonable increase for an	y family/homes to contribute)

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
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anything, to	
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this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Yorkshire Water
Response 91	

Part 146 of 148

	Tag - SUPPLIER	
Price of your		
bills to		
achieve your		
plan: the		
price you		
would be		
willing to		
pay, if		
anything, to		
enable these		
things to be		
achieved -		
this could be		
as simple as		
1% of your		
current bill,		
f1 per year,		
£5 per year,		
50pence per		
month etc.		
Please		
specify		
whether you		
are referring		
to a monthly,		
yearly etc.		
figure.		
Text	Northumbrian Water	
Response 91		

Part 147 of 148

	Tag - SUPPLIER
Price of your	
bills to	
achieve your	
plan: the	
price you	
would be	
willing to	
pay, if	
anything, to	
enable these	
things to be	
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this could be	
as simple as	
1% of your	
current bill,	
£1 per year,	
£5 per year,	
50pence per	
month etc.	
Please	
specify	
whether you	
are referring	
to a monthly,	
yearly etc.	
figure.	
Text	Hartlepool Water
Response 91	

Part 148 of 148

		Please can you tell us to what extent you support each of the objectives below using a 5-point scale where 5 = strongly supportive and 1 = strongly unsupportive							
		1 = Stron- gly unsu		3 = Neit- her supp- ort nor unsu		5 = Stron- gly suppo- rtive		Aver- age	Base n
Create a plan that is affordable and sustainable over the long term	%	0%	1%	2%*	26%+	70% 1	100%	4.66 1	91
Meet the future PWS (Public Water Supply) needs in our region	%	0%	0%	3%*	33%	63% 1	100%	4.60 ↑	90
Contribute to the Government's ambition in the 25 Year Environment Plan to 'leave the environment in a better state than we found it'	%	1%	1%	10%	24% +	64% 1	100%	4.48↑	91
Achieve multiple benefits (including non-drought resilience)	%	0%	0%	12%	48%	40%	100%	4.28	90
Achieve the WReN environmental destination and RBMP (River Basin Management Plan) objectives (sustainability reductions)	%	0%	2%	14%	45%	39%	100%	4.21	87
Consider Strategic Environmental Assessment (SEA) in decision making	%	0%	1%	14%	48%	37%	100%	4.20	90
Contribute to national resilience	%	0%	0%	11%	60% +	29%	100%	4.18	91
Meet demand management policy requirements as defined in the Water Resources National Framework	%	0%	0%	16%	57%	28%*	100%	4.12	90
Consider multi sector solutions	%	0%	3%	16%	57%	24% *	100%	4.02↓	90
Produce a plan that supports the views of regional stakeholders and water companies' customers and is not detrimental to social wellbeing	%	2%	3%	21%	44%	29%	100%	3.94↓	89
Meet and maintain a PWS drought resilience level of service of 1:500 for level 4 restrictions - i.e. water restrictions, such as rota cuts (at certain times of day) and standpipes will be needed no more than once every 500 years on average by the 2030's.	t _%	2%	8% 1	14%	48%	28%	100%	3.91↓	90

Total sample; Unweighted; base n = from 87 to 91; total n = 91; 4 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Overall, to what extent did you understand the topics covered in both sessions? Please use 10 -point scale, where 10 = I understood	-	Tag - Sl	JPPLIEF	8
everything and 1 = I didn't understand anything.	NET	Yorks- hire Water	North Water	Hartle- pool Water
	%	%	%	%
5	1%	0%	2%	0%
6	3%	3%	2%	11%
7	16%	15%	19%	11%
8	38%	25%	55%	22%
9	25%	38%	12%	33%
10 = I understood everything	15%	20%	10%	22%
NET	100%	100%	100%	100%
Average	8.30	8.58+	8.00*	8.44

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Tex	NET
Response 1	environment for instance may incourage users to helps towards change and reducing the amount which is wasted.
Response 2	listen to customer advice and ideas as they're the ones that are paying for your service. Stakeholders are important but shouldn't have the final say
Response 3	Set more realistic targets 2050 seems to far away and difficult to relate
Response 4	Concentrate on leakage and protect the environment
Response 5	This has broadened my thinking to the full process of how water comes into our homes and not to take it for granted
Response 6	To be more observant on water used
Response 7	You're on the right path for sure keep it up.
Response 8	I think that the views and opinions expressed in the meetings should be taken into account and then when the future plan is agreed sending out letter to everyone so we know what the future plans are
Response 9	Good luck in achieving your goals
Response 10	N/a
Response 11	I think I have a much better understanding of how my water bill is calculated and where that money goes. It has also given me a much better understanding of the difficulties faced keeping water flowing and we are very fortunate to be in this position.
Response 12	No comments
Response 13	N/a
Response 14	I really enjoyed both session. From not knowing much to wanting to research the subject in more detail.
Response 15	Just to keep up the good work!
Response 16	No comments to add
Response 17	no
Response 18	Hope the institution are able to meet the intended demands and goals before 2050

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments o	
advice for	
Water	
Resources	
North?	
Tex	tYorkshire Water
Response 1	Concentrate on leakage and protect the environment
Response 2	To be more observant on water used
Response 3	I think that the views and opinions expressed in the meetings should be taken into account and then when the future plan is agreed sending out letter to everyone so we know what
Response 4	the future plans are
Response 5	Good luck in achieving your goals
Response 6	N/a
Response 7	I think I have a much better understanding of how my water bill is calculated and where that money goes. It has also given me a much better understanding of the difficulties faced keeping water flowing and we are very fortunate to be in this position.
Response 8	No comments
Response 9	N/a
Response 10	I really enjoyed both session. From not knowing much to wanting to research the subject in more detail.
Response 11	No comments to add
Response 12	Hope the institution are able to meet the intended demands and goals before 2050
Response 13	hope this group helps our local authority to move forward
Response 14	made me appreciate what supplying water to me entailed. Very surprised by the amount of leakages and wondered if it is possible and cost effective to reduce them
Response 15	N/A
Response 16	try to educate people on not wasting water maybe by arranging talks at schools to help the next generation get it right
Response 17	It's clear you know what is needed and what you should be doing. I'm pleased you haven't included customer service and how you treat your workforce in these discussions. This for me means you are not trying to fudge the important issues. If we had been asked about customer care I believe this might have detracted us from the actual things that matter.
Response 18	I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.

Given all	Tag - SUPPLIER
you've	
earned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Tex	
Response 1	Set more realistic targets 2050 seems to far away and difficult to relate
Response 2	This has broadened my thinking to the full process of how water comes into our homes and not to take it for granted
Response 3	You're on the right path for sure keep it up.
Response 4	Just to keep up the good work!
Response 5	no
Response 6	No
Response 7	thanks you for the opportunity.
Response 8	Most of the topics I didn't realise how much was involved and I think as a customer information should be made available on what goes on in our area.
Response 9	Keep on doing the good work.
Response 10	Thanks for taking the time to get our opinions and feedback. I trust the outcome will be beneficial to all
Response 11	More of these sessions or sessions like these to benefit the company by educating people
Response 12	
Response 13	I hope your plans take into consideration the environment and the affordability for costumers.
Response 14	I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job
Response 15	Not really
Response 16	I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.
Response 17	Thank you for letting me take part. It made me think about water as a resource much more deeply and it is frightening how much we take it for granted!
Response 18	I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months

Given all	Tag - SUPPLIER
you've	
, learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 1	I would reccomend education customer as water is something we all take for granted. Understand how the whole process works and detrimental effect this can have on our environment for instance may incourage users to helps towards change and reducing the amount which is wasted.
Response 2	Public awareness is not high, and perhaps an ad campaign around the work that takes place behind the scenes and how customer money is used.
Response 3	Treat water as a special commodity. (Pun intended) Thanks for listening.
Response 4	I think it's crazy that one of the most important elements on earth that is a necessity to survival has such little coverage regarding public knowledge
Response 5	Really enjoyed the discussions, looking forward to see what happens now I'm a bit better informed. Lovely, knowledgeable and relatable discussion leader.
Response 6	It was a pleasure to be a part of, I have gained knowledge I would have never thought about
Response 7	N/A
Response 8	There was a lot of information to absorb and comment upon, I did find the late time a bit taxing to take in the information and participate in the group after a day at work. Possibly ask what times are suitable in advance, but I understand if that happens the group demograph may be narrowed and influx of ideas and comments may be reduced if all in the group are like-minded.
Response 9	No
Response 10	
Response 11	
Response 12	
Response 13	
Response 14	
Response 15	
Response 16	
Response 17	

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
ou have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 18	Hope the institution are able to meet the intended demands and goals before 2050
Response 19	hope this group helps our local authority to move forward
Response 20	made me appreciate what supplying water to me entailed. Very surprised by the amount of leakages and wondered if it is possible and cost effective to reduce them
Response 21	No
Response 22	N/A
Response 23	try to educate people on not wasting water maybe by arranging talks at schools to help the next generation get it right
Response 24	thanks you for the opportunity.
Response 25	It's clear you know what is needed and what you should be doing. I'm pleased you haven't included customer service and how you treat your workforce in these discussions. This for me means you are not trying to fudge the important issues. If we had been asked about customer care I believe this might have detracted us from the actual things that matter.
Response 26	I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.
Response 27	Public awareness is not high, and perhaps an ad campaign around the work that takes place behind the scenes and how customer money is used.
Response 28	Yes - I think the pie charts are an effective tool to help customers understand where there money is spent and every generation across all communities need to be educated on usage and how precious our clean water is and that it should never, ever be taken for granted - even in rainy England !
Response 29	Most of the topics I didn't realise how much was involved and I think as a customer information should be made available on what goes on in our area.
Response 30	Treat water as a special commodity. (Pun intended) Thanks for listening.
Response 31	Keep on doing the good work.
Response 32	Save water, love water, keep it flowing.
Total sample: Unw	reighted; base n = 91

Given all	Tag - SUPPLIER
you've	
earned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Yorkshire Water I learnt about how much water we use, before doing this group I was very uneducated and took a lot of things for granted.
Response 18	
Response 19	Yes - I think the pie charts are an effective tool to help customers understand where there money is spent and every generation across all communities need to be educated on usage and how precious our clean water is and that it should never, ever be taken for granted - even in rainy England !
Response 20	Save water, love water, keep it flowing.
Response 21	It would be nice to see WReN not only working to meet the demands for water supply but doing that in an environmentally friendly way where the surrounding wildlife and habitats are left as undisturbed as possible and where these things do have to be sacrificed all is done to help in the aftermath. It would also be nice to see WReN moving along with the times like companies such as Amazon to invest some money in improving their carbon footprint.
Response 22	Hopefully you can achieve to make this plan work
Response 23	Of primary importance is ensuring an adequate supply of water to the consumers in the area, whilst ensuring no environmental damage (excepting any localised damage necessitated by the first point, such as dredging reservoirs) and minimising financial impact on customers. A really interesting set of sessions, and I hope my (and co-respondents) have given some valuable input that helps validate the upcoming plan.
Response 24	Keep up the good work Don't be afraid to implement strategies that may at first seem controversial.
Response 25	Its always about the money, thats the honest truth.
Response 26	It was a great discussion
Response 27	I feel that as a company, Water Resources North should consider factors such as water sustainability and efficiency, alongside my views of reflecting on how they could protect and reserve the environment for the future.
Response 28	I have made this comment previously but I do think some co-ordination with others in the field to put pressure on the burning of moors for grouse shooting. The run off and subsequent floods harm the water supply directly and the banning of this practice and planting of trees will add to your initiatives. Please consider this.
Response 29	Consider the benefits to your business aswell.
Response 30	Make sure you speak with your customers over pay increases and make sure you show your customers a direct plan in what you achieve
Total sample: Unw	eighted; base n = 91

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 18	I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months
Response 19	Fantastic job and great team doing research for you
Response 20	I would advice to shout louder than they already are. Be known within a range of social media's so the younger generation can get the info without even realising.
Response 21	I know that water resources north state that some leaks are too small and too costly to repair but to me it's criminal that we have any waste through water leaks in this day and age
Response 22	NA
Response 23	We're very fortunate to have such a large reservoir keep making the most of it
Response 24	This is more about the environment but I would increase education about littering as it could be in rivers and seas also just so kids know From a younger age.
Response 25	I have learnt quite a lot of things that I didn't know about water supply and what could be done to help the environment etc
Response 26	No
Response 27	Not really it was all covered in the session and the previous comments on thus
Response 28	Taking part in the survey has really opened my eyes and educated me to think about where my water comes from, how it is supplied and how we use it. I shall certainly passing this knowledge onto my employees and even clients.
Response 29	Thoroughly enjoyed the process, an education for me and I certainly appreciate the challenges WRN face. Keep up the excellent work
	Νο

Part 7 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Hartlepool Water
Response 18	
Response 19	
Response 20	
Response 21	
Response 22	
Response 23	
Response 24	
Response 25	
Response 26	
Response 27	
Response 28	
Response 29	
Response 30	

Part 8 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	,
parting	
comments or	
advice for	
Water	
Resources	
North?	
Tex	
Response 31	Keep on doing the good work.
Response 32	Save water, love water, keep it flowing.
Response 33	It would be nice to see WReN not only working to meet the demands for water supply but doing that in an environmentally friendly way where the surrounding wildlife and habitats are left as undisturbed as possible and where these things do have to be sacrificed all is done to help in the aftermath. It would also be nice to see WReN moving along with the times like companies such as Amazon to invest some money in improving their carbon footprint.
Response 34	Thanks for taking the time to get our opinions and feedback. I trust the outcome will be beneficial to all
Response 35	Hopefully you can achieve to make this plan work
Response 36	More of these sessions or sessions like these to benefit the company by educating people
Response 37	Of primary importance is ensuring an adequate supply of water to the consumers in the area, whilst ensuring no environmental damage (excepting any localised damage necessitated by the first point, such as dredging reservoirs) and minimising financial impact on customers. A really interesting set of sessions, and I hope my (and co-respondents) have given some valuable input that helps validate the upcoming plan.
Response 38	
Response 39	I think it's crazy that one of the most important elements on earth that is a necessity to survival has such little coverage regarding public knowledge
Response 40	Keep up the good work Don't be afraid to implement strategies that may at first seem controversial.
Response 41	I hope your plans take into consideration the environment and the affordability for costumers.
Response 42	I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job
Response 43	Not really
Response 44	Its always about the money, thats the honest truth.
Response 45	It was a great discussion
Response 46	I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
	I was very suprised to hear about all that you do, & the considerations that you have to go through. It's a hard call to juggle all the priorities. Get your house in order, stop the leaks and create more water. I think the public should be aware of exactly what you do, in a non boring way for them to understand. Maybe a TV advert to save water aimed with children& dogs in it! Kids are vey good at singing catch phrases and telling mum and dad off. Something catchy
Response 32	Thank you for listening to your customers . Good luck making positive changes.
Response 33	Hope this feedback helps! Thank you!
Response 34	The water company needs to educate more and communicate more
Response 35	I have enjoyed being part of the market research, one to learn myself and two I hope my feedback has been helpful. For me it's couldn't be more important to communicate with your consumers with a strong, reliable message to educate the public on why these areas are important. During the first meeting I felt why should I fund Yorkshire Water development to helping the environment and come up with new technologies. By the second meeting I felt I wanted to support the change but wanted quick action. If my bills went up and didn't see change over 5-10yrs I would want them to return to the original price.
Response 36	To also focus on keeping water clean
Response 37	No
Response 38	I believe they're doing a great job as it is, going onwards into the future from both sessions I attended it's quite clear they've got a good couple of plans for the future, some better than others but that's mostly opinion-based. It makes me feel happy that it's taken so seriously and with such care. I look forward to hearing about updates on water leakage and what their doing to keep the ecosystem going.
Response 39	I am far more conscious about water (the supply and management) now than I was previously. My thoughts on this are as follows. What ever is agreed and what ever plans and targets are made, it should be done as a matter or urgency. Be Brave Think Big Act Now, and treat the whole program as a time limited and critically important project. This is only when real action happens. When our backs are against the wall, we as people and a society come together and really think through the problem to take real action. The physiology of planning for 2050 and beyond is too far away for most people. Yes its a great plan but that's all it is when you talk 2050. its not tangible. Be Brave and bring targets forward. Think Big and invest in infrastructure and new technologies sooner. As we know the price of anything and specifically gas electric and water now verses what it will be in 20-30 years will be massively different, so manage and invest in it now for now and the future, as it will be good value for money looking back, in 2050.
Response 40	None

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have an	V
, parting	
comments o	r
advice for	
Water	
Resources	
North?	
Те	
Response 31	You need water to survive
Response 32	Explain everything they do their customers and give them strategies in which they can help.
Response 33	No
Response 34	I hope that something comes from this to make a difference to our environment
Response 35	when coming to project your plans in the future to educate people ect, keep the details in layman's terms. Keep it simple
Response 36	l do not
Response 37	A hope what we said comes in helpful
Response 38	n/a
Response 39	Global warming will increase the way both industry and domestic water is consumed so it will be a challenge to maintain currant services at the present cost so therefore prices may have to rise especially for industry as they use more of what is a natural resource.
Response 40	I feel that education for Water conservation should start early on. Educating children from Primary Schools to Higher Education should be part of the curriculum. After all, this is not a short term problem but is for all our futures.

Part 11 of 28

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Hartlepool Water	
Response 31	· · ·	
Response 32		
Response 33		
Response 34		
Response 35		
Response 36		
Response 37		
Response 38		
Response 39		
Response 40		

Part 12 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Tex	t NET
Response 41	I hope your plans take into consideration the environment and the affordability for costumers.
Response 42	I think more about the environment and appreciate the water in our taps and thank you everyday for doing such a good job
Response 43	Not really
Response 44	Its always about the money, thats the honest truth.
Response 45	It was a great discussion
Response 46	I found the sessions very informative and made me take a different view on my water usage, where my local water comes from which I didn't think too much of before the sessions.
Response 47	Really enjoyed the discussions, looking forward to see what happens now I'm a bit better informed. Lovely, knowledgeable and relatable discussion leader.
Response 48	I feel that as a company, Water Resources North should consider factors such as water sustainability and efficiency, alongside my views of reflecting on how they could protect and reserve the environment for the future.
Response 49	Thank you for letting me take part. It made me think about water as a resource much more deeply and it is frightening how much we take it for granted!
Response 50	I have made this comment previously but I do think some co-ordination with others in the field to put pressure on the burning of moors for grouse shooting. The run off and subsequent floods harm the water supply directly and the banning of this practice and planting of trees will add to your initiatives. Please consider this.
Response 51	Consider the benefits to your business aswell.
Response 52	I think water sharing between areas is a must to ensure we all have access to water through droughts or dryer months
Response 53	Fantastic job and great team doing research for you
Response 54	It was a pleasure to be a part of, I have gained knowledge I would have never thought about
Response 55	Make sure you speak with your customers over pay increases and make sure you show your customers a direct plan in what you achieve
Response 56	I was very suprised to hear about all that you do, & the considerations that you have to go through. It's a hard call to juggle all the priorities. Get your house in order, stop the leaks and create more water. I think the public should be aware of exactly what you do, in a non boring way for them to understand. Maybe a TV advert to save water aimed with children& dogs in it! Kids are vey good at singing catch phrases and telling mum and dad off. Something catchy

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Yorkshire Water	
Response 41		
Response 42		
Response 43		
Response 44		
Response 45		
Response 46		
Response 47		
Response 48		
Response 49		
Response 50		
Response 51		
Response 52		
Response 53		
Response 54		
Response 55		
Response 56		
Total cample: Unweighted: base n - 91		Dart 14 of 20

Part 14 of 28

Given all	Tag - SUPPLIER
you've	
, learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 41	Thank you, you don't realise how much goes into it all.
Response 42	from what i have learnt from these session i will think and look more into saving water within my home
Response 43	
Response 44	
Response 45	
Response 46	
Response 47	
Response 48	
Response 49	
Response 50	
Response 51	
Response 52	
Response 53	
Response 54	
Response 55	
Response 56	

Part 15 of 28

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Hartlepool Water	
Response 41		
Response 42		
Response 43		
Response 44		
Response 45		
Response 46		
Response 47		
Response 48		
Response 49		
Response 50		
Response 51		
Response 52		
Response 53		
Response 54		
Response 55		
Response 56		
Total sample: Unweighted: base n - 91		Dart 16 of 20

Part 16 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 57	Thank you for listening to your customers . Good luck making positive changes.
Response 58	I would advice to shout louder than they already are. Be known within a range of social media's so the younger generation can get the info without even realising.
Response 59	Hope this feedback helps! Thank you!
Response 60	I know that water resources north state that some leaks are too small and too costly to repair but to me it's criminal that we have any waste through water leaks in this day and age.
Response 61	The water company needs to educate more and communicate more
Response 62	I have enjoyed being part of the market research, one to learn myself and two I hope my feedback has been helpful. For me it's couldn't be more important to communicate with your consumers with a strong, reliable message to educate the public on why these areas are important. During the first meeting I felt why should I fund Yorkshire Water development to helping the environment and come up with new technologies. By the second meeting I felt I wanted to support the change but wanted quick action. If my bills went up and didn't see change over 5-10yrs I would want them to return to the original price.
Response 63	NA
Response 64	We're very fortunate to have such a large reservoir keep making the most of it
Response 65	This is more about the environment but I would increase education about littering as it could be in rivers and seas also just so kids know From a younger age.
Response 66	To also focus on keeping water clean
Response 67	I have learnt quite a lot of things that I didn't know about water supply and what could be done to help the environment etc
Response 68	No
Response 69	Not really it was all covered in the session and the previous comments on thus
Response 70	Taking part in the survey has really opened my eyes and educated me to think about where my water comes from, how it is supplied and how we use it. I shall certainly passing this knowledge onto my employees and even clients.
Response 71	Thoroughly enjoyed the process, an education for me and I certainly appreciate the challenges WRN face. Keep up the excellent work
Response 72	Νο

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Yorkshire Water	
Response 57		
Response 58		
Response 59		
Response 60		
Response 61		
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		
Response 67		
Response 68		
Response 69		
Response 70		
Response 70 Response 71		

Part 18 of 28

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Northumbrian Water	
Response 57		
Response 58		
Response 59		
Response 60		
Response 61		
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		
Response 67		
Response 68		
Response 69		
Response 70		
Response 71		
Response 72		
Total sample: Unweighted: base n = 91		Part 10 of 20

Part 19 of 28

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Hartlepool Water	
Response 57		
Response 58		
Response 59		
Response 60		
Response 61		
Response 62		
Response 63		
Response 64		
Response 65		
Response 66		
Response 67		
Response 68		
Response 69		
Response 70		
Response 71		
Response 72		
Total sample: Unweighted: base n = 91		Dart 20 of 20

Part 20 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	
Response 73	You need water to survive
Response 74	N/A
Response 75	Explain everything they do their customers and give them strategies in which they can help.
Response 76	Νο
Response 77	Νο
Response 78	There was a lot of information to absorb and comment upon, I did find the late time a bit taxing to take in the information and participate in the group after a day at work. Possibly ask what times are suitable in advance, but I understand if that happens the group demograph may be narrowed and influx of ideas and comments may be reduced if all in the group are like-minded.
Response 79	I hope that something comes from this to make a difference to our environment
Response 80	Νο
Response 81	when coming to project your plans in the future to educate people ect, keep the details in layman's terms. Keep it simple
Response 82	l do not
Response 83	I believe they're doing a great job as it is, going onwards into the future from both sessions I attended it's quite clear they've got a good couple of plans for the future, some better than others but that's mostly opinion-based. It makes me feel happy that it's taken so seriously and with such care. I look forward to hearing about updates on water leakage and what their doing to keep the ecosystem going.
Response 84	A hope what we said comes in helpful
	n/a

Part 21 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Yorkshire Water
Response 73	
Response 74	
Response 75	
Response 76	
Response 77	
Response 78	
Response 79	
Response 80	
Response 81	
Response 82	
Response 83	
Response 84	
Response 85	

Part 22 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Northumbrian Water
Response 73	
Response 74	
Response 75	
Response 76	
Response 77	
Response 78	
Response 79	
Response 80	
Response 81	
Response 82	
Response 83	
Response 84	
Response 85	

Part 23 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Hartlepool Water
Response 73	
Response 74	
Response 75	
Response 76	
Response 77	
Response 78	
Response 79	
Response 80	
Response 81	
Response 82	
Response 83	
Response 84	
Response 85	

Part 24 of 28

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
-	
parting comments o	
advice for	
Water	
Resources	
North?	AT NET
Response 86	I am far more conscious about water (the supply and management) now than I was previously. My thoughts on this are as follows. What ever is agreed and what ever plans and targets are made, it should be done as a matter or urgency. Be Brave Think Big Act Now, and treat the whole program as a time limited and critically important project. This is only when real action happens. When our backs are against the wall, we as people and a society come together and really think through the problem to take real action. The physiology of planning for 2050 and beyond is too far away for most people. Yes its a great plan but that's all it is when you talk 2050. its not tangible. Be Brave and bring targets forward. Think Big and invest in infrastructure and new technologies sooner. As we know the price of anything and specifically gas electric and water now verses what it will be in 20-30 years will be massively different, so manage and invest in it now for now and the future, as it will be good value for money looking back, in 2050.
Response 87	None
Response 88	Global warming will increase the way both industry and domestic water is consumed so it will be a challenge to maintain currant services at the present cost so therefore prices may have to rise especially for industry as they use more of what is a natural resource.
Response 89	I feel that education for Water conservation should start early on. Educating children from Primary Schools to Higher Education should be part of the curriculum. After all, this is not a short term problem but is for all our futures.
Response 90	Thank you, you don't realise how much goes into it all.
Response 91	from what i have learnt from these session i will think and look more into saving water within my home

Part 25 of 28

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Yorkshire Water	
Response 86		
Response 87		
Response 88		
Response 89		
Response 90		
Response 91		
Total cample: Unweighted: bace n = 01		Dowt 20 of 20

Given all	Tag - SUPPLIER
you've	
learned in	
the last two	
weeks, do	
you have any	
parting	
comments or	
advice for	
Water	
Resources	
North?	
Text	Northumbrian Water
Response 86	
Response 87	
Response 88	
Response 89	
Response 90	
Response 91	
Total cample: Unweighted: hase n = 01	D

Given all	Tag - SUPPLIER	
you've		
learned in		
the last two		
weeks, do		
you have any		
parting		
comments or		
advice for		
Water		
Resources		
North?		
Text	Hartlepool Water	
Response 86		
Response 87		
Response 88		
Response 89		
Response 90		
Response 91		
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