



Hitting our targets

Our performance in 2016/17



YorkshireWater



A year of getting it right

This report gives you a snapshot of the work we've been doing over the last 12 months to deliver the 26 commitments we promised to you as our customers. We're pleased to report that we've met 24 of our 26 commitments. However, on the commitments where we fell short of your expectations we know we have more to do.



Once again we delivered. We've kept our bills low and we have also helped more vulnerable customers with a range of support packages. This helped us to be recognised as the top utility for customer satisfaction as measured through the Institute of Customer Service Index.

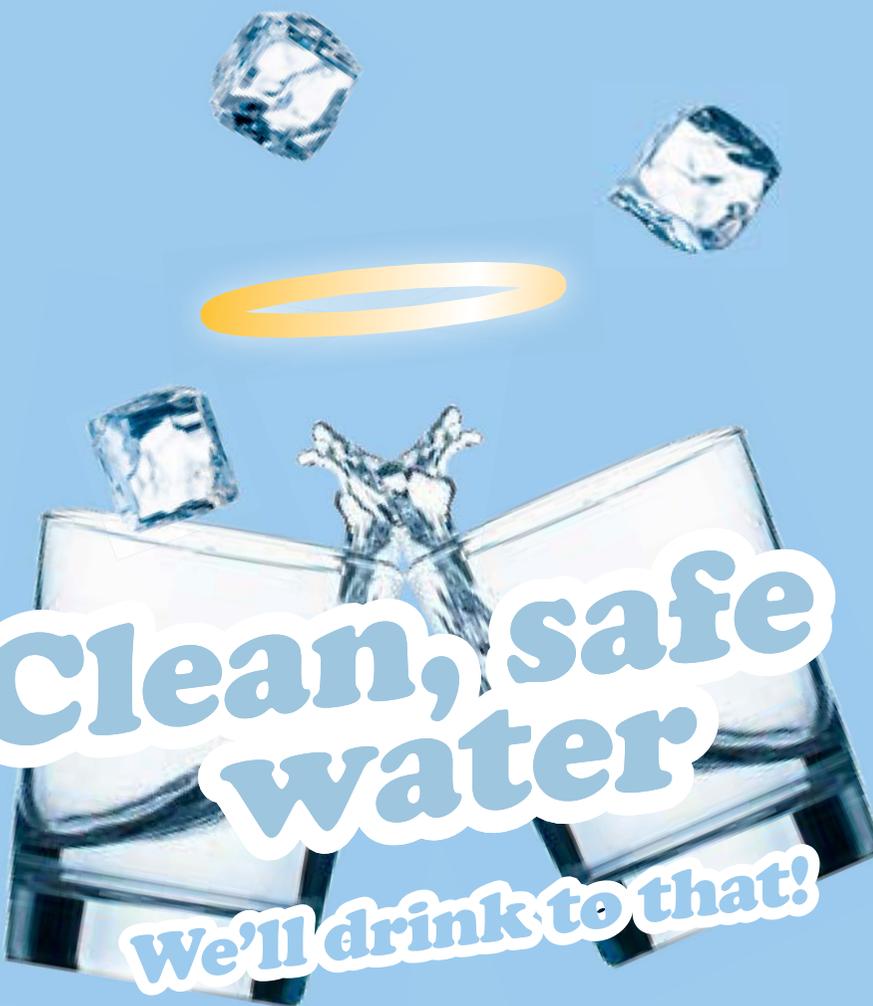


We invested significantly in improving the quality of water you get from your tap. For example, we flushed water through our water network pipes to reduce sediments in them - improving water colour and taste.



We have managed to protect our water quality, improve the variety of plant and animal life and create recreation opportunities for everyone to enjoy on our land.

So it's been a good year. We've achieved almost everything we set out to do and have seen big improvements in several areas. Of course, there is more for us to do and we will continue to do our best to meet our goals in future years.



Clean, safe water

We'll drink to that!

Protecting public health is our primary duty. So the good news is that drinking water quality in Yorkshire last year improved. We continue to invest to make sure we provide you with the best water quality possible and that the network of pipes carrying your water remains reliable for the future.



Drinking water quality improved



Fewer problems with drinking water

Sometimes we need to take specific actions. For example, we may need to tell you to boil your water before you drink it.



Good, but not good enough

While we have improved from last year, you've have had to contact us more than we wanted about the colour, taste and smell of your water. We need to do more to improve our quality of water.



Go with the flow

Making sure you always have enough water

In 2016/2017 we again kept leakage below our target and disruption and interruptions to our customers were kept to a minimum. Especially in terms of the length of time you were impacted. Water usage also fell - saving water being one of our top priorities.

- We met leakage targets
- Average water usage fell
- We lost fewer minutes through supply interruptions
- We provided reliable water networks

litres a day

141.5

Target

Average water usage for Yorkshire customer 2016/2017

139

UK Average

137.4

Result

Average water usage for Yorkshire customer 2016/2017



Protecting your environment

from sewer flooding



Last year, we collected, treated and returned back to the environment one billion litres of waste water every day. And we made sure our sewers performed well, despite the weather and some of the things put in them! A job done well. A job done responsibly.

Internal flooding incidents down

Targets met on external flooding incidents

Targets met on pollution incidents

Reliable waste water networks



Protecting what we've got

We've been busy protecting our bathing waters, landscapes, wildlife habitats and recreational places. Busy improving our environment and rivers as well as conserving our land.



17 out of 19

Yorkshire bathing waters achieved Good or Excellent standard.



More land conserved



Working towards improving our rivers



97% visitor satisfaction

Providing greater access and facilities to enjoy more of our land on our recreational sites.



Being kinder to the environment

During 2016/2017, we managed to reduce our effect on the environment while still staying efficient. We increased recycling and diverted more waste from landfill. We worked especially hard to reduce, as far as possible, our electricity consumption and to make the most of the energy we generated.



**Waste diverted
from landfill
increased**



**We recycled/reused
resources better**



**Good, but not
good enough**

We didn't quite meet our targets on self-generating energy. Mostly due to recovering from the flood damage to our Esholt Waste Water Treatment works.



**You're happy?
We're happy.**



Measured by our regulator Ofwat, we're delighted to say our score for customer satisfaction has improved this year.

We also managed your queries better!



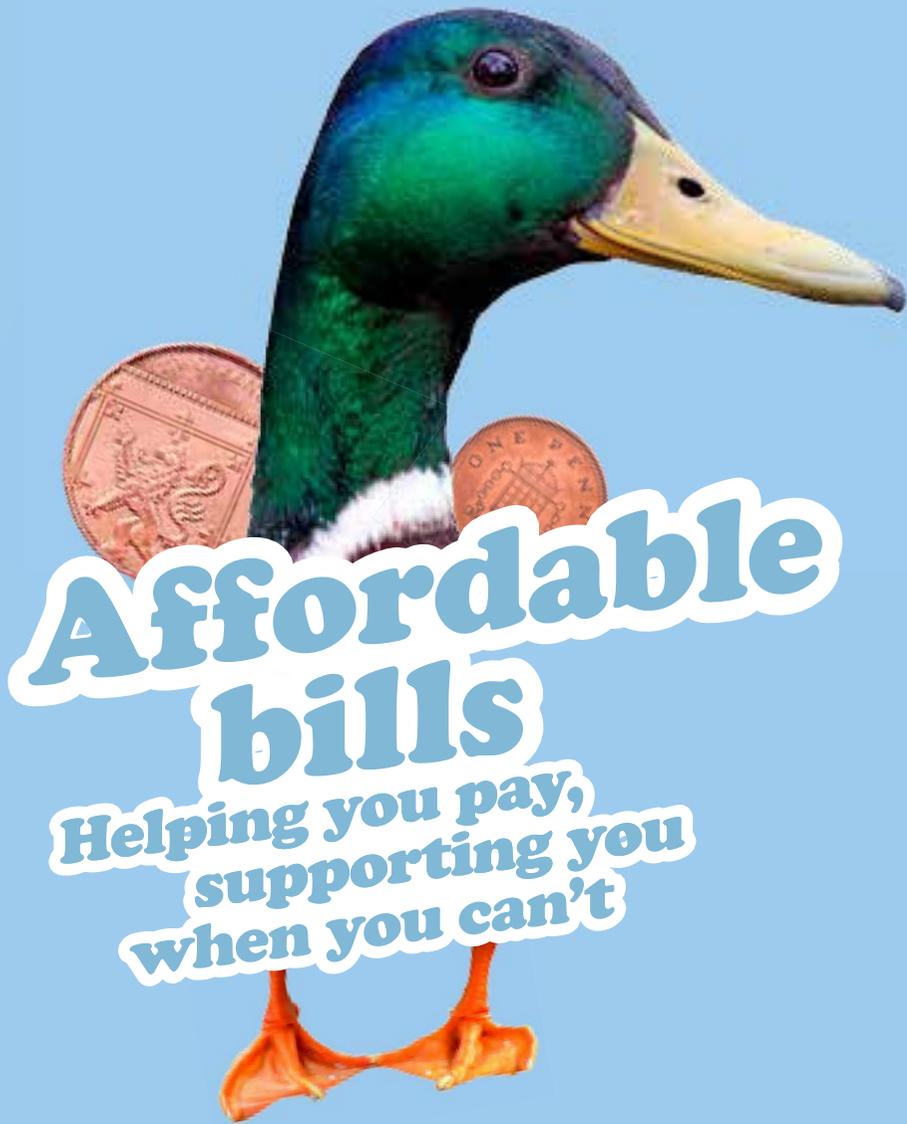
Customer satisfaction

93% of our customers were satisfied with our water services and 91% were satisfied with our waste water services.



Reduction in service commitment failures

We've worked hard to meet all our guaranteed standards of services and reduced how often this impacted you.



Affordable bills

Helping you pay, supporting you when you can't

Although our bills are some of the lowest in the country, we understand that many customers struggle to pay. We operate a range of schemes to help those who genuinely cannot afford to pay their bills.



Helping customers with their bills

We've been able to help more customers than we had planned with 26,902 being supported by our schemes.



Cost to customers of others not paying their bills

2.94%

This is about £11 a year on the average bill.



Customers who thought we were value for money

79% of household customers are satisfied with the value for money we provide on our water services. It is 82% for our waste water services.



We're up for the challenge

Tightening standards

Regulations on delivering our water and waste water services will continue to tighten and we must be able to respond positively and pro-actively.

Performance Levels

Temperature changes, increased rainfall and rising sea levels will directly affect our business and the way we run it.



Population

As our population continues to grow, this will have a significant effect on the demand for water and our ability to deliver it.



Upper Nidderdale Case Study



The Upper Nidderdale area is home to a wide variety of nationally and internationally important habitats and species. However, it is undergoing a long-term decline and, as a response, many organisations including Yorkshire Water have come together to form the Landscape Partnership. We provide funding to support and restore the area's cultural heritage and habitats. This is one of the 5 solutions we delivered last year in partnership with others - this is a priority for us and helps deliver more benefits for our customers.

The Big Dig at Lodge Village



A two-week archaeological excavation involving over 40 volunteers uncovered physical evidence of Lodge's medieval origins.



'Beyond Nature'



We have several programmes in place to protect and improve our land to protect biodiversity. 'Beyond Nature' is a partnership approach to managing farm tenancies on our land, supporting agriculture as well as water quality, biodiversity and carbon storage.



Want to find out more?

Our Annual Performance Report provides more detailed information on the progress we are making in delivering our commitments to you.

Visit: www.yorkshirewater.com/ourperformance



Looking after our staff

We are proud to have achieved the maximum 5 stars in the Business in the Community index for corporate responsibility.

We became the first water company to achieve the National Equality Standard, which recognises good practice in the area of equality, diversity and inclusion.

This is important since we serve a wide-ranging and vibrant customer base within Yorkshire and we aim to employ colleagues who reflect this diversity.

Discover water

All water companies have their own set of performance commitments which have been developed to meet the needs and concerns of each company's customers. This can make it difficult to compare performance across different water companies. To recognise this, Discover Water (www.ddiscoverwater.co.uk) was launched in 2016 to bring the main information on water companies together in one place for customers.

The Discover Water website is a clear and simple source for trustworthy and factual information including how companies are performing against each other in certain areas.

Discover
Water.co.uk