

How your bill breaks down

This is how the average annual bill of £537 for 2025-2030 breaks down, in terms of where your money goes.

	What it entails	Size of spend	Bill Impact
Maintaining services to customers	<p>All our activity which keeps the taps running and the toilets flushing.</p> <p>From 2025-2030, this includes an accelerated programme of work which focuses on improving the resilience of our network e.g. mains replacement and additional costs incurred from increases in energy and chemicals</p>	£5.3 billion	£485.14 per year
Statutory environmental programme*	<p>All the mandated improvements we must make to our water and wastewater processes to protect and improve the environment for the long run</p> <p>* Water Industry National Environment Programme & Water Resources Management Plan</p>	£1.7 billion	£32.40 per year
Storm Overflows	Statutory storm overflows & customer-supported storm overflows – to reduce spills and improve the water environment	£1 billion	£12.70 (includes £3.32 for customer-supported coastal storm overflows)
Supporting the growth of our region	Delivering services to new towns and developments and increasing our capacity to provide our services to new homes and businesses	£150 million	£1.80
Drinking water quality security	This will combat the unexpected impact of climate change on our water resources and ensure our water supply is protected from unwanted cyber or physical attacks	£147 million	£1.78
Further increasing water supply resilience	Customer-supported - Improving supply security for 135,000 customers at risk of interruptions due to being on a single water supply	£126 million	£1.50
Smart meters	Customer-supported - Smart meters bring lots of benefits, such as leak detection and helping customers understand and reduce their usage	£68 million	£0.80p
Achieving net zero	Customer-supported – this investment will move our self-generated energy from 15% to 30% and will reduce wastewater process emissions by 30%	£50 million	£0.60p
Further increasing our resilience to flooding	<p>This continued innovative work will improve surface water flooding protection in the most impacted part of our region - Hull and East Riding.</p> <p>The aim is to create a new approach to surface water management for the whole of Yorkshire which relies upon more natural/environmentally friendly infrastructure to improve flood resilience as opposed to carbon intensive traditional concrete tanks.</p>	£25 million	£0.30p
Total – to deliver all our requirements and hit all of our targets			£8.6 billion costing our customers: £537 per year