

# Your Yorkshire Water, Your Say: North Yorkshire event report

November 2025



YorkshireWater



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## 1 Introduction:

### Report of the Your Yorkshire Water, Your Say event

The Your Yorkshire Water, Your Say event was held on Zoom on 11<sup>th</sup> November 2025, 6.00–7.30pm. It was chaired by Alex McCluckie (Research Director) from DJS Research.

**Yorkshire Water were represented by:**



**Nicola Shaw**  
Chief Executive  
Officer



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



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



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

A total of 39 customers from across the North Yorkshire region signed up to attend the evening and 20 customers joined the online Customers' reasons for not attending centred on changes in personal circumstances.

While questions were invited in advance, additional questions were received during the session via a chat function, Q&A box, or through live questions. This document provides a thematic response to the questions received. Where questions were similar, a common answer has been provided rather than addressing each question individually.

Additionally, where specific information was requested and Yorkshire Water agreed to provide direct follow up, this has been noted.

The presentation provided is available on Yorkshire Water's website:

<https://www.yorkshirewater.com/about-us/your-yorkshire-water-your-say/>

## 2 Independent Chair introduction

The Chair confirmed that he had been appointed by Yorkshire Water to act as the independent chair for the Your Yorkshire Water, Your Say (YYWYS) session. The Chair explained that the purpose of the session was to give Yorkshire Water customers and stakeholders the opportunity to hear directly from Yorkshire Water's Chief Executive Officer, Nicola Shaw, on the company's recent performance and future plans, and to allow customers to pose questions related to Yorkshire Water and the issues important to them.

The Chair reassured the audience that every single question that has been submitted in advance, during, or very shortly after the online session would receive an answer from Yorkshire Water and would be included in the official record of the meeting.

## 3 Yorkshire Water presentation

Nicola Shaw, CEO of Yorkshire Water, opened the session by providing an update on how Yorkshire Water has been managing the ongoing drought and its overall performance. She explained that Yorkshire Water are six months into a five-year planning cycle which includes £8.3 billion worth of investment between 2025 and 2030. Nicola emphasised Yorkshire Water's plan to achieve a thriving Yorkshire for customers and the environment.

The presentation is available on Yorkshire Water's website:

<https://www.yorkshirewater.com/about-us/your-yorkshire-water-your-say/>

## 4 Event questions and answers

The Chair outlined the structure of the Q&A session, explaining that questions would be addressed by Yorkshire Water directors across the following areas:

- **Clean water and wastewater services:** Dave Kaye handled queries related to water quality, pressure, interruptions, leaks, lead pipes, repairs, consumption, and supply, as well as wastewater, sewage, pollution, and the environment.
- **Investments:** Richard Stuart answered questions relating to company investment and spending.
- **Billing, affordability, vulnerable customers:** Matthew Pinder responded to questions on billing, metering, and affordability.

- **Corporate and company matters:** Nicola Shaw covered working with partners, ownership, structure, profits, dividends, pay, and bonuses.

## 5 Clean water and wastewater Q&A

**Rainfall cannot be guaranteed anymore because of climate change. Is Yorkshire Water planning to introduce desalination plants into their plans for ensuring water is provided for everyone? Pollution could be a problem which could be resolved, it's big expenditure, but we need water.**

We have looked at desalination but that is very costly. It's also very energy intensive and it creates a brine which needs careful disposal as it stands, it's uneconomic. There are other ways we can provide water, we've got the new groundwater supplies, the borehole supplies which we think is a better option than a very expensive desalination scheme.

**What about the fact that rainfall can't be guaranteed, rainfall is needed to support groundwater supplies while seawater is never going to run out. Shouldn't we be trying to get resources that are going to be there forever?**

We do 25-year horizon planning on our water resources. It's an adaptive plan, we keep it under review regularly and one of the things that factors into that plan is the forecasts on climate change – the amount of rainfall, rainfall intensity and where that falls geographically. While we have no desalination plants in our plans at the moment, that is because they don't represent value for money for all the options that we've got. Water resource planning into the future, considering all possible scenarios, is definitely something that is kept under review. We've got a team that looks at that regularly and that will feed into our business plans as we put them together for each five-year period.

**If another prolonged drought occurs in 2026 or 2027, will you buy in surplus supplies from neighbouring Northumbrian Water, as you have previously since Kielder was built?**

The pipe was part-built in 1995. The problem we've got, and we are working on it as part of our Water Resource Management Plan, is that there was a river transfer as part of the movement from Kielder down to our patch. That's caused a problem with potential invasive species transferring down, so we need to build a pipe – it's one of the options we are looking at. One of the good things we've done and one of the lessons we've learned since the 2022 drought is we've introduced much greater connectivity across Yorkshire. Between 2022 and 2025 with the two droughts we've seen ourselves in a 13% better position with reservoirs, because we've been able to move water around to places where we need it, because Yorkshire is a very big county. Nicola has highlighted the fact that our water resource levels have got up to 65.4% today but the south of the county has had a lot less rainfall than anywhere else, and it's substantially lower, so the fact we're able to move water across Yorkshire has really helped us out this time round. But yes, we are looking at alternative ways of trying to bring extra water into the county.

**I understand Yorkshire Water have committed to offer many Scarborough residents free water butts to reduce rainfall into the sewage system. How is this progressing?**

We're currently planning a water butt rollout for Scarborough and Bridlington in the New Year. This initiative will be delivered in partnership with Save Water Save Money, allowing residents to order a free water butt that will be delivered directly to their homes. This water butt scheme is just one of the many projects we have to help improve Yorkshire's bathing waters.

We'll be sharing full details on how to claim yours when we launch in the New Year. In the meantime, if you have any questions, feel free to contact our team at [bathingwaterteam@yorkshirewater.co.uk](mailto:bathingwaterteam@yorkshirewater.co.uk).

**With the millions of pounds of income, why is it you still can't clean water and return it without contamination of watercourses?**

With five million customers across Yorkshire we are resolute that we capture wastewater and return it safely to the environment. We have developed new technology over time to treat wastewater to an increasingly high quality. We're continuously (as an industry, not just Yorkshire Water) raising the bar in terms of the processes that we can apply to treat that wastewater and make sure that the water quality of our rivers is supported, and the ecological value of those rivers is supported. With more than 600 wastewater treatment sites across Yorkshire it's a very asset-heavy treatment process. Every five-year period we are investing in those wastewater treatment facilities to improve them, to meet the new standards that are set by the Environment Agency and to continuously improve the water quality. We understand that's what our customers want and need, for rivers to be cleaner, and it's something we're determined to achieve.

**Have any changes been made to sources of water because of the drought? We seem to be getting more limescale.**

No. Because of the chalk and limestone beds the water travels through, hard water is predominantly in the East. In the West it's predominantly moorlands and it's softer. No changes have been made but we have moved water around the county and it is predominantly West to East, so it should be softer water going across. We haven't made any changes to any sources. All our sources have remained open and remained productive throughout the drought.

**How are you working with housing developers to increase sustainable drainage. There are many new homes being built and so much natural drainage is being lost, and this doesn't help to reduce spills. Do you have any incentives for developers, or work with them in any ways to encourage sustainable drainage systems?**

We do work very closely with a lot of different developers across Yorkshire around sustainable urban drainage. We don't want any form of rainwater or surface water connecting into the sewage system, so a lot of the work we do with developers is looking at all of the different types of sustainable drainage available. Depending on the size of the development and what's available in terms of land will determine what the right solution is for that development. We do work very closely with a lot of the developers and it's important we do that because we don't want that going into the network.

The surface water entering our drainage system and in particular our combined systems is one of the drivers on storm overflow spills; so, one of the things that we're investing in is separating that out, where we do have highway drainage or surface water drainage connected into the combined sewer system. Nicola mentioned the £180 million that we've invested over the last couple of years in reducing storm spills. Quite a bit of that had gone on surface water separation schemes where we're removing highway drainage or surface water drainage and reducing spills in that way.

### **Why can't water from data centres be recycled?**

All water that's used is clean, potable, wholesome water, so it's high-quality drinking water that's going into those data centres. What we need to do is work with industry so its greywater or harvested rainwater that's used that is fit for purpose but hasn't gone through the process of making it very clean high-quality, potable drinking water. We can look at alternative supply which doesn't need as much work that would be fit for purpose to keep that industry going.

The Environment Agency has recently put out a statement; they are much more positive towards us treating water in different ways and supplying non-potable water. The Drinking Water Inspectorate is worried and wants to make sure that water is only used for purposes that couldn't contaminate where people are working and it's not being sprayed around working environments; so, they are conscious and need to think hard about it but there is huge support growing for making sure that it can happen.

### **Why does it take between three and eight days to backfill and repair a road or pathway after a leak?**

It should be done much quicker than that. We've got service level agreements with our partners all the way across the county. It should be no more than two days from the works being finished to being backfilled. Most teams have tarmac with them when they do the job, and they finish it as soon as they have done the repair and will reinstate the road so that it's ready to go straight away. It shouldn't be long, certainly no longer than two days in certain parts of the county.

## **Why do you add chemicals to water to drink so that it's able to be drunk. What's the process?**

We use chlorine to disinfect. The water comes in from a reservoir, a borehole or a river and we put it through various ways of filtering out nasties, rebalancing the pH and making sure that there's nothing nasty in there. We use a small amount of chlorine; a small number of people can taste it but for most people it shouldn't impact their taste or smell. It's only there to disinfect the water and make sure that it's going out of the door clean – we've got the highest quality drinking water in the world, and we want to keep it that way. We don't add any other chemicals; people talk about fluoride, but we don't add any fluoride in our water.

## **Given the gross bacterial pollution in the Dales' rivers, why are the Yorkshire Water Sewage Treatment Works in the Dales not upgraded to have secondary or tertiary methods to treat organic matter? As although they have a resident population of 2,000 or less, visitors greatly swell the population.**

Those sewage treatment works are what we call descriptive treatment works, unmanned. We've done a lot of work from the start of this year on making them fit for purpose. Every single one of our descriptive works has been visited, inspected, checked out. If there is anything untoward with it, we are or have already fixed it.

We're also looking at a number of them, given the very good point on visitors swelling the numbers, to see whether we can connect them into larger numeric treatment works by pipes, therefore bypassing the descriptive works. We've recognised the problems caused and we are rectifying all of them. There are a few with some outstanding work to bring them up to being fit for purpose, but we've done a lot of work to date.

A couple of specifics. We have 47 sewage treatment works in the Yorkshire Dales. Of those, 41 have secondary treatment, and the six that don't, aren't ones that are affected significantly by visitor numbers. But it is worth saying, we do have places, not just in the Yorkshire Dales but on the East Coast as well, where we have a high number of visitors coming, and if that is impacting our ability to treat the wastewater that is a trigger for investment, and we do then upgrade the works. We've got examples, certainly on the East Coast recently, of having done that.

## **Why are you still allowing pollution into our waterways?**

There are two different ways that pollution goes into waterways, and they are defined differently. Pollution is when any wastewater, or in fact, any potable water, goes into a waterway and you can see the impact of it, or it changes the nature of the waterway in some way. So, it raises ammonium levels, or it reduces the amount of oxygen, for example, in the water. We do a lot of monitoring for that, and increasingly, we're pushing in automatic monitoring. We've got a lot of investment in automatic

monitoring above and below some of our sites to make sure we understand what the water quality is like above and below them.

At the same time, there are storm overflows, so storm discharges, which aren't defined as pollutions, because they happen during storm, when sewage is released into a river. It ensures that we don't overflow into peoples' homes and into gardens or into streets. It's the way that the network was designed. However, it's still doing it too much, and we know that people don't like it. That's why we're now making a lot of investment in other ways to catch that storm overflow, whilst we have got the storm happening and then release it through the treatment works gradually over time, when the treatment works has capacity to deal with it.

A lot of the investment we're making is either in big locations to hold the stormwater before it goes into the treatment works, and you'll see some of those around the county. Or it's in nature-based solutions, so across a wider surface area using natural methods of treating the water in those storm periods before we release it in. So those are two ways that pollution happens. One of the reasons that pollution happened in the first place is when sometimes our network doesn't perform in the way that it ought to. So, a piece of equipment breaks, or a blockage has formed, and sewage comes out somewhere else. We've talked a bit about blockages, how people can help us, and how we can help ourselves to see those earlier, get ahead of it, and ensure that we take the blockages out before we get a discharge into the river. In terms of our equipment, we're doing something similar, we're monitoring our equipment so we can see how it's performing. So, pumps, for example, we can see if they're getting stressed because something's going wrong and we send somebody to look at the pump and fix it before we then discharge. So that's all aiming at reducing the amount of pollution going into rivers.

**There's been recent press coverage about untreated waste entering our rivers from smaller treatment plants within our national parks. I understand there's no requirement for Yorkshire Water to do any secondary treatment of waste when there are less than 2,000 inhabitants. In view of high visitor numbers in our national parks in the summer, these outdated, smaller plants are overspilling regularly. Does Yorkshire Water have any plans to invest in the smaller plants, or are you only concentrating investment on the larger plants servicing larger towns?**

We know that we have got some growth applications, and growth is happening across the county and is moving a bit from some of the places that we'd previously thought it was going to be. We know, though, we need to get ahead of that, and our teams are working really hard with both existing sewage in around the Yorkshire parks, including the North Yorkshire Park, and to put in new facilities to be able to cope with more sewage coming as we grow more houses or more employment.

**Why are you unable to reduce major leaks and leakage?**

Any leak isn't good, and our leaking numbers are high, but in the last five years, we've reduced by 15%. We are one of the top performers in the industry.

In the next five years, we are aiming to reduce it by another 12%. Nicola's already pointed out that since April, we've fixed 13,000 leaks. We're doing it 36% faster. We've got 100 more leakage inspectors out there, and we've also got network visibility with the acoustic sensors that we've put out there, which are pinpointing where leaks might be taking place. I think we've seen some visible ones across the summer because of the hot weather and the lack of rainfall, we've experienced what they call soil moisture deficit, where the ground goes very, very hard. It's very akin to frozen ground in winter, and that has a big impact on mains. It stresses the mains, it breaks the mains, and it causes more leaks. We prioritise the big leaks first and any high-profile ones, if there's one in a city centre, but we look at the ones which are using the most water first, and then we try and fix them. We had over 800 leaks on the go at one stage across summer, and we've got that number very much down. We've come down rapidly, so we've used a lot of resource on fixing those leaks, but I accept the fact that our leakage numbers are high, we need to do much better, but we have done everything we possibly can to try and fix leaks as quickly as possible. I think we've fixed them 36% faster this year.

Quite a lot of our clean water mains were laid quite a long time ago, and they're not modern plastic. They are a range of different types and fitted together and then repaired over time. What we know is that anything that was put in place before 1900, you won't be surprised to hear has a higher likelihood to leak. And that actually applies up to about 1920. There's then another bunch of mains that were put in place during the period between the wars and just after the Second World War, when a lot of development was done to create homes fit for heroes. That meant that a lot of pipe was laid very quickly, and probably not as well as you would have hoped, so there's some of that has been a high leakage amount of pipe. In the 1970s and with the first era of plastic pipe, we're seeing some of that is leaking more than average. So, when we're replacing pipes, we're really targeting those areas where we know that the pipe is struggling, not delivering quite as well, and that's why we've got these very targeted interventions as we replace the pipe across the county.

### **How can you put a hosepipe restriction in for so long, given the current weather?**

We had eight months of very dry weather between February and September. In September, our reservoirs were down to 31.3%. We're now back up to 65.4%, but it's still 10% below where it should be. The aquifers on the East Coast, are very, very low, so we need to continue to protect our water resources. I don't think our customers would thank us if we lifted the hosepipe restrictions. Nicola pointed out that our customers have been fantastic, and they really have. It's made a 10% difference in water usage by people just following our tips and the hosepipe restrictions. But if we lifted it, customers wouldn't forgive us if we went into spring next year and had to announce

another hosepipe restriction. We need our reservoirs to recharge to above the normal control lines where we shouldn't expect any further hosepipe restrictions next year. It's rained a lot, but it's not rained anywhere near enough to recharge the reservoirs, the rivers, and the groundwater sources to where we need them to be.

**A recent leak near me was fixed quite quickly, but the traffic lights remained in place for 3 days after works were completed. Why can't Yorkshire Water just put the lights on the verge, for example?**

We should remove the traffic lights when the job is finished, or as soon after as we possibly can. We appreciate the inconvenience that traffic lights (when nobody's working), cause to everybody.

**When will I be able to read my meter remotely as it is underground?**

We're in the process of rolling out smart meters across our county which means once you've had yours replaced, you'll be able to log into your online account and check what water you're using. As you live in Scarborough, you're currently due to have yours replaced between April 28 and March 29 but we'll be in touch with you about it.

## **6 Investments Q&A**

**Rainfall cannot be guaranteed anymore because of climate change. Is Yorkshire Water planning to introduce desalination plants into their plans for ensuring water is provided for everyone?**

We have looked at desalination, but it is very costly. It's also very energy-intensive and the brine, which is created in the process needs careful disposal, so as it stands, it's uneconomic. There are other ways that we can provide water, we have the new groundwater supplies and the borehole supplies, and we think these are a much better option than a very expensive desalination scheme.

We do a 25-year horizon plan on our water resources. This is an adaptive plan, so we review that plan and keep it under review regularly. One element that factors into the plan is the forecasts on climate change, so things like the amount of rainfall we see, rainfall intensity and where that falls geographically. Whilst we have no desalination plants in our plans at the moment, that is because they don't represent value for money against all the options we do have. Certainly, water resource planning into the future and considering all the possible scenarios, is definitely something we keep under review. We have a team that looks at this regularly, and that will feed into each of our business plans as we put them together for each five-year period.

**I'm interested in the 1.4 million investment in the wetlands at Bellerby. Our test results show phosphorous levels at 0.0, and the Bellerby treatment plant**

**overspilled for 38 hours in the whole of 2024. Other treatment plants are spilling for well over a thousand hours, some for 2,500 hours. Why did you prioritise the Bellerby wetland project over the other treatment plant works that would make a far greater impact on reduction of pollution of the river network.**

Bellerby and the wetland that we're proposing to deliver there is a good example of the type of solution that we're trying to do more of, where we use nature-based solutions to address, or to treat wastewater. They are less carbon intensive and, in many cases, the operating costs of those are less. In terms of the phosphorus reduction at that site, the project has multiple drivers – storm overflows, biological oxygen demand and phosphorus – which will all be set out in the Environment Agency's plan for us. Each time we put our business plan together we look across all of our sites and how they are performing. The Environment Agency talked to us about the permits they would like to change to improve the quality of the final effluent that we are permitted to discharge into the local watercourse. There's quite a detailed process that we go through with the Environment Agency to set those new limits, Bellerby in this instance is all about improving the River Swale. The investment that we're making there is to achieve the numbers that the Environment Agency have said that we need to and those will be baked into our new permit once we've completed the scheme.

**I've heard about new reservoirs, when will they be ready?**

We have a number of service reservoirs under construction at the moment. These aren't reservoirs as you'd typically think of them, these are network storage. After we've treated the water and pumped it out into the network, we need to hold a significant degree of storage in the network so we build these large secure sealed tanks that can hold a significant amount of water. The next one that is due is Harton, near York. It is capable of holding 20 million litres and it's due to come online in mid-2026 and then we have a programme rolling out further reservoirs opening year on year after that.

**With Yorkshire Water not able to control future weather in the Yorkshire area, are there plans in place for a national water pipe network, collaborating with all water companies to move water around mainland UK from areas where water may fall? For example, the West of the UK statistically has had a greater quantity of rain than the East areas of Yorkshire.**

We do share water in Yorkshire already with people from Derbyshire. We use water coming out of a couple of reservoirs in Derbyshire and that's been in place to support Sheffield for many years. However, because of the extra consumption there, it looks like we won't be able to use that from about 2035 onwards. We did look at whether they could increase the size of those reservoirs together with Severn Trent and it got

huge opposition from the local population around there and from environmental campaign groups – not surprisingly they were worried about it. Therefore, just increasing the size of a particular reservoir isn't always the easiest thing to do so we're looking at a number of projects with Severn Trent, United Utilities, Northumbrian Water and Anglian Water, on how we can use other things e.g. the pipe down from Kielder. Is there something we could do to share existing gravel pits and old mines? Is there something we could do to bring water from Kielder to both United Utilities and to us? There are lots of projects ongoing to look at further options for sharing water across the country. A big pipe is quite expensive, so pumping water isn't cheap. It's heavy and it has to go up and down through the Dales and valleys so you can imagine that is expensive to do it across the whole country, so the government typically prefers it if we can find ways of sustaining ourselves in the region we're in but we do have to look at these options.

**There are no guarantees of future water supplies in this county – surely, we should be planning ahead now to make sure we have potential for water supplies. A national pipework has got to be another way that we can try and get water to every area. If we don't plan now, in 20 years' time the potential is that we all die.**

We have to do these plans to look ahead 25 years and from those plans, we know that there is a 1 in 4 chance across the whole country of people facing some sort of water shortage in that period. You are right in the sense that there's water shortage but there isn't yet a world in which we're all dying. In the work we've already done, we know that we need to find new water supplies, we also know that we need to work with everyone to try and reduce our consumption of water. There's a big project underway together with all of the companies across the country to help people find ways of reducing their consumption, and to help businesses find ways of reducing their consumption. One of the things we're concerned about is the increasing use of water by business, and in particular, by data centres which currently isn't included in the forecasts. We're pushing very hard to be allowed to include the demand from data centres in our forecasts. Recently, the Environment Agency has made two significant moves, one of those is related to accepting that we should be looking, in some circumstances, at desalination plants. They've put out a policy statement that does now allow us to think about desalination in our suite of options. There's a lot of learning going on about the construction of new reservoirs and thinking about how we work across the country to help people use less water over time. In Yorkshire, we have the lowest per capita consumption of water, we're about the same as some of the better performing Western European countries, but there is always more we can do so everybody can help to sustain us through this period. Finally, the work was done in Yorkshire after the drought in the 1990s, the introduction of the network has allowed us to sustain until now without further hosepipe restrictions. We think the work we're doing will help us move forwards – we know we've got more to do, we'll keep going.

## **7 Bills and affordability Q&A**

### **Why does it take such a long wait for water meter appointments with multiple visits which still result in no water meter being fitted in or outside of a standard semi-detached property?**

We've seen unprecedented volumes of water meter requests so we're a position where we are working hard to get through quite a big backlog. We are bringing in not just additional call agents in our contact centre, but also additional resource in the field to be able to get through meters. We saw the peak off the back of the bills going up earlier this year, so we had lots of customers getting in touch wanting a meter fitted; we are working hard to get through that backlog. Customers want meters to be fitted on their properties as soon as possible but we have got the wider programme going on across the organisation, so 1.3 million across the region over the next five years, but customers can also get in touch to request a meter as part of that.

### **When will we have access to more responsive billing and usage data from water meters?**

Customers with the smart meters that we've talked about that have gone in so far this year, will now have access to their own online accounts which are obviously starting to pick up the data from the new smart meters. As we get through this programme, which is currently in South Yorkshire, customers who have that smart meter fitted, will have access to a new online account which starts to feed all of that information through to be much more accurate in terms of what the bills should be. Also, it will tell us, as well as the customer, whether we've got any issues around leakage which we want to fix between us quickly.

### **How does the complaint system within Yorkshire Water work?**

The way the process works is we look to get it resolved as soon as possible. One of the things we've done recently is we've put those who manage the complaints closer to those who fix the complaints, and the partners that are also involved in that process. We're looking to get a better position on our complaints because we're not happy with the volume that we're currently receiving as a company in general. We've got a number of things that we're doing to improve it, so we're looking at how we offer different channels for customers to get in touch with us whether they want to pick up the phone, talk to a case manager specifically, or use a different channel to be able to get in touch via things like, whether it's WhatsApp or other means. We also know that our volume of work is higher than we planned, so we are increasing the number of field resources we've got out there fixing things across our waste and water teams. We're introducing more case managers in the centre, because we know we've got to make sure that people understand what's going on when they do get in touch, and that we keep communicating throughout so we don't have cases where you're stuck in the middle of a complaint.

**Explain why you have increased bills by 30% this year whilst giving a very poor service with river pollution, surface water flooding, sewage blockages and water supply interruptions. At the same time banning hosepipe use and paying enormous amounts to shareholders and yourself. Not good enough to increase customer bills whilst underinvesting over many years and taking profits?**

Your bill has increased to fund vital improvements we need to make in Yorkshire's water infrastructure. Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. This investment was approved by Ofwat in December.

Our £8.3 billion investment includes:

- £1.5 billion to invest in storm overflows to drive down discharges across the county
- £360 million to prevent nutrient pollution in watercourses
- £327 million rolling out smart meters to help customers save water and reduce their bills
- £51 million to increase our asset resilience
- £98 million to install water quality monitors in rivers so we can identify and respond to pollution reports quicker
- £75 million for environmental protection and improvements
- £99 million to improve drinking water quality

## **8 Corporate matters Q&A**

**Do you think Yorkshire Water can turn things around to be a business that can be trusted in terms of value for money, caring for the environment, and far improved management of water availability and infrastructure improvements?**

We need to improve people's trust and be as open as possible. One of the things that has undermined trust in Yorkshire Water is that we didn't make it totally public that I [Nicola Shaw] was being paid by our holding group, Kelda, and that has undermined trust, so we will be making all of that public. We know we need to do more, and we will keep working on it to try and improve it. I'm hoping that the programme of investment will be one way that you will see things get better and that will help to improve trust, but trust is something we have to earn, and it could take some time.

**How can you justify the raised rates with current business performance? And what are you doing long-term to improve this in the current cost of living crisis?**

Unfortunately, 95% of what we're doing was required by legislation, so it wasn't something that we had a choice in, and it wasn't something that customers had a choice in. One thing customers did have a choice in was how they paid over the period, and how much we could support vulnerable customers whilst we put the bills up. We've seen a huge increase in the amount we're able to support vulnerable customers during this period. Longer term, what we know is that the amount of work required on these networks isn't going down, given the amount of growth that communities want to see. Making sure we're ready to take that growth and that we can enable the country as a whole to develop; those things are things we will need to continue to make investments in. The Secretary of State and the government have given people an assurance that there won't be the similar kind of change in the level of bill that you saw last year. We are expecting an increase in next year, around the same sort of increase as we're seeing in rail prices and I think it's going to be that sort of level for a few years, and then just come off a bit further from there.

### **Why does Yorkshire Water have offshore companies? Does it not feel obligated to base itself solely in the UK?**

Yorkshire Water is based in the UK. We have a holding company, which is owned by shareholders but they're all international shareholders, so for them it's easier to hold it in Jersey than it is in the UK. Yorkshire Water, the regulated business, is all in the UK.

### **Over £100 million in dividends has gone, or will go, to Kelda in 2023–27. How does that benefit bill payers?**

We pay for about 40% of our investments in the five-year investment period, and 60% we pay over the next 20 years, which is the average life of these assets. Some of them live much longer, some of them live much less, but overall about 20 years. So, it's a bit like paying for your mortgage on your house over a long time. To do that, we have investments from our shareholders and we borrow money, and so you have a capital equity injection. About 30% in our case is equity and about 70% of the business is funded by debt – that is standard across the sector. The equity receives dividends and that is our way of making sure that investors want to put their money into the business. We're actually paying less by dividend than would be allowed because we haven't been performing as well as we should have done. And on top of that, in the last five years we've actually received more from our shareholders than we've paid them in dividends. They've put £500 million into the business, and they'll put another £600 million in before March 2027.

### **Why do Yorkshire Water not do DNA sequencing of the E. coli pollution in the Dales to settle the Yorkshire Water versus farming pollution argument?**

I think this is a general question about what causes issues in rivers. And broadly it isn't predominantly a water issue. As I said about bathing waters, it's made up from many different components. It's not just us who tests, the Environment Agency tests, and

they have reasons for a river not achieving good measure. They publish that regularly showing what are the component reasons for rivers not achieving good status. Some of those things are, the river has been bent by us over many generations, we have put human interventions in the river, for example. We're talking about with the various North Yorkshire rivers groups, about what we can do to invest to remove some of those blockages. But we're also working with farmers to help them understand their impact on rivers and see what they can do to improve. We work with the Environment Agency and rivers groups across the county.

## 9 Independent Chair closing

The Chair concluded the session by thanking participants for their time and engagement. It was noted that all questions submitted during the session or in advance had been shared with Yorkshire Water, with responses to be included in the official meeting record.

The Chair confirmed that the Yorkshire Water presentation would be published on their website shortly, and the written meeting record, including responses to all questions, would be made available within 14 working days.

## 10 Outstanding questions not answered in the meeting

Questions were submitted both prior to and during the event through various channels, including advance submissions, the chat function (the Q&A box), and live participation via the hand-raise feature. While many questions were addressed during the session, not all could be answered on the night due to time constraints.

The outstanding questions, along with Yorkshire Water's subsequent responses, are listed below for reference.

| Question area | Question | Answers |
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| <p><b>Clean water and wastewater (Pollution)</b></p>         | <p><b>Why are you continuing to pollute water courses when there is a water shortage, i.e hose pipe ban instead of treating all waste water?</b></p> | <p>We know our storm overflows operate more often than we, or our customers, would like, and reducing discharges is a priority for us.</p> <p>However, replumbing the whole of Yorkshire is not a quick thing to do!</p> <p>That said, we're investing £1.5bn over the next five years to improve Yorkshire's rivers and coastal waters.</p> <p>Before we started on that, we completed more than 100 storm overflow projects between 2023 and March 2025, investing £180m to reduce discharges.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Clean water and wastewater services (Leakage)</b></p>  | <p><b>When will your service times for leaks improve?</b></p>                                                                                        | <p>We understand that leakage can be a frustrating issue for our customers. Our team has been working hard to improve our performance and we're proud to say that we achieved our regulatory target for leakage performance over the past year. This puts us among the top performers in the industry, as only 9 out of 17 water companies were able to achieve this. However, we're not stopping there. We're continuing to work hard to improve and do better.</p> <p>Over the last 5 years, we've reduced leakage by 15% which is saving over 60 million litres a day. We've hired 100 extra leakage colleagues – so we have over 400 – who work around the clock to find and fix leaks as quickly as possible. We're repairing leaks 36% quicker than we did in March, and on average a leak gets fixed every 26 minutes. There are a few reasons why some leaks might take a little longer to repair – we prioritise leaks based on how much water they're leaking, so we tackle the big ones as a priority. Some leaks are in the road so we need to plan the work to repair it with the local highways team; sometimes we need to give nearby customers notice as we need to turn off their water supply while we do the repair; and sometimes the leaky pipe isn't one of ours so we need to work with the property owner to get it repaired.</p> |
| <p><b>Clean water and wastewater services (Flooding)</b></p> | <p><b>Why don't you dredge rivers to reduce flooding?</b></p>                                                                                        | <p>The Environment Agency is responsible for managing flood risk from main rivers and local flood authorities lead on flood resilience from ordinary water courses. As a water company we have no role in managing flood risk from water bodies</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <b>Clean water and wastewater services (Farming)</b>         | <b>Why are you allowing farmers to let slurry contaminate water courses?</b>                                              | We are not responsible for the regulation of the farming industry; this responsibility sits with the Environment Agency. Should we spot any pollution from agricultural sources as part of our operations we would report them to the EA accordingly. We are supporting farmers to transition to regenerative farming practices through our Beyond Nature and Sustainable Landscapes programmes.                                                                                      |
| <b>Clean water and wastewater services (Water resources)</b> | <b>Why is North Yorkshire water used to provide West Yorkshire with water?</b>                                            | In Yorkshire, we have a highly flexible and interconnected water grid that allows us to move water to where it's needed, combined with extensive long term and emergency planning. The resilience of Yorkshire's public water supply showed its limitations during the drought in 1995 and 1996, causing severe disruption to our customers. This has shaped our culture ever since and we responded by investing to develop one of the most resilient water services in the country. |
| <b>Clean water and wastewater services (Water Quality)</b>   | <b>Why is the tap water not drinkable?</b>                                                                                | Yorkshire Water has several mechanisms by which we ensure the water we supply is safe for the public to drink. These include our water sampling regimes, which are tested for a range of biological and chemical parameters to ensure our water is safe to drink. Your water should be safe to drink, but if there is something making you think it isn't, such as an odour or colour change please do contact us and we can look into this further for you.                          |
| <b>Clean water and wastewater services (Water Quality)</b>   | <b>[We] have to waste so much water because [we] have to run the tap for so long because of the taste of Chemicals...</b> | We understand that isn't pleasant to deal with. We have a handy page on our website that offers some information and advice on what to do if your water smells or tastes like chemicals<br><br><a href="https://www.yorkshirewater.com/your-water/my-water-tastes-or-smells-different/">https://www.yorkshirewater.com/your-water/my-water-tastes-or-smells-different/</a>                                                                                                            |
| <b>Clean water and wastewater services (Drought)</b>         | <b>Recovering from drought, how are we doing?</b>                                                                         | The recent rain, our drought management activities and our leakage efforts, have helped give our reservoirs a much needed top up over the past few weeks. Although these improvements are encouraging, our current reservoir levels are at 65.4%. We need continued and sustained rainfall to get our reservoirs closer to the average level of 74.2% expected for this time of year, but the significant amount of rainfall last week has really helped boost our position.          |

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| <b>Clean water and wastewater services (Water Quality)</b> | <b>Water quality, have any changes been made to sources of water because of the drought? We seem to be getting more limescale</b>                                                                                                                                           | Our Yorkshire Grid system means we can transport water around the region to meet demand. This can mean that your water hardness is not always the same as the source may vary depending on the activity on the network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Clean water and wastewater services (Leakage)</b>       | <b>How will Yorkshire Water tackle leakage more effectively and cut the loss of water to less than 50% of current losses in the next 2 to 3 years and improve even further by 2030?</b>                                                                                     | <p>We understand that leakage can be a frustrating issue for our customers. Our team has been working hard to improve our performance and we're proud to say that we achieved our regulatory target for leakage performance over the past year. This puts us among the top performers in the industry, as only 9 out of 17 water companies were able to achieve this. However, we're not stopping there. We're continuing to work hard to improve and do better.</p> <p>We have released our Water Resources Management Plan (WRMP) 24, which provides a roadmap outlining how we will halve reduce leakage by 2050. You can find out more about it here: <a href="https://www.yorkshirewater.com/about-us/our-vision-and-plans/resources/water-resources-management-plan/">https://www.yorkshirewater.com/about-us/our-vision-and-plans/resources/water-resources-management-plan/</a></p> |
| <b>Clean water and wastewater services (Other)</b>         | <b>When are we likely to see the hosepipe ban lifted. Obvious question i know, but, it is significantly affecting things now, and just feels like we are being fobbed off that levels haven't returned, yet we are continuing to pay full price for the service from YW</b> | <p>We know it seems strange having hosepipe restrictions when it's raining, but our reservoir levels need some help getting topped up.</p> <p>Reservoir stocks have risen over the past few months, but they're still below average for where they should be at this time of year. Yorkshire is still in drought status too.</p> <p>Despite the recovery, hosepipe restrictions remain in place because stocks are not yet at a sustainable level for the coming year.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| <p><b>Clean water and wastewater (Roadworks)</b></p>          | <p><b>Why are your roadworks so disruptive and take so long? Why don't you throw more labour at it and work two shifts?</b></p>                                                                                                                                                              | <p>Delivering large-scale infrastructure investment is complicated. We work closely with local authorities to secure planning permission where required and the correct permits for any roadworks. We have to follow strict regulations to keep both workers and the public safe. This includes traffic management, permit conditions, and working hours restrictions—especially in residential or high-traffic areas. We're increasingly working with local authorities and other utilities to coordinate works, which helps reduce repeat disruptions but can take time to align. This is taking time to set up with other utilities but is on its way. While throwing more labour at a job or running double shifts sounds ideal, it's not always feasible due to cost, availability, and Working Time Directive (WTD) rules. We do explore extended hours or weekend working where it makes sense and where it's permitted.</p> <p>We're actively working to improve how we deliver works and reduce disruption. It's a journey, but we're making progress—especially through stronger engagement with the local authorities and other utilities.</p> |
| <p><b>Clean water and wastewater (Developer Services)</b></p> | <p><b>Why are you unable to meet your own standards in providing a new water connection or in responding to a complaint? Who are your contractors? I paid for a new connection over 6 months ago and still have no date for the work. My complaint has been unanswered after 8 weeks</b></p> | <p>Thank you for raising this — your experience is not what we expect for our customers, and I'm sorry for the frustration and inconvenience this has caused.</p> <p>We aim to deliver new water connections and respond to complaints within clear timeframes, but sometimes delays happen due to factors like high demand, complex site conditions, or coordination with local authorities for permits and street works. We work with a range of approved contractors and self-lay providers, all of whom are expected to meet our service standards and keep you informed throughout the process.</p> <p>We know communication has been a particular issue, and we're taking steps to improve — this includes better tracking of applications, clearer updates, and more ownership of complaints so customers aren't left waiting for answers. If you're still waiting for a date or a response, please contact our Developer Services team directly so we can escalate your case and get things moving.</p>                                                                                                                                           |
| <p><b>Clean water and wastewater services</b></p>             | <p><b>Help with water leaks</b></p>                                                                                                                                                                                                                                                          | <p>We do our best to fix leaks as quickly as we can, but we have to prioritise larger leaks that are losing the most water. It may take a while to fix certain leaks, for example, if they're on or near a busy road, so we need permission from the local highways authority to close the road or pop a diversion in place to keep everyone safe. If you think you have a leak at your property you</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|                                            |                                                                 | can visit our website which includes guidance on how to find a leak and understanding who's responsible for fixing it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Clean water and wastewater services</b> | <b>How will you avoid future hosepipe bans?</b>                 | <p>The current weather is very rare for this part of the world. We've had one of the driest springs on record and the levels of our reservoirs haven't increased since January.</p> <p>As part of the water resource planning process, we analyse water supply and demand trends to forecast the current and future water needs for our region – we have been doing this periodically since 1990. If extended periods of massively increased demand, above that currently being seen, were forecast to become more frequent, then we would develop plans to ensure that we could meet the demand forecasts. With the impacts of climate change, we can expect to see dry springs and summers – with exceptionally hot periods – like we've had this year becoming more and more common. This is a key consideration for our long-term Water Resources Management Planning process.</p>                                  |
| <b>Clean water and wastewater services</b> | <b>Why are you still allowing pollution into our waterways?</b> | <p>The use of combined sewer overflows is essential although not ideal. During heavy rainfall, they allow highly diluted wastewater to enter watercourses rather than flooding customers' homes.</p> <p>The entire process is permitted by the Environment Agency. We are committed to playing our part to improve water quality in rivers and seas around the region and it's important we work in partnership with other organisations to help make our rivers and seas healthier.</p> <p>Accidental discharges are very rare. This is monitored by the Environment Agency and Yorkshire Water. Please advise the customer more information about our data monitoring of storm overflows can be found at</p> <p><a href="https://www.yorkshirewater.com/environment/storm-overflows-and-event-duration-monitoring/">https://www.yorkshirewater.com/environment/storm-overflows-and-event-duration-monitoring/</a></p> |
| <b>Clean water and wastewater services</b> | <b>YW active support for 'Stop Ure Pollution' (SUP)</b>         | <p>YW have provided active support for SUP via the River Health team since April 2024 (before its official inception) attending multiple town hall events and committee meetings. We have also provided funding for the lab analysis of samples on two full days of testing organised by the Yorkshire Dales Rivers Trust (YDRT) to determine a baseline assessment of the water quality of the River Ure that SUP volunteers were involved in – this included bacteria testing for which there is no requirement to monitor on YW consents. The report showed very good water quality in the Ure on the whole and we're supporting YDRT with</p>                                                                                                                                                                                                                                                                       |

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|                                            |                                                                                                                                                                                   | <p>further investigations on some tributaries that are unrelated to YW assets. Report is attached for information and the lab analysis was completed by an independent laboratory (ALS). The team also have kept the group updated on works in their area both planned capital and operational upgrades to assets. We have also offered to support any citizen science initiatives through the community fund as long as they are in line with the Rivers Trusts CaSTCo principles and link into the local YDRT programme.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Clean water and wastewater services</b> | <b>What sampling does YW do for human and/or agricultural pollution in the River Ure?</b>                                                                                         | <p>Microbial Source Tracking (MST) or eDNA sampling is something we are considering; however, bacteria analysis is only relevant under permit to designated bathing waters of which there are none on the River Ure so this has to be a factor in deciding what to spend customer money on as it is an expensive test. We do, however, undertake sampling at all our treatment sites for water quality impacting parameters that fall under the permitting regulations such as ammonia, BOD, suspended solids etc. It is also in the question that YW are not the only possible sources of bacteriological inputs yet the only ones being asked to pay for it from our customer's bills.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Clean water and wastewater services</b> | <b>Given the high levels of E.coli pollution in the River Ure, why don't YW carry out DNA sequencing of river samples to identify if the pollution is human, bovine or ovine?</b> | <p>Bacteria is not a regulatory permitted monitoring requirement from the EA and relevant only to discharges within 5km upstream of designated bathing waters, of which there are none on the Ure. It's something we are looking into but have to consider it against customer priorities across the Yorkshire region. There are other stakeholders in this conversation as well such as the farming community, trade, and private septic tanks. It shouldn't be on one of those only and we'd welcome the opportunity to collaborate.</p> <p>As an example, there are 108 YW assets on the River Ure catchment including its tributaries (37 wastewater treatment works and 61 combined sewer overflows) and around 113 private discharge points unrelated to YW operations. A large proportion of riparian land in the catchment is rural farmland (both arable and pastoral) and run-off or misconnections into the surface water network will also account for some of the proportion, which sits under council responsibility. The reason for this last sentence is to demonstrate that there is no one stakeholder that could improve the impact to the watercourse and yet only one stakeholder is highlighted. It must be a joint effort from water companies, farmers, the local council, traders, and the public.</p> <p>There's also a growing belief that rivers need to be sterile environments which would be the worst outcome for river health. Rivers need bacteria in them as part of the phosphate and nitrogen cycles to stay healthy. Without these nutrients</p> |

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|                                                          |                                                                                                                                       | <p>plant and animal life would not be able to thrive – it's about keeping it all in balance, not removing it wholly, and working together to support these amazing ecosystems.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Investments</b><br/><b>(Energy generation)</b></p> | <p><b>Why don't you manage the rainfall to produce power as the waterwheels that powered all the mills?</b></p>                       | <p>We do already have hydro production at some of our sites such as Esholt, Ewden, Grimwith, Loxley and Rivelin</p> <p>Hydro-electricity is a great way of producing energy but it isn't something that we're looking to expand. The main focus for renewables right now is solar and biogas.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Investments</b><br/><b>(Investment)</b></p>        | <p><b>Sustainable drainage, is there anything you are doing to encourage this? There's a lot of new house building going on.</b></p>  | <p>Yes, we're actively encouraging sustainable drainage—especially as new homes are built. We work closely with developers and local authorities to promote sustainable urban drainage systems (SuDS), which help manage rainwater in a more natural way. This includes solutions like rain gardens, permeable paving, swales, and ponds that slow down and filter rainwater before it reaches the sewer network. We only accept surface water into our sewers when all other options have been exhausted, and we always encourage developers to use SuDS wherever possible. We've also invested in projects like installing rainwater planters in schools and urban areas to reduce flood risk and protect the environment. By supporting these nature-based solutions, we're helping to make new developments more resilient to heavy rainfall and climate change, while also improving local green spaces for communities</p> |
| <p><b>Investments</b><br/><b>(Water resources)</b></p>   | <p><b>What plans are in place to increase reservoir capacity in Yorkshire and when will the next new reservoir come on line??</b></p> | <p>We are continually reviewing whether we need more reservoirs and have plans to construct new and rebuild existing service reservoirs over the next five years. We have already started work on building a new service reservoir in Harton, which follows work to replace the reservoirs in Boston Park, Rotherham. The work we've done and have started in Harton will help increase storage and improve the resilience of our network. You can find out more about this here:</p> <p><a href="https://www.yorkshirewater.com/investing-in-yorkshire/supply/">https://www.yorkshirewater.com/investing-in-yorkshire/supply/</a></p> <p>Although we plan to build more reservoirs, we are also implementing various measures to reduce water demand and leakage, which mean we shouldn't need to build as many reservoirs in future.</p>                                                                                       |

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| <p><b>Investments</b><br/><b>(Government)</b></p> | <p><b>Why are Water Companies not putting pressure on the government to do away with Combi Boilers? These must waste more water than most leaks as you have to wait eons for water to hot up probably wasting up to a gallon depending on where the boiler is located. Add this for every Combi Boiler in the Country and imagine the waste daily</b></p> | <p>We understand your concerns about water waste from combi boilers, especially when waiting for hot water to reach the tap. While combi boilers are popular because they're efficient for heating and don't require a hot water tank, it's true that some water can be wasted as you wait for it to heat up—especially if the boiler is far from the tap. At the moment, water companies don't have the authority to set rules on which types of boilers can be installed, as this is decided by government policy and building regulations. However, we do work with government and industry to promote water efficiency in homes, and we encourage the use of water-saving devices and good plumbing design to minimise waste. We're also supporting research and innovation to help customers use less water, whatever their heating system. If you'd like advice on saving water at home, we have lots of tips and free devices available to help reduce waste while still enjoying hot water when you need it</p> |
| <p><b>Investments</b></p>                         | <p><b>With no guarantees rain will fall in any given season and understanding desalination plants are expensive, energy demanding and potentially pollution creators, are they not a guaranteed approach to ensuring water resources can be supplemented in times of shortfall? Jersey has done so for many years as</b></p>                              | <p>Desalination can play a role in securing water supplies, especially in places with limited rainfall or few other options, and it's true that technology and renewable energy are making it more viable. However, it's not a silver bullet—desalination plants are expensive to build and run, use a lot of energy, and can have environmental impacts if not carefully managed. That's why, before considering desalination, we focus on reducing leaks, encouraging water efficiency, and making the most of existing resources. We're always open to new solutions and keep a close eye on how other places, like Jersey, use desalination as part of their water strategy. If it becomes the best option for Yorkshire in the future, we'll make sure it's done in a way that's both sustainable and value for money for our customers.</p>                                                                                                                                                                       |

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|             | <p>an example. Energy can be from renewables, pollution can be dealt with in creative ways all it needs is a willingness to plan effectively using a resource that is never going to run out, sea water...</p>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Investments | <p><b>Is there a plan to actually create a national network of water pipes capable of moving water from all reaches of mainland UK to other areas of need throughout the year to top up reservoirs and underground resources?</b></p> | <p>Yes, we're actively encouraging sustainable drainage—especially as new homes are built. We work closely with developers and local authorities to promote sustainable urban drainage systems (SuDS), which help manage rainwater in a more natural way. This includes solutions like rain gardens, permeable paving, swales, and ponds that slow down and filter rainwater before it reaches the sewer network. We only accept surface water into our sewers when all other options have been exhausted, and we always encourage developers to use SuDS wherever possible. We've also invested in projects like installing rainwater planters in schools and urban areas to reduce flood risk and protect the environment. By supporting these nature-based solutions, we're helping to make new developments more resilient to heavy rainfall and climate change, while also improving local green spaces for communities</p> |
| Investments | <p><b>Why do you think your clients get value for money?</b></p>                                                                                                                                                                      | <p>We're investing £8.3bn across Yorkshire between April 2025 and April 2030, which is our largest ever environmental investment. As part of that investment, we're spending £406m to replace more than 1000km of clean water pipes across Yorkshire – that's enough to stretch from Land's End to John O'Groats. These pipes are old and prone to bursting – replacing them now will reduce the risk of this happening in the future, helping to save water and reduce disruption to you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Investments | <p><b>What YW financial support is there for Yorkshire Dales Rivers Trust (YDRT)?</b></p>                                                                                                                                             | <p>Yorkshire Water provide multiple financial support streams to Rivers Trusts across the Yorkshire region including Yorkshire Dales Rivers Trust with grants, funding of posts, and project support such as the Ure sampling assessment and the recent Harrogate Outfall safari. We have also provided training opportunities and monitoring equipment to the trust.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| <b>Investments</b>                                                | <b>What YW financial support for YDRT volunteers?</b>                                                                                                                                                                                                                                                                                           | We've provided kit, lab analysis, training support, data collection tools, and people's time. We work closely with YDRT to understand where we can help and support their volunteer programmes year-round.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Investments</b>                                                | <b>Given that almost all YW STWs in the YDNP serve a resident population of less than 2000 and so have no secondary or advanced methods to deal with organic waste, yet during much of the year the population is greatly increased by visitors (YDNP has 5 million visitors per year). Shouldn't all these STWs be appropriately upgraded?</b> | Yorkshire Water operate 47 Sewage Treatment Works (STWs) that are within the Yorkshire Dales National Park (YDNP). Of these 41 have secondary treatment. 6 do not have secondary treatment. These, individually, all serve populations of less than 80. These locations all receive very low visitor numbers. All of our STWs have discharge permits issued by the Environment Agency and we operate them in a manner such that they are compliant with their permit conditions.                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Billing, affordability, vulnerable customers (Water Meter)</b> | <b>Why does it take such a long wait for water meter appointments, with multiple visits that still result in no meter being fitted in or outside of a standard semi detached property?</b>                                                                                                                                                      | <p>We're sorry to hear you've not had the best experience having your water meter fitted. We've seen unprecedented demand from customers wanting to make the switch to smart meters to help with their water bills. This is great news because it helps customers save money and helps us to quickly spot and fix leaks and help all of us to save water.</p> <p>An unexpected consequence of this, however, means that we are experiencing a backlog of meter fitting appointments as we fulfil customer demand. We are taking steps to resolve this as soon as possible including introducing an interim solution so that customers can enjoy the benefits of metered billing straight away rather than waiting until the smart water meter is in place.</p> <p>Charges will be on the estimated usage based on the number of people in a household. As soon as the meter has been</p> |

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|                                                                   |                                                                                                                                        | <p>installed, bills will be charged on the actual amount of water used.</p> <p>To get through the large number of requests for smart meters, we're hiring extra plumbers to support our contract partners, M Group, with the installation of new meters. We're also taking on temporary extra call handlers to deal with the large volume of customer requests.</p>                                                                                                                                                                                                                                                                                                                                                   |
| <b>Billing, affordability, vulnerable customers (Water Meter)</b> | <b>What strategy is in place to ensure water meters are fitted to all properties across the region to help control usage??</b>         | <p>We're working hard to make water use smarter and fairer for everyone.</p> <p>Over the next five years, we plan to install 125,000 meters on homes that currently don't have one. All new-build properties already come with smart meters as standard. By 2030, our goal is for 70% of homes to have a meter.</p> <p>This year, we've seen a big increase in customers asking for a meter. By the end of this financial year, we expect to have fitted 40,000 meters – more than double last year's 18,000. We're also upgrading existing meters to smart technology. Our Smart Metering Programme will replace 1.4 million meters over the next five years – the largest and most ambitious rollout in the UK.</p> |
| <b>Billing, affordability, vulnerable customers</b>               | <b>When will we have access to more responsive billing and usage data from water meters?</b>                                           | <p>We've started rolling out a five-year program to exchange end-of-life meters with smart meters, this is happening across the region but started in Sheffield earlier this year. We are currently developing the ability for us to share the data with you. In the meantime, we recommend setting up your online account. This will be how we will share data from smart meters and we'll be able to show you a detailed breakdown of your usage across the day.</p>                                                                                                                                                                                                                                                |
| <b>Corporate/company matters (Shareholder Dividend)</b>           | <b>How can you pay out shareholders if you need to put up household bills in order to maintain or upgrade existing infrastructure?</b> | <p>Over the last five years, instead of taking money out of the company, we've seen an inflow of funds from our shareholders to Yorkshire Water, as they've been supporting our investment into key projects like reducing discharges from our storm overflows. They're committed to improving our performance and our long-term goals. Yes, there have been dividends but, overall, our shareholders have paid more into Yorkshire Water than we've paid to them. Between 2025 and 2030, we're delivering an £8.3bn investment plan and much of our profit is used to support that scale of delivery. We are also supporting customers struggling with bills through targeted schemes, with</p>                      |

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|                                                         |                                                                                                                                                                                                   | nearly 167,000 customers benefitting from bill support over the last year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Corporate/company matters (Shareholder Dividend)</b> | <b>Is it ethical to borrow money to pay out Shareholders then increase the cost to customers?</b>                                                                                                 | <p>We understand the importance of having a robust financial structure. We finance our capital investment programme which helps us improve our service customers see, through reinvesting profits, funds from shareholders, and borrowing. When we're replacing a water pipe, for example, we spread the cost of doing this like you would when you have a mortgage on your home. This means customers' bills aren't paying for the upfront costs of that investment in the new pipe, and it's spread across the length of time that new pipe is expected to be in the ground. This is a common way for investment to be funded and helps us to fund the significant programme of investment we have in place to improve our service and performance.</p>                                                                                                                                                                              |
| <b>Corporate/company matters (Privatisation)</b>        | <b>Do you believe privatisation of essential services is value for money for the consumer?</b>                                                                                                    | <p>Privatisation has led to huge improvements within the water sector. Before privatisation, drinking water quality was poor, rivers were polluted, and beaches badly affected by sewage. While some of these problems persist, they need to be viewed alongside tightening regulation that wasn't in place before privatisation.</p> <p>Privatisation enables increased investment, that wouldn't be possible under public ownership, and hundreds of billions of pounds have been invested into the water sector, which has led to dramatic improvements leading to world-class drinking water in this country. Leakage is down a third since the mid-1990s, two-thirds of beaches are classed as excellent, compared with less than a third 25 years ago, and wildlife has returned to rivers, such as salmon returning to the Don and breeding for the first time in 200 years thanks to work carried out since privatisation.</p> |
| <b>Corporate/company matters (Performance)</b>          | <b>Do you think you can turn things around to be a business that can be trusted in terms of value for money, caring for the environment and far improved management of water availability and</b> | <p>We're committed to improving our performance and we've got robust plans to do this. We've already seen improvements on most of our key performance measures across the past financial year and we're on track to continue improving across most of our metrics this year. We're committing to being more open and transparent about our performance to ensure we can meet the high standards expected by our customers, stakeholders and regulators.</p> <p>Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. We started</p>                                                                                                                                                                                                  |

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|                                                         | <b>infrastructure improvements?</b>                                                                                       | this investment in April, and we're already seeing improvements in our performance as a result.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Corporate/company matters (Pay)</b>                  | <b>Why increase water rates just to pay bonuses to senior managers and investors?</b>                                     | Delivering our plans for 2025–2030 will come at a cost but we have worked hard to balance investment in water systems with ensuring bills are affordable for our customers. In the next five years we'll spend £8.3bn on improvements to the networks, our customer services and financial support, all for the benefit of the people in our region. It will be focused on improvements to things we know our customers really care about. We are committed to ensuring that we continue that positive impact and that customers receive the best possible service from us, whilst keeping bills as low as possible. So, it's really important that we're able to attract and retain the right calibre of people to keep the business performing well. Our directors' salaries are set by an independent remuneration committee and are also comparable within the water industry.                                                                                                                                                                                               |
| <b>Corporate/company matters (Shareholder Dividend)</b> | <b>You have millions to hand to hand back as dividends each year but still demand massive increases in water rates...</b> | <p>Over the last five years, instead of taking money out of the company, we've seen an inflow of funds from our shareholders to Yorkshire Water, as they've been supporting our investment into key projects like reducing discharges from our storm overflows. They're committed to improving our performance and our long-term goals.</p> <p>Yes, there have been dividends but, overall, our shareholders have paid more into Yorkshire Water than we've paid to them. We have ensured that our charges have been updated to align with the revenue allowances within the Ofwat Final Determination for PR24, as published by Ofwat on the 19 December 2024.</p> <p>The Ofwat Final Determination for PR24 confirms the level of revenue allowances that we will be allowed to recover from our charges from the 1 April 2025.</p> <p>Whilst we continue to strive to keep our customers' bills as low as possible, we have had to include requests within our PR24 business plan to cover the large environmental WINEP (Water Industry National Environment Programme).</p> |
| <b>Corporate/company matters (Ownership)</b>            | <b>Why is YW predominantly now owned by overseas shareholders; our money from our water is not being used in England?</b> | We have three investors who are represented by GIC, DWS and StepStone Group. We understand the concern over investors, but our ownership structure is common across the industry. Our shareholders are committed to investing in improved performance to protect the environment and to make sure we're financially resilient. Over the last five years, instead of taking money out of the company, we've seen an inflow of funds from our shareholders to Yorkshire Water, as they've been supporting our investment into key projects like reducing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|                                          |                                                                                                                                                                     | discharges from our storm overflows. They're committed to improving our performance and our long-term goals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other</b>                             | <b>Bills, leakage, executive pay and bonuses.</b>                                                                                                                   | <p>We're working hard to make sure that your water bill remains one of the lowest in the country whilst continuing to deliver the services you need every day. We have ensured that our charges have been updated to align with the revenue allowances within the Ofwat Final Determination for Price Review (PR)24 as published by Ofwat on the 19 December 2024. The Ofwat Final Determination for PR24 confirms the level of revenue allowances that we will be allowed to recover from our charges from the 1 April 2025.</p> <p>Whilst we continue to strive to keep our customers' bills as low as possible, we have had to include requests within our PR24 business plan to cover the large environmental WINEP (Water Industry National Environment Programme).</p> <p>We communicate with our customers throughout the PR24 process, and we will continue to support vulnerable customers through our social tariffs and other schemes.</p> <p>We continue to progress with our planned investments across the Yorkshire region to deliver better water and sewerage services. This investment means that customers can look forward to receiving an even more reliable and responsive service, cleaner rivers, and more work to tackle issues like sewer flooding, leakage and pollution.</p> <p>Our CEO, Nicola Shaw, had already made the decision that it would not be appropriate for her to receive an annual bonus this year due to the company's performance on pollution and a recognition that we need to do better for the communities we serve and earn trust. She has also taken the decision to waive her entitlement to an additional bonus that would have vested under our longer-term incentive scheme.</p> <p>We are determined to make improvements to our performance so we can deliver our part in creating a thriving Yorkshire, doing right for our customers and the environment.</p> |
| <b>Corporate/company matters (Bonus)</b> | <b>Any targets and KPIs that are put in place to assess if the CEO and Directors are eligible for performance bonuses needs to be independent and not in house.</b> | Bonuses are determined by our independent remuneration committee who take into account the robust and varied performance measures of our bonus scheme, including customer service and environmental measures, as well as considering the wider performance of the business in the round.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                                                       | <p><b>What organisation can be used to do this so customers can be sure bonuses are only paid when these independent targets are met?</b></p>                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Corporate/company matters (Performance)</b></p> | <p><b>You are one of the worst performing utility company. Yet you put your price up over 25% whilst enforcing a hosepipe ban. How can you offer shareholders dividends with such an appalling record over the past decade?</b></p> | <p>We know our recent performance has not met the standards our customers expect, and we are determined to put this right. The price increase is directly funding the largest investment programme in our history, with billions being spent to upgrade ageing infrastructure, reduce leaks, improve water quality, and protect the environment. These investments are essential to deliver the improvements our customers and regulators demand.</p> <p>Hosepipe bans are never introduced lightly, but are sometimes necessary to protect water supplies during periods of unusually dry weather and high demand. We are working hard to reduce leakage and encourage water efficiency, but climate change is making these challenges more frequent.</p> <p>Regarding dividends, we are only able to pay them when we meet strict financial and regulatory requirements, and only after prioritising investment in our network and service improvements. In recent years, dividend payments have been significantly reduced or suspended to focus on turning performance around.</p> <p>We are committed to being more transparent, holding ourselves to account, and keeping customers informed about our progress every six months. Our goal is to deliver real value for money and rebuild your trust through action, not just words.</p> |
| <p><b>Corporate/company matters (Performance)</b></p> | <p><b>I am so angry with your business in that you failed to invest whilst stripping profits out of the business. Why should we believe anything that you say?</b></p>                                                              | <p>We're committed to improving our performance and we've got robust plans to do this. We've already seen improvements on most of our key performance measures across the past financial year and we're on track to continue improving across most of our metrics this year. We're committing to being more open and transparent about our performance to ensure we can meet the high standards expected by our customers, stakeholders and regulators.</p> <p>Over the next five years, we'll be delivering our largest ever investment programme, totalling £8.3 billion. This will allow us to make important changes to the way do things and invest in our infrastructure, making it more resilient and reliable. We started</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|                                                        |                                                                                                                                                               | this investment in April, and we're already seeing improvements in our performance as a result.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Corporate/company matters</b><br><b>(Corporate)</b> | <b>Why does Yorkshire Water have offshore companies? Does it not feel obligated to base itself solely in the UK? Ofwat certainly take a dim view of this.</b> | Kelda Holdings Limited is the holding company for a group of companies, including ourselves, and it has been registered in Jersey since 2008 which was a decision made outside of Yorkshire Water. Regardless, Yorkshire Water itself pays all UK taxes owed and does not use tax havens or artificial avoidance structures.                                                                                                                                                                                                                                                                         |
| <b>Corporate/company matters</b>                       | <b>How is the bonus for your CEO justified?</b>                                                                                                               | Our CEO, Nicola Shaw, had already made the decision that it would not be appropriate for her to receive an annual bonus this year due to the company's performance on pollution and a recognition that we need to do better for the communities we serve and earn trust. She has also taken the decision to waive her entitlement to an additional bonus that would have vested under our longer-term incentive scheme.<br>We are determined to make improvements to our performance so we can deliver our part in creating a thriving Yorkshire, doing right for our customers and the environment. |
| <b>Customer service</b>                                | <b>Complaints Process</b>                                                                                                                                     | We hope you never have to make a complaint but if you do, you'll find our complaints procedure and everything you'll need on this page. We handle and record complaints in line with CCW's complaint reporting guidance.<br><a href="https://www.yorkshirewater.com/get-in-touch/compliments-and-complaints/complaints/">https://www.yorkshirewater.com/get-in-touch/compliments-and-complaints/complaints/</a>                                                                                                                                                                                      |
| <b>Customer Service</b>                                | <b>Why are you NOT informing households when fitting sewer alarms and just turning up?</b>                                                                    | As part of this programme we have always informed customers prior to any installations, so we're sorry it seems there's been an issue with this one. Initially we used to send out several letters and a land entry notice however following customer feedback we've improved this by reducing this to one letter incorporating all relevant information, benefits, FAQs and next steps.                                                                                                                                                                                                             |

# Thank you

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