

Welcome...

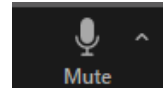


Housekeeping

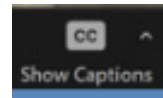
Helping the session run smoothly for everyone



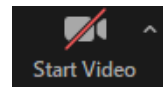
We are recording the meeting for note taking purposes. It will be deleted after the written record has been approved and published



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



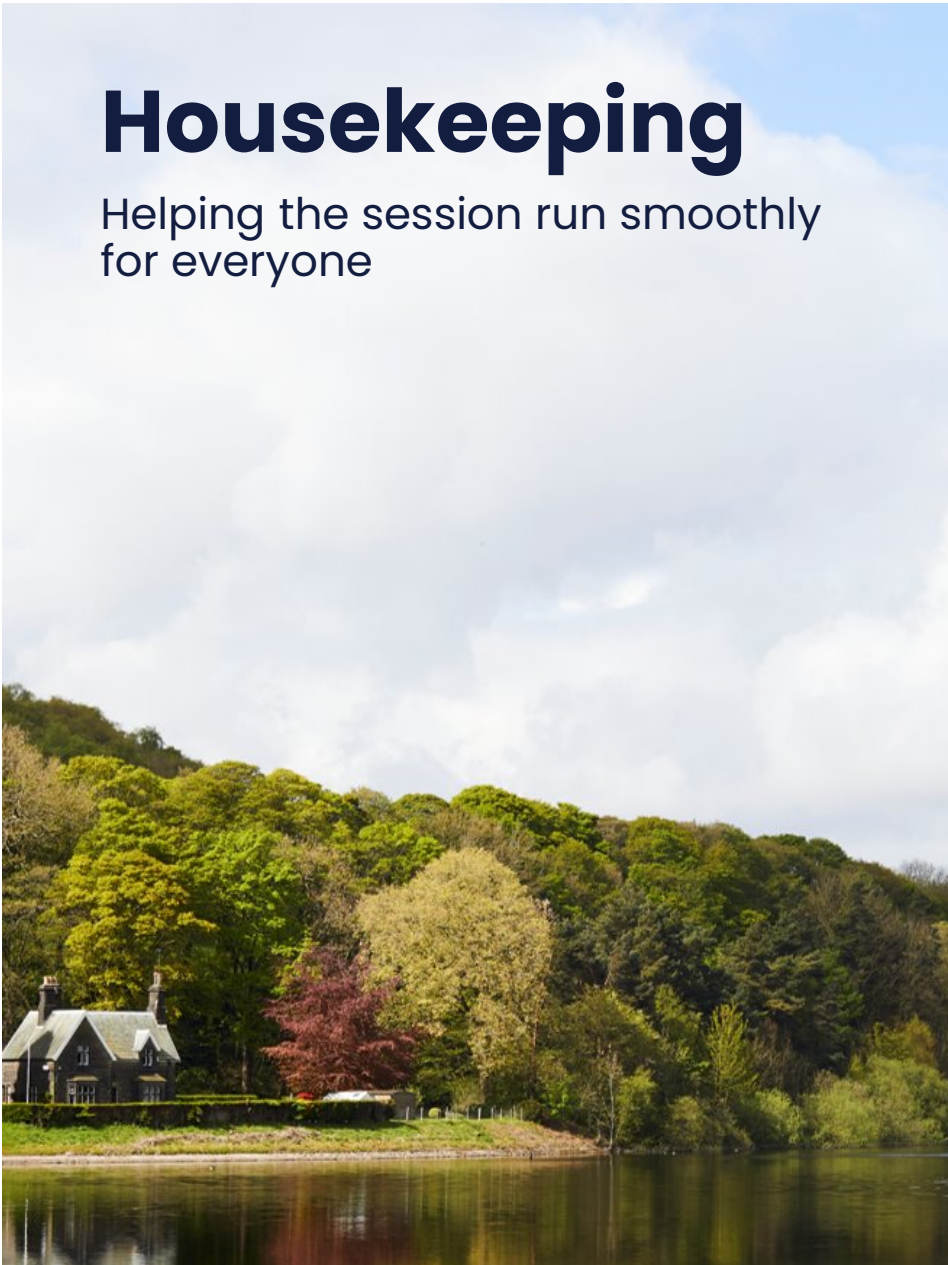
Auto captions are available, just click the icon in the toolbar



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



If you'd prefer to submit a question via email or if you have any technical issues and need support contact yourwateryoursay@yorkshirewater.co.uk

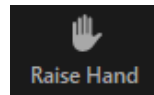




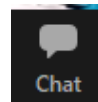
Using Zoom

Asking questions and getting involved

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

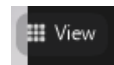


You can raise your hand using the button in Zoom to ask questions directly – you'll be invited to pose your question by the Chair



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

Questions will be taken in blocks relating to the meeting themes



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

What we'll cover this evening

6:00 pm: Welcome & meeting introduction

6:10 pm: Yorkshire Water's presentation on its plan for 2025 – 2030

- **Who we are.** Our region, our customers
- **The challenges.** And external factors
- **Where are we going?** Our long-term direction of travel and what's important to customers
- **What we plan to do.** Our draft five-year plan

6:25pm: Your opportunity to ask questions and comment on the plan

7:25pm: Chair summary and next steps

**please note timings are indicative and subject to change by Chair*



Timeline



We are here

Ofwat PR24 methodology finalised and shared

Your water, your say session 1. An opportunity for customers to share their views on the business plan

Business plan submission

Your water, your say session 2. Update on incorporation of customer views into the business plan

Business plan assessment and determination

**Dec
2022**

**June
2023**

**Oct
2023**

**Nov
2023**

2024

Engagement with statutory bodies and the public on business plan development



**Who will be
speaking
today?**

Our Chief Executive



Nicola Shaw



Our region, our customers

- **5.5m** residents
- **2.2m** households
- **1m** customers living with illness or disability
- **188,000** live in water poverty
- **240,000** business and non-household customers
- **1bn** litres collected, treated and returned every day
- **53,000km** sewers
- **32,000km** waterpipes
- **671** water and treatment works
- **608** wastewater treatment works



The challenges



Our challenges in the last 5 years

- Covid, inflation rates and drought have delayed our work

Environmental considerations:

- Climate change, government targets & regulatory requirements

Economic considerations:

- Recession, inflation, interest rates, cost of living crisis

Customer considerations:

- Public opinion, attitudes & perceptions, increasing customer expectations

Our long-term direction

A thriving Yorkshire: right for our customers, right for the environment

- Secure, safe clean water supplies
- First-class customer service
- Bills everyone can afford
- Modern & sustainable infrastructure
- Net zero carbon emissions
- Looking after our natural environment

What customers say is important for the next five years:



Continuous supply of water that's safe to drink



Affordable bills



Long-term investment in environmental improvements



Preventing sewer incidents

The plan:

Our future investments

Better assets & services £4.1bn

Maintain high quality
drinking water & security of
supply
£672m

Protect and improve our
natural environment
£1.8bn

Easy and reliable customer
service
£405m

Total: £6.98bn



We are investing £4.1bn in our infrastructure to improve our asset health including sewers and water mains



Storm water storage at
Ilkley



Growth scheme at
Catterick

The plan:

Our future investments

Better assets & services
£4.1bn

Maintain high quality
drinking water & security
of supply
£672m

Protect and improve our
natural environment
£1.8bn

Easy and reliable customer
service
£405m

Total: £6.98bn



We are investing £672m to continue to provide you with high-quality drinking water and securing our future water supplies



Rivelin Valley Reservoir
sampling



Pro-active leak
detection

The plan:

Our future investments

Better assets & services
£4.1bn

Maintain high quality
drinking water & security
of supply
£672m

**Protect and improve our
natural environment
£1.8bn**

Easy and reliable customer
service
£405m

Total: £6.98bn



We are investing **£1.8bn** to reduce the number of **storm overflows**, improve our **river health** and better manage our **land**



Combined Sewer
Overflow in
Rivadale



Fish pass on the River Don

The plan:

Our future investments

Better assets & services
£4.1bn

Maintain high quality
drinking water & security
of supply
£672m

Protect and improve our
natural environment
£1.8bn

**Easy and reliable customer
service
£405m**

Total: £6.98bn



We are investing £405m on **easy and reliable customer service**



A proactive service



Improved online
experience

A service that is affordable and meets specific needs



Improve and extend our social tariff scheme 'Water Support'

We will provide additional financial support and double the number of people that we support



Maintain our existing successful schemes

We will help more customers in debt and move people who may benefit onto meters



Support customers in vulnerable circumstances

We will promote, simplify and extend the priority service register and ensure alternative water supplies are made available where needed

Bill impact

Customers struggling to pay will be supported through a range of initiatives including:

- Water support
- Debt repayment plans
- Installation of water meters

Today

Your average bill is
£447 per year



2025-2030

Average predicted bill
will be

£525 per year*

Extra £78 per year



*Based on today's prices

Your questions and comments



Nicola Shaw
Chief Executive



Neil Dewis
Director of Water



Ben Roche
**Director of
Wastewater**



Chris Offer
**Director of
Strategy & Regulation**