

Welcome

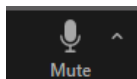


Housekeeping



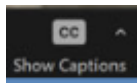
Recording...

We are recording the meeting for note taking purposes. It will be deleted after the written record has been approved and published



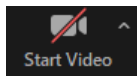
Mute

You will notice your microphone is muted as standard; when you want to ask a question verbally we can switch those back on



Show Captions

Auto captions are available, just click the icon in the toolbar



Start Video

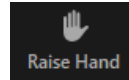
We'd love for you to keep your cameras on throughout the session

Using Zoom



Questions will be taken in blocks relating to the meeting themes

Some of the questions submitted before the meeting will be asked by a Consumer Council for Water representative



Raise Hand

You can raise your hand using the button in Zoom to ask questions directly – you'll be invited to pose your question by the Chair



Chat

You can use the chat function to submit your questions, just click the chat button in the toolbar



View

You can also change the view of those who are presenting or answering questions, explore the options by clicking the view button in the top right of the screen

Timeline



We are here

Your water, your say session 2.
Our Business Plan, incorporation of your views and questions
Feedback survey opened for **two weeks**

'Your water, your say' session No.1

Business Plan submission

Publication of full written report of 'Your water, your say' session No.2

Ofwat draft determination

Ofwat 'Your water, your say' meeting

Business Plan assessment and determination



Who will be speaking today?

Our Chief Executive



Nicola Shaw



Our customers, our assets

- **5.5m** customers
- **2.2m** households, **140,000** business and non-household customers
- **1m customers** living with illness or disability
- **188,000** live in water poverty
- **53,000km** sewers
- **32,000km** waterpipes
- **655** water & treatment works
- **120** impounding reservoirs
- **2,200** combined storm overflows



You said



YWYS Session 1
held on 7th
June 2023

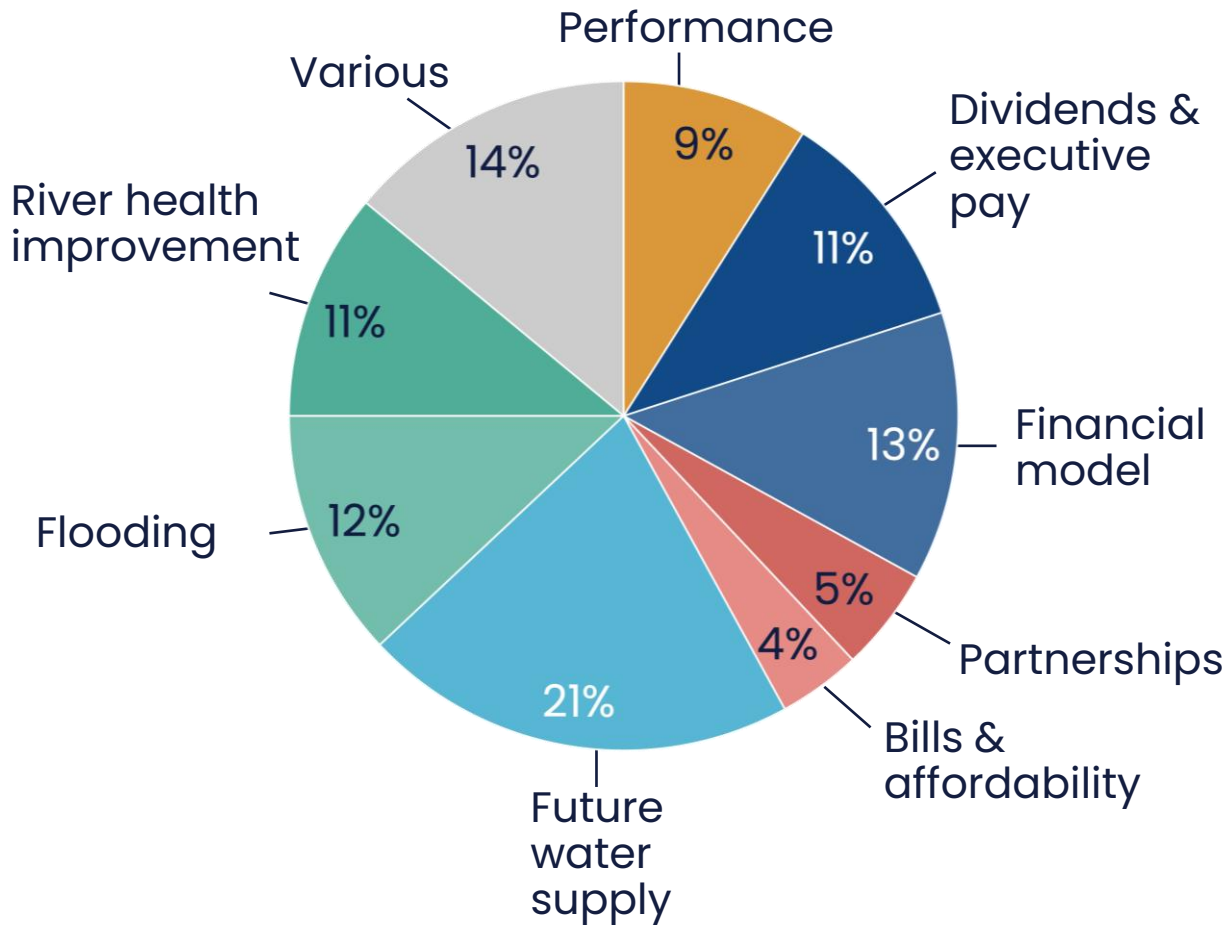


Attended by
200+
customers
and
stakeholders



75 questions
answered

Session 1 areas of concerns



Affordability and acceptability testing

We have carried out extensive research:

- In line with the customer engagement standards and principles set out by Ofwat
- As well as our own affordability and acceptability testing in addition to the Ofwat study



We are confident our Plan meets the needs of the majority of customers



Received responses from
2,175 household and
203 non-household customers



78% of customers support our Plan



Results from our own testing show
60% household and
56% non-household customers found the Plan to be affordable

Highlights of our Plan

We have outlined **£7.8bn** investment across the region between 2025 and 2030.



£4.3bn

Will support plans for a healthy, natural environment, with a focus on protecting and improving river and coastal water quality, to create a cleaner, safer water environment.



£3.1bn

A £3.1bn investment will drive efforts to deliver secure, safe clean water supplies with improved resilience of its network of pipes and a focus on future water resource needs.



10,000

The Plan will support employment for more than 10,000 people across Yorkshire.



£250m

Financial support for half a million customers. Help with water bills for 280,000 customers. £250m worth of financial support across five years.



£446m

The Plan outlines investment in customer service and an increase in support available to customers with an investment of £446m.



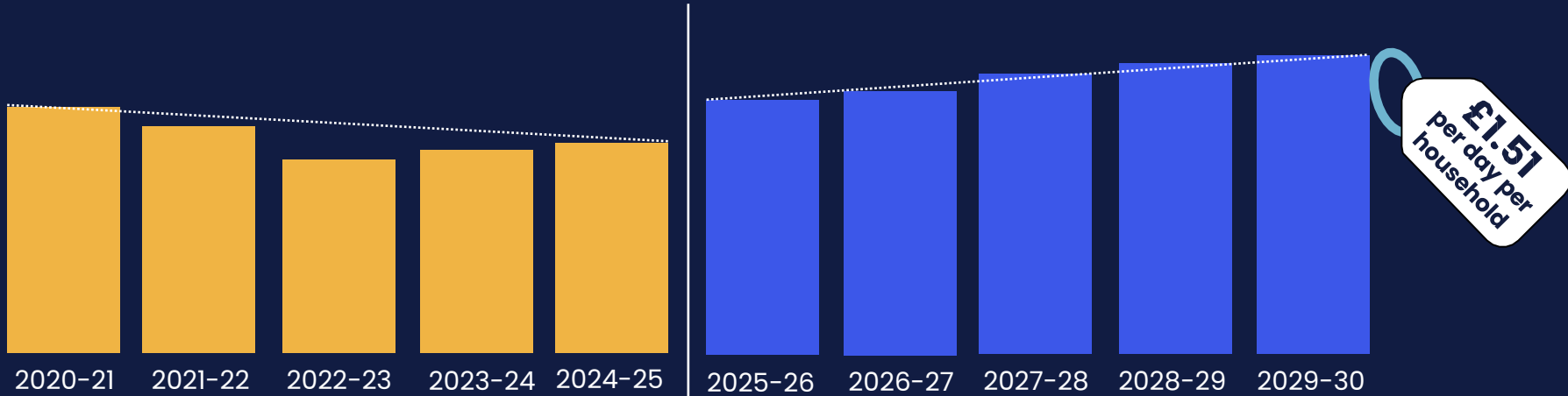
£8

Overall, every pound invested generates £8 of wider benefit for our region.

Bill impact

Current average bill
£442 per year

Future average bill
£553 per year



Average household bill, £/property in 2022/23 prices
(i.e. excluding inflation)

You said, we did

Your feedback on the areas that matter to you most has helped shape our final Plan.



Future water supply

Our Plan delivers a twin-track approach of demand reduction and increasing supply
£461m to ensure resilience of our water supply including new or enhanced access to groundwater and improving our existing raw water assets to reduce losses
£134m to expand our smart metering programme



River health improvement

£1.7bn is our largest ever environmental improvement programme, achieving **51%** improvement in pollution incidents
Install over **1,800** river water quality monitors



Flooding

£1.27 bn for the pro-active rehabilitation of our assets to reduce the risk of blockages leading to flooding events including interventions at **243** storm overflows. Commitment to **nature-based** solutions wherever this delivers best value for customers and the environment



Bills and affordability

Our most ambitious support programme ever delivered with **£250m** worth of financial support across the five years
500,000 customers will receive financial support between 2025 and 2030 and **280,000** customers will be provided with help directly for their water bills

You said, we did

Your feedback on the areas that matter to you most has helped shape our final Plan.



Partnerships

Our Plan will enhance existing relationships and build new ones **£83m** to enhance collaboration with landowners and stakeholders, including **£26m** to continue funding Living with Water



Performance

£7.8bn to deliver improvements across areas that are most important to our customers:

- Reduce leakage by **16%**
- Improve water supply interruptions by **26%**
- Improve unplanned outage by **36%**
- Improve Internal Sewer Flooding by **22%**
- Improve Pollution Incidents by **51%**
- Improve Storm overflows by **35%**



Dividends and executive pay

Our approach illustrates our commitment to **responsible financing** and benefit sharing, building trust and confidence in the Company. We have planned to pay dividends based on a yield of **3%**, lower than Ofwat's recommended yield of 4%



Financial Model

Our Plan has been assessed in terms of operational, financial and corporate resilience over the period 2025-2030

Shareholders have pledged **£537m** of capital injections to support the financing of the Plan

In summary



Our Business Plan for 2025–2030 will help deliver our vision: **a thriving Yorkshire: right for our customers, right for the environment**



We will deliver **£7.8bn** investment across the region between 2025 and 2030, delivering resilient water and wastewater services whilst also future-proofing the business in the **long-term**



We have outlined our largest ever environmental investment of **£4.3bn** to focus on protecting and protecting river and coastal water quality



We have gone **further than before** to ensure we continue to support customers in challenging financial circumstances

Your questions and comments



Nicola Shaw
Chief Executive



Martyn Hattersley
**Head of Water
Asset Strategy**



Ben Roche
**Director of
Wastewater**



Chris Offer
**Director of
Strategy & Regulation**

Ofwat survey

Following our second 'Your Water, your say' session, Ofwat would like to offer you a further opportunity to give your views and comments about our Business Plan.

Ofwat intends to use this information alongside other evidence when making decisions on our Plan.

We would appreciate if you could complete the survey within two weeks.



Please [scan the QR code](#) to access the survey:



Or follow [this link](#)