
Appendix

YKY15_ Summary of our 'Your water, your say' event



YorkshireWater

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1. Summary of our ‘Your Water, Your Say’ event

Yorkshire Water’s first YWYS event was held on the 7th of June. The session was designed to enable people to hear about Yorkshire Water’s proposed draft business plan for Asset Management Period 8 (AMP8, 2025 to 2030), put questions directly to the company’s Chief Executive and other senior directors, and highlight the issues they would like Yorkshire Water to focus on in the future.

A total of 73 questions were either responded to during the event or submitted immediately afterwards. These were generally related to the business plan; however, it was noted that event participants also wanted to challenge the panel around executive bonuses and shareholder profits, and how they align to the company performance. They were keen to see more action on water conservation and tackling pollution.

You can visit our dedicated Yorkshire Water web page for a full transcript of the session and Q&A.

 [Read more about this at www.yorkshirewater.com/about-us/your-water-your-say/](https://www.yorkshirewater.com/about-us/your-water-your-say/)

The table below summarises the key themes of the questions that were posed by the event participants:

1.1 Summary of key themes from Your Water, Your Say

Key themes	Sub-themes
Affordability	Cost of Living
Business plan investment	Breakdown of future investment Performance
Performance	Climate Change Bill Impact Communication Customer Service Service disruption Smart metering
Climate Change	Dividends & Executive Pay Efficiency savings Financial model - funding
Bill Impact	Access to open water
Communication	Nature conservation Partnerships
Customer Service	Sewage overflow Partnerships
Service disruption	Future water supply Water usage

Water Quality & Pollution	Pollution incidents Sewage overflows Nature-based solution Partnerships Performance
Financial Model	Cost of Living

The chart below illustrates the distribution of those questions, indicating which topics were most important to the audience:

Question distribution across the high-level themes

