

Your Yorkshire Water, Your Say: event report

November 2024



YorkshireWater



Contents

1	Introduction: Report of the Your Yorkshire Water, Your Say event.....	3
2	Independent Chair introduction.....	4
3	Yorkshire Water presentation.....	4
4	Event questions and answers	4
5	Clean water Q&A.....	5
6	Wastewater Q&A	7
7	Bills and affordability Q&A	122
8	Company Q&A.....	144
9	Independent Chair closing.....	15
10	Outstanding questions not answered in the meeting.....	16

1 Introduction:

Report of the Your Yorkshire Water, Your Say event

The Your Yorkshire, Water Your Say was held on Zoom on 14th November 2024, 6.00–7.30pm. It was chaired by Ali Sims from DJS Research.

Yorkshire Water were represented by:



Nicola Shaw CBE
Chief Executive
Officer



Ben Roche
Director of
Wastewater



Dave Kaye
Director of
Clean Water



Imran Patel
Director of
Customer
Experience

A total of 214 customers signed up to attend the evening and a total of 39 customers joined the session online on the night. Customers cited the reason for non-attendance on the night was a range of factors from they simply forgot to life interferences.

While questions were invited in advance, additional questions were received during the session either via a chat function, Q&A box or the opportunity to ask live questions. This document provides a thematic response to the questions received. Where questions are 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 that was 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 she had been appointed by Yorkshire Water to act as the independent chair for the Your Yorkshire Water, Your Say (YYWYS) session. The Chair explained the purpose of 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 for customers to pose questions related to Yorkshire Water and the issues which were important to them.

The Chair reassured the audience that each and every single question that has been submitted either in advance, during or very shortly after the online session will get an answer from Yorkshire Water and will go into the official record of the meeting.

3 Yorkshire Water presentation

Nicola Shaw, CEO of Yorkshire Water, opened the session by emphasising Yorkshire Water's mission: to provide clean, wholesome water and effective wastewater treatment to ensure a Thriving Yorkshire. She explained that the company is committed to serving customers, protecting the environment, and ensuring a resilient future. The presentation that was provided 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 covering the following areas:

- **Clean Water services:** Dave Kaye handled queries related to water quality, pressure, interruptions, leaks, lead pipes, repairs, consumption, and supply.
- **Wastewater services:** Ben Roche addressed topics concerning sewage, pollution, and the environment.
- **Bills and affordability:** Imran Patel responded to questions on billing, affordability, and services for customers with additional needs or financial challenges.
- **Corporate matters:** Nicola Shaw covered ownership, structure, profits, dividends, pay, and bonuses.

Customers were invited to submit questions in advance of the event, or during the event using the chat function Q&A box, or by raising their hand.

5 Clean water Q&A

How are you monitoring water quality?

We have several mechanisms in place to monitor water quality across our treatment works and network. We take thousands of samples daily in Yorkshire to check for biological and chemical issues. With 32,000 kilometres of pipes, we sample older pipes and those with lead more frequently.

Yorkshire has three main types of water supply: reservoirs in the west, and a mix of rivers and boreholes in the east. Our complex grid network allows us to move water across the region if necessary, though we prefer not to, as water from reservoirs in the west tends to be softer than in the east. Over the past 10 years, water quality compliance has improved due to enhanced systems and processes at our treatment works. We've reduced discoloration, taste, and odour through flushing programs and mains renewals. The UK is one of only 10 countries where water is life-sustaining, and we're committed to providing our customers with safe, potable, and wholesome water.

What percent of leaks are running at the moment and what is your target to stop leaks?

We lose just under 20% of the water we produce, which is 1.3 billion litres a day. We're working hard to reduce this. This year, we'll achieve a 15% reduction. Since privatisation, we've reduced leakage by 50%, and our target for the next 5 years is a further 12.2% reduction, bringing the total to 27.2% over 10 years.

In the next 5 years, we plan to replace 1,000 kilometres of pipes and install 1.3 million smart meters across Yorkshire. We've also implemented the Calm network, with 1,000 smart pressure meters and 30,000 acoustic loggers across our distribution network. This has allowed us to reduce water pressure in pipes from 52 metres to 44 metres, which reduces the chance of bursts.

We have 250 leakage inspectors on the ground, using the data from the loggers and smart meters to identify and respond to issues quickly. We've divided our network into distribution management areas (water postcodes), which helps us pinpoint leaks within 50 metres and address them faster.

Do you use asbestos-based water pipe and if so why and are these safe?

Yes, we have about 2,000 kilometres of asbestos cement mains. They are safe, as we follow all Drinking Water Inspectorate guidance. Studies by the Drinking Water Inspectorate and the World Health Organisation show no health risks from asbestos

cement mains. These pipes are part of our mains renewals plan, but they are perfectly safe.

The tap water in Morley has had a very bad strong smell for quite a while, is this the result of chemicals being added to kill something new in the network?

No, we don't add any chemicals to try and mask anything. If we come up with a water quality issue, we will take supply out and redirect supply from somewhere else, and make sure that people are always getting potable, wholesome water.

6 Wastewater Q&A

Are Yorkshire Water sewage discharge data publicly available? If so, where? And is Yorkshire Water prepared to make such data available to customers within the annual bill?

Yes, storm overflow discharge data is publicly available in near real time through a map on our website, updated within an hour of a discharge. We also publish monthly data on each storm overflow's activity, including the number and duration of discharges. Annually, we provide a return to the Environment Agency, summarising the year's storm overflow performance, including average spill numbers and total discharge durations. This data is available on our website.

While our annual return is typically completed in March, we could explore including this data with the annual bill if customers would find it useful. E-billing options would allow us to provide real-time updates directly to customers.

What are the plans for sewage treatment in Nidd Valley? Specifically for people swimming and animals swimming. I've lived here 20 years, and I perceive that the water quality's definitely gone down. When the water level is low there's a lot of white sediment on the stones and things and I'm very reluctant to get in the water these days.

The Nidd Valley has been assessed by the Environment Agency as needing improvements in phosphorus levels, which we are addressing. Phosphorus comes from domestic cleaning products and food production and can affect aquatic life. Storm overflows are not a major contributor to the water quality issue in the Nidd.

We have already invested in phosphorus removal at three treatment works on the Nidd and its tributaries, including at Spofforth, Shaw Mills, and Killinghall. Over the next five years, we'll continue to improve phosphorus removal at Knaresborough and works in the north of Harrogate, aiming for a 68% reduction in phosphorus levels by 2030.

While storm overflow improvements are not required for ecological health, we are still investing significantly in reducing their impact. We plan to improve 7 storm overflows upstream, increase storage at wastewater treatment works, and further enhance the quality of treated effluent. These improvements are focused on ensuring better water quality in the bathing water section of the Nidd, though they may not solve all water quality issues in the valley.

Do you really think a 5 and 10-Year Plan is flexible enough, in this day and age, to supply water to us?

Our investment plans, approved in 2019, now seem a bit outdated given what's happened since, such as the shift in priorities post-Covid. Initially, our focus was on phosphorus removal, but now we're addressing storm overflows more extensively based on customer feedback.

However, we know new issues may arise, and we've advocated for "uncertainty mechanisms" in regulation, so we can respond to new challenges. This flexibility is common in other sectors, but not in water, so we've pushed for change.

For example, we've added a £180 million program for storm overflow improvements, including work at Ilkley, which wasn't part of the original plan. The government's recent review of water sector regulation will likely address this. We believe customers should have more influence in real-time, but we also acknowledge that changes take time. Although we're working to improve flexibility, it's important to maintain long-term investments in reliable, high-quality infrastructure.

What about solid waste that is spread on fields and contains microplastics and heavy metals?

In Yorkshire, we manage 53,000 km of sewers, 650 treatment works, and 2,190 storm overflows, but biosolids (a byproduct of wastewater treatment) often go unnoticed. Biosolids recycling, which represents 5% of organic matter recycled to agriculture in the UK, is a process we rely on. However, only about 2% of UK agricultural land receives biosolids. Biosolids are treated using anaerobic digestion, a process similar to fermentation. This removes harmful waste and results in a fertiliser alternative with significantly reduced pathogens. Conventional systems remove 99% of pathogens, while enhanced systems remove 99.999%. Conventional biosolids can only be used on feed crops or grassland, while the enhanced version can be used on vegetable crops, but only after a 10-month harvest interval.

Biosolids are recognised by both UK and EU governments as the best environmental option, providing valuable nitrogen and phosphorus while reducing reliance on carbon-intensive fertilisers. They contribute £80 million in nutrient value to UK agriculture annually, improve soil health, and increase crop yields.

There are concerns about the spread of biosolids during wet months due to potential nutrient leaching into rivers. However, spreading is heavily regulated and only allowed under specific conditions. There are also concerns about micropollutants, but further research is needed.

Currently, there are no immediate plans to change the approach, though alternative methods like landfilling or incineration are not environmentally sensitive. Therefore, biosolid recycling remains the most viable option for now.

I appreciate you test the water within your pipe network but do you test any water in Yorkshires rivers?

We test our treated effluent before it enters rivers, and if there's a pollution incident, we test the point of entry, as well as upstream and downstream, mainly for ammonia concentrations to assess the impact. However, over the next 5 years, we'll invest nearly £100 million in river water quality monitoring, focusing on key storm overflow locations across Yorkshire. This will measure ammonia, temperature, pH, and turbidity to better understand the long-term impact of our discharges. This will be a significant improvement in how we monitor and assess river water quality.

My question relates to Yorkshire Water's role in the planning process, and I hope a specific example can help clarify my concerns. I'm part of the Stop Your Pollution Action Group and have been looking into the Leyburn Sewage Treatment Plant, which overflowed 194 times last year, discharging for 3,100 hours. Despite this, when an application for 127 new houses on the edge of Leyburn was submitted, Yorkshire Water did not object to the development, even though it would add to the load on the same CSO (Combined Sewer Overflow). Could you explain why Yorkshire Water doesn't take a firmer stance in such situations, either by objecting to the application, insisting on alternative closed systems for the new development, or ensuring some other measures are in place to manage the additional waste? Why proceed with allowing further strain on an already pressured system?

Yorkshire Water isn't a statutory consultee in the planning process, so we don't have the power to block developments. For large-scale projects, we can plan ahead to ensure our network can handle the additional load, but often construction outpaces the infrastructure updates. For example, in Harrogate, 5,000 homes are being developed, but the infrastructure needed is lagging behind.

In smaller developments, it's harder to predict impacts, especially with changes like private driveways converting lawns into surface water runoff. We monitor dry weather flow performance to assess capacity, not just spill data. While Leyburn had too many discharges last year, mainly due to heavy rainfall, we're prioritising it for improvements to reduce discharges. We've also invested £180 million in tackling high-spill sites, including Leyburn. New developments typically don't use combined sewer overflows; they have separate systems for sewage and stormwater, which are easier

to predict and manage. Therefore, we don't always object, but we're addressing potential issues in Leyburn.

Some great stuff about our wastewater treatment works. Yet 45% are in breach of regulations. What's being done about this? I live in Ascon, between Dunkster and Pontefract.

The 45% figure likely refers to a draft penalty notice from Ofwat for Yorkshire Water, Thames Water, and Northumbrian Water. We've taken this very seriously and have worked with the Environment Agency to address peak flow issues at our wastewater treatment works.

The investigation has shifted to storm overflow performance, and while we recognize some of Ofwat's concerns, we believe parts of it relate to future regulations rather than past ones. We've already made significant improvements, and last year our discharge permit compliance performance was industry-leading. However, we acknowledge there's more to be done.

We're continuing to invest in our wastewater treatment works. For example, at South Elmsall, we're making a major investment to improve storm overflow capacity and meet stricter phosphorus limits. This approach is being applied across 80 treatment works in this 5-year period, demonstrating our commitment to improving discharge quality.

I live in Wetherby, and we do have bathing water status. I would like to know when they're going to stop discharging sewage into the river to improve our water quality?

Wetherby, like other parts of the Wharfe, has been designated as a bathing water, and we are investing in the next 5 years to ensure that our assets and infrastructure contribute to improving water quality. However, it's important to recognize that we are only part of the solution. Other factors and stakeholders must also contribute.

Even with our significant storm overflow reduction plans, there will still be occasions when discharges are necessary. For example, extreme rainfall events like those recently seen in Valencia—where an entire year's worth of rain fell in a single day—can overwhelm any infrastructure. In such cases, to protect lives and property, discharges into watercourses are required. While these extreme events should be rare, our ongoing improvements will significantly reduce the frequency of sewage discharges into rivers. However, very heavy rainfall events will occasionally still lead to necessary discharges.

I think the treatment works [in Wetherby] are totally overloaded most of the time and we're going to have 900 new properties built. When Yorkshire Water was asked by the planning people what they thought about it, it was given the okay. And we're all very concerned that when these 900 houses are built, we're still going to have overflow discharges.

When we deliver our improvements to our infrastructure in Wetherby, we should be taking the long-term view in terms of being able to handle the capacity growth that's forecast for Wetherby. We should be designing so that we can cater for all that potential development that's outlined by the local authority in those strategic development plans.

7 Bills and affordability Q&A

Are there any plans to get non-metered customers onto meters?

We see roughly about 20,000 customers a year moving from what we call an unmeasured status to a measured status, which is basically where they have a meter put in place. And we find it's a great thing that customers do, because it allows you to be able to be a bit more water conscious, but especially for the right homes, it allows bills to also be reduced as well.

Do you plan to introduce smart meters to help consumers understand and manage use?

Yorkshire Water plans to introduce 1.3 million smart meters over the next five years, covering roughly 60% of the region's 2.3 million homes. These meters, similar to those in the energy sector, will allow customers to monitor their water consumption in near real-time. This technology benefits both the company and consumers. For us, it enables quicker detection of any leakage issues or unusual usage patterns. For customers, it provides better insight into their water usage, often leading to savings. On average, we see around 20,000 customers switching to metered billing each year, and if their bills end up being higher than expected, they can revert to unmeasured billing within two years. As we roll out the smart meters, we will start with our metered customers, and provide more details through our website and other communications. This initiative will give customers greater control over their water consumption.

Yorkshire Water says save water, what about offering discounted water butts?

We've got a range of different affordability options that we are putting in place. And they range from financial support, we've got social tariffs; specifically on water butts there is some information on our website, but you can contact us directly as well if you need some more information on that. We are definitely acknowledging the fact that are needing to increase bills as we go into the next 5-year period, but we're also super keen to make sure that we can help as many customers as possible. If customers are facing, whether from low-income families or have got affordability issues, then we're here to help. We want to increase the level of help and support that we can offer customers in the region.

I'd like to start on a positive note—I've recently had a helpful experience with Yorkshire Water, which I really appreciated. However, my question stems from some ongoing issues I've encountered. Customer service is very important to me, and while I understand the effort to improve performance from "lagging" to

“average,” as mentioned earlier, I find that phrasing unhelpful. On my end, I’ve had Yorkshire Water teams conduct multiple tests over a six-week period for water entering my cellar, but the tests are always the same, focusing on ammonia levels, even after I explained that these tests had already been done.

The process has also been complicated by the division of responsibilities across drainage, clean water, and surface water teams. When I contacted customer services, even they described the situation as “complicated.” This leads to my main question: I’ve had Yorkshire Water investigate some leaking pipes, but there’s confusion about which assets belong to Yorkshire Water and which are managed by the local authority. I was told that part of the issue is a lack of map coverage for my area, and that updated electronic maps will only be available in early 2025.

Given that we’re in 2024, I’m surprised such information isn’t already accessible. Historically, this issue has persisted for decades, but I’ve only been in the property for three months. Is there a clear, definitive resource that shows who adopts which assets—Yorkshire Water or the local authority? Without this clarity, nothing is being resolved, and my cellar continues to fill with water.

Our strategy is clear: we want to get things right for customers. We’ve been setting up localised geographical teams to personalise our services and tackle issues more effectively. This way, we can understand local problems better and work together across customer service and field teams. We started this roll-out a few months ago, and by mid-next year, it should be fully completed, with improvements seen in wastewater services first.

Regarding the mapping issue, we are modernising our systems to provide real-time access to network maps, allowing our technicians to update them as needed. We’re also equipping our teams with the best technology to support customers more efficiently. We’re working to simplify processes and make sure that, despite having multiple teams involved, the service is seamless and easier for you to navigate. Ultimately, we aim to resolve your issues and provide better support going forward.

8 Company Q&A

What plans does Yorkshire Water have to introduce more "blue spaces" in towns and cities? These are natural or man-made water environments—like canals, ponds, or fountains—designed to provide mental health and physical wellbeing benefits, support biodiversity, and contribute to climate regulation. Such spaces are intentionally maintained to serve these purposes in urban areas.

Yorkshire Water is introducing nature-based solutions to enhance urban spaces and address stormwater management. For example, in Leeds, we are creating a park on Farnley Ring Road, which will benefit local residents. Similar projects are underway in Sheffield and Hull. We work closely with City Councils to ensure proper long-term maintenance of these spaces once they are completed.

As part of our 5-year plan, we aim for 20% of our storm overflow solutions to include nature-based elements. This approach not only addresses infrastructure needs but also provides wider societal benefits, such as supporting mental health, biodiversity, and climate regulation, moving away from traditional engineering solutions.

Why should customers pay for infrastructure improvements and repairs? Surely this should come out of company profits and shareholder dividends as well as bosses' bonuses. They should not be rewarded for failure to maintain the system in previous years and decades.

The income for water companies primarily comes from customer payments, which are used to ensure that services like those discussed today are delivered. In the past, regulations focused on keeping bills low because the quality of assets was relatively good, allowing for maintenance with minimal investment. Over time, however, the assets now require more extensive maintenance and renewal to remain functional for the next 100 years. Additionally, the system is expected to do more than it once did, such as eliminating discharges into rivers, which requires further investment.

While customers fund the majority of infrastructure improvements, shareholders also contribute. For example, in the last five years, shareholders have directly funded around £100 million of a £180 million program. They've also supported projects like the tunnel at Ilkley and contributed to efforts helping customers who struggle with paying bills. So, while customers primarily fund improvements, shareholders recognise their role in supporting long-term investment and contribute directly to these efforts as well.

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. Attendees were reminded that they could submit additional questions until 5.00pm. on Monday, 18 November, via the email address provided: yourwateryoursay@yorkshirewater.co.uk.

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 days. A link to the record would be emailed to all attendees.

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
Waste Water	How do you plan to stop sewerage entering our rivers?	<p>In Yorkshire, part of our sewer system is combined which means it takes wastewater from homes and businesses as well as surface water from rooves and highways. Overflows are designed into the sewer system so when the network is full, they act as a relief valve.</p> <p>This ensures that the wastewater doesn't back up into peoples' houses or to the street. In Yorkshire we have over 650 wastewater treatment works – and all of these have sewers connected to them that have discharge points. We completely understand the continued interest in the health of Yorkshire's rivers and that's why we're investing £180million before April 2025 to reduce discharges in the short-term. Longer-term, we've submitted plans, which are subject to Ofwat approval, which includes more than £1.4bn to reduce the use of storm overflows.</p>
Waste Water	What is being done about the sewage waste in our area?	<p>We've listened to our customers and know what their priorities are and what they expect of us. Our plan for 2025-2030 is the first part of a long-term 25-year strategy to deliver improvements. We've asked Ofwat for the go ahead to invest over £1.4 billion to reduce the number of times storm overflows operate in our region.</p>
Waste Water	Plans for sewage treatment in Nidd Valley?	<p>We've been busy investing £19m at Killinghall wastewater treatment works to help improve water quality in the river Nidd by removing Phosphorus from treated wastewater.</p> <p>This is part of our commitment to improve river water quality and the investment into the treatment works, based off Crag Hill Lane is expected to run until Spring 2026.</p> <p>An aerated rush bed is being created, which will be a 800m2 natural solution for treating wastewater flows when there are storms. It's the first-time rush beds are being used at a Yorkshire Water site, and the specially grown rushes will remove elements of wastewater that would be classed as harmful to the wildlife in the River Nidd.</p> <p>The aerated rush bed will also help Yorkshire Water reach its Water Industry National Environment Programme (WINEP) target, to reduce the levels of Phosphorus entering Yorkshire's rivers and seas from Yorkshire Water treatment works by 56% by 2025. Phosphorus is a normal part of domestic sewage, entering the sewer system via showers and washing machines</p>

		<p>due to products such as shampoo and detergent. It can also wash off from fields after the use of fertilisers and be dissolved from soil, which can be difficult to control. While a small amount of Phosphorus is harmless and is an essential part of many ecosystems, it can become damaging to human and animal life when unmanaged.</p>
Waste Water	What are you doing about the stopping of dumping sewage?	<p>Building more capacity in the system is one of the options we're looking at – In Ilkley we've constructed a new sewer in the town to reduce the discharges into the river Wharfe.</p> <p>However, in some areas stopping rainwater getting into our sewers is a more sustainable option but that means we need to find another place for the rainwater to flow to. Before April 2025, we're investing £180million to reduce discharges and our teams are looking at a range of options to help deliver this.</p>
Waste Water	Are YW sewage discharge data publicly available? If so, where?	<p>We have a live map on our website:</p> <p>https://www.yorkshirewater.com/environment/storm-overflows/live-map/</p>
Waste Water	What's the amount of sewage being pumped into waterways?	<p>We have a live map on our website:</p> <p>https://www.yorkshirewater.com/environment/storm-overflows/live-map/</p> <p>We also update our data reports on a monthly basis here: https://www.yorkshirewater.com/environment/storm-overflows/event-duration-monitoring/</p> <p>We experienced a very wet 2023, with the highest level of rainfall since 2013 and the second half of the year was one of the wettest on record. We had 11 named storms in the region as well as a very wet summer and prolonged heavy rainfall towards the end of the year which meant groundwater levels were elevated and there was infiltration into our sewer network. All this rainfall ultimately means that our storm overflows discharged more this year than we would've liked. Overflows operate during prolonged or heavy rainfall and the multiple storms in close succession lead to an increase in discharges as excess flows held in storm tanks can't be treated before the next rainfall event.</p> <p>We've been working really hard to reduce discharges from our storm overflows. Our modelling indicates investment in our network and changes to our operations since 2021 equate to an</p>

		<p>improvement of 12,980 discharges when normalised against rainfall – so we know we’re heading in the right direction but there’s more to do. All of our storm overflows are now monitored, and we’re making headway with our £180million programme to reduce discharges from some of the most frequently operating overflows. This work is due to finish by April 2025, and then we’ll be working on our extensive programme of work between 2025 and 2030 to reduce discharges even further.</p>
<p>Waste Water</p>	<p>Plans for sewerage pipes in rural areas?</p>	<p>We’re planning to invest over £1.40 billion in the next 5 years to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire. 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency. The plan is targeting overflows that discharge the most often or for the most time over the next 2 years but work will be carried out across the region over the 5 year period. It includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality.</p>
<p>Waste Water</p>	<p>Why does YW state their treatment plants have capacity for new house builds when they do not?</p>	<p>We are not a statutory consultee for any developments, except for the Local Plan’s local councils design, and so we are not always aware of planned developments.</p> <p>However, we have a team of colleagues who review planning applications when we are made aware of them. If necessary, they will assess whether the network is likely to be able to cope with the expected increased flows and we will offer comments if it is deemed necessary.</p> <p>We also work with developers to separate the surface water that buildings produce (i.e. rain water that runs off roofs etc) and we will only accept surface water where all other options have been exhausted, if the Local Authority grant planning permission. We encourage all developers to manage surface water in a sustainable and environmentally friendly way, such as by using sustainable urban drainage solutions or by returning the rain back to the environment.</p> <p>We have a comprehensive and well-established long-term planning process for water resources that we review every five years. It considers our future risks (such as population growth, new development, climate change) and looks at a wide range of options for dealing with those risks. These include both</p>

		<p>supply options like transfers from other areas or new reservoirs, and demand options like helping customers to reduce the water that they use or focusing on reducing leakage. In most years, we have a surplus of water available and so we do not need to look at building new reservoirs.</p>
Waste Water	<p>How many times during the period 1/1/2024 to 30/9/2024 how many storm flow discharges were there from Wetherby Sewage works?</p>	<p>We closely monitor the usage of our storm overflows, our data on storm overflow usage is available on our website: https://www.yorkshirewater.com/environment/storm-overflows/event-duration-monitoring/</p>
Waste Water	<p>When will the trend of rising sewage spills start to reverse?</p>	<p>We've been working really hard to reduce discharges from our storm overflows. Our modelling indicates investment in our network and changes to our operations since 2021 equate to an improvement of 12,980 discharges when normalised against rainfall – so we know we're heading in the right direction but there's more to do. All of our storm overflows are now monitored, and we're making headway with our £180million programme to reduce discharges from some of the most frequently operating overflows. This work is due to finish by April 2025, and then we'll be working on our exciting programme of work between 2025 and 2030 to reduce discharges even further.</p>
Waste Water	<p>What is being done to upgrade the network to stop current (sewage) leaks plus increase capacity for the governments proposed housing explosion?</p>	<p>We've listened to our customers and know what their priorities are and what they expect of us. This plan is the first part of a long-term 25-year strategy to deliver improvements. We collect 1.3bn litres of raw water from the environment every day and collect and treat 1.7bn litres of wastewater from homes and businesses so our task is not an easy one but this plan signals the start of a longer-term journey to deliver a resilient, high-quality, world-class services that Yorkshire's customers expect. We're investing over £1.40 billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve around 460 storm overflows improving the overall health of rivers in Yorkshire - including some of our priority coastal overflows.</p>

<p>Waste Water</p>	<p>Sewage in our harbour (Staithe)</p>	<p>We're still finalising our plans for 2025 to 2030 and we'll know more about the investment we'll be making once we have the go-ahead from Ofwat. Unfortunately, as the bathing water at Staithe has been de-designated, it will not form part of our bathing water investment programme.</p>
<p>Waste Water</p>	<p>Modernisation of pumping stations</p>	<p>Our business plan for 2025-2030 includes £1.8bn of investment to maintain and improve wastewater collection and treatment which includes modernising pumping stations.</p>
<p>Waste Water</p>	<p>When will YW stop offloading sewage solids onto farms?</p>	<p>Recycling Biosolids to Agriculture is widely regarded as the best environmental option under the waste hierarchy.</p> <p>For this reason, the appropriate use of biosolids in agriculture is an important part of the government's strategy to ensure essential nutrients are recycled in a safe and sustainable way.</p> <p>Our recycling is audited by the Environment Agency on an annual basis giving us confidence that we comply with relevant regulations.</p> <p>We are also members of the Biosolids Assurance Scheme and are externally audited on their standards every year. Complying with this standard is one of our Performance Commitments that we made to our customers, and we are pleased to be able to say we have continued to meet these high standards.</p> <p>The alternatives to recycling to agriculture are expensive and have environmental risks. The carbon footprint, loss of nutrients for recycling, and air emissions all need to be considered. We are working with our regulators to better understand the science around these risks. This will inform our strategy as knowledge is developed.</p>
<p>Waste Water</p>	<p>Tadcaster Street drain mostly are blocked causing excess water on the roads</p>	<p>Thank you for raising this with us. There often a number of reasons why street drains may not be working effectively, such as blockages caused by falling leaves or things put down drains that shouldn't have been. If you're able to provide a more specific location we can certainly look into what might be causing this.</p>

<p>Waste Water</p>	<p>How many overflows resulting dry spills have been identified and rectified in past year?</p>	<p>We've been working with our regulators and other water companies to define the criteria for Dry Day spills, this criteria is to identify sites that trigger for further investigation to understand the individual circumstances for each event. These circumstances can vary from sites with large reaching drainage networks with long transit times or high groundwater levels causing sewer inundation, both of these result in heavily diluted discharges. We did see large numbers in our first quarter this year with prolonged rainfall causing saturated ground and high ground water levels. This has reduced significantly throughout the year as conditions changed.</p> <p>Between January and March, we saw 1109 triggering sites, April to June we saw 303 and between July and September we had 62. At the start of the year, groundwater levels were exceptionally high and impacting our network.</p> <p>We are not seeing repeating instances of sites been overloaded during dry periods and we are working to understand how we can manage our network to improve storage and balancing of flows.</p>
<p>Waste Water</p>	<p>Repairs to sewers outside property</p>	<p>We'd be happy to help you with your query around sewer repairs outside your property. Please feel free to get in touch with us and provide the location of the repair works and we can endeavour to help with any queries you may have.</p> <p>You can contact us on: yourwateryoursay@yorkshirewater.co.uk</p>
<p>Waste Water</p>	<p>Why are your sewage works such a mess, full of old falling down buildings?</p>	<p>If you're referring to a particular site please let us know.</p>
<p>Waste Water</p>	<p>How often are drains dredged?</p>	<p>We don't typically dredge drains but instead use jetting to clear drains when there is an issue. If your query is related to land drains (which are more likely to be dredged) then these are generally not our responsibility and it would fall to the riparian owner of the watercourse or EA / Inland Drainage Boards. If you mean public sewer then no, not ordinarily as they are designed to run at self-cleansing velocity. We do proactively run a programme of sweep jetting and desilting for any problematic sewers.</p>

<p>Waste Water</p>	<p>How will Yorkshire Water effectively manage and prevent discharges of sewage specific reference to nitrate phosphate levels</p>	<p>By April, we will have invested an additional £790million to reduce phosphorous in Yorkshire’s rivers. The presence of phosphorous in wastewater is normal as it’s a by-product of everyday household products and human waste, however, raised levels are harmful to ecosystems and wildlife. So it’s something that’s a priority for us to tackle.</p>
<p>Waste Water</p>	<p>Why are the drains on the roads not cleared of debris?</p>	<p>Road cleaning falls under the responsibilities and remit of individual local authorities.</p>
<p>Waste Water</p>	<p>Would it be possible to put nets at the end of sewerage pipes?</p>	<p>The majority of our overflows have screens on them to catch debris – others use settlement tanks to filter out the debris.</p>
<p>Waste Water</p>	<p>Why do drains smell when they are clear?</p>	<p>There may be many natural reasons why individual drains may have a smell, even when clear. By their very nature they are designed to carry waste and therefore there is likely to be some residue and as natural waste products decompose further into the system the smell can carry through pipes for quite some distance. Also, unfortunately we do find things put or flushed down drains that shouldn't be there such as fats, wipes and other items and these can also result in some issues when it comes to blockages or smells in the network.</p>
<p>Waste Water</p>	<p>What are you doing to stop flooding in our local area (Rotherham)?</p>	<p>We continue to work closely with our flood risk partners at Rotherham MBC and the EA to manage flood risk across the region. We have been working closely with Rotherham Council to identify opportunities to reduce flood risk as part of the 6 proposed flood alleviation schemes that they are seeking funding for.</p> <p>We are key partners in the ‘Connected By Water’ project alongside the other 5 South Yorkshire Lead Local Flood Authorities, SYMCA and Environment Agency.</p> <p>The Connected by Water Action Plan will tackle the climate emergency head on by combining the construction of flood walls and barriers with nature-based solutions. The plan looks at the whole of the South Yorkshire region and considers how</p>

		<p>water can be managed from the peaks to the sea. Local councils, the Environment Agency, Yorkshire Water and other organisations formed a partnership and work began on the action plan, which combines 144 actions and 100 projects with a total investment of £400 million to better protect over 17,000 homes, businesses and infrastructure across South Yorkshire.</p>
Waste Water	Why has no action been taken to stop the flooding on Ouchthorpe Lane?	<p>Unfortunately, the flooding on Ouchthorpe Lane is a complex issue to resolve. Please continue to report any flooding issues to us so we can investigate.</p>
Waste Water	What are you doing to stop flooding in area	<p>We're not sure which are you're referring to however here are some of our schemes below:</p> <p>We are key partners in the 'Connected By Water' project alongside the other 5 South Yorkshire Lead Local Flood Authorities, SYMCA and Environment Agency, and recently our colleague supported the recruitment process for this new team to be put together.</p> <p>We also have a number of exciting projects underway using blue green solutions to prevent flooding and provide sustainable urban drainage using nature based solutions, such as the creation of rush beds such as we're doing in Ilkley which includes investment in a new 4,000m² aerated rush bed within the grounds of Ilkley treatment works to more than double its wastewater treatment capacity. This also creates a great habitat for wildlife. Another example is our plans to invest £1.3m in Temple Normanton to reduce the number of storm overflows into Muster Brook, a tributary of the river Rother. This includes plans to install a perforated surface water sewer running through a sustainable drainage system (SuDS) – Hydroplanter, to slow the flow of water to the treatment works.</p> <p>If approved, it would use grass verges near Temple Normanton Junior Academy. This will reduce the flows entering the treatment works during periods of heavy or prolonged rainfall, reducing discharges of wastewater to Muster Brook. This plan would include us working closely with the local school to implement educational SuDS pods within the school grounds to slow the flow of rainfall even further. The company will install five planters to collect, clean, store and slowly releases rainwater run-off from the school buildings. On a smaller scale we have a number of projects working with local schools and communities across the region to plan bushes and plats to</p>

		<p>create attractive but also educational green spaces that they can enjoy which also help prevent surface water run-off. The Connected by Water Action Plan will tackle the climate emergency head on by combining the construction of flood walls and barriers with nature-based solutions. The plan looks at the whole of the South Yorkshire region and considers how water can be managed from the peaks to the sea. Local councils, the Environment Agency, Yorkshire Water and other organisations formed a partnership and work began on the action plan, which combines 144 actions and 100 projects with a total investment of £400 million to better protect over 17,000 homes, businesses and infrastructure across South Yorkshire.</p> <p>In East Yorkshire we have our Living With Water scheme. Living With Water is a partnership between Yorkshire Water, Hull City Council, East Riding of Yorkshire Council, the Environment Agency and the University of Hull – all of which play a role in managing water in Hull and the East Riding. Our investment for Hull and East Riding into sustainable drainage schemes aims to act as a blueprint for wider partnership work when it comes to flood resilience. Not only does this type of infrastructure help mitigate flood risk, it works closely with nature and communities to enhance the local area and showcase the way we can work together for the customer and the environment.</p>
<p>Waste Water</p>	<p>Do Yorkshire Water have a strategy to implement s101A free first-time provision of mains sewerage to small hamlets presently discharging their human sewage from Sewage Treatment Plants into small becks? How many s101A provisions did Yorkshire Water provide in 2023 and other recent years?</p>	<p>You can review our plans to implement and adhere to section 101A in our draft determination representation on page 36 here:</p> <p>https://www.yorkshirewater.com/media/kkfg5nxx/yky-pr24-ddr-04-cost-efficiency-part-3-enhancement-costs-wastewater-1.pdf</p>

<p>Clean Water</p>	<p>How fit or safe is Yorkshire Water for drinking due to the old pipes?</p>	<p>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. We collect over 500,000 water samples per year and achieve a 99.98% compliance with water quality standards as determined by our regulator the Drinking Water Inspectorate.</p> <p>Specifically on old pipes, whilst some pipes may be old, the water is sampled regularly to ensure it is safe to drink and if a problem arises we have processes in place to identify the root cause and resolve the issue.</p> <p>We are aiming to replace 1000KM of our 32,000KM of water pipes over the next 5 years.</p>
<p>Clean Water</p>	<p>Why has the quality of water seemed to have changed and doesn't feel as 'soft'?</p>	<p>We supply water from three primary sources across Yorkshire - reservoirs, rivers and boreholes. Generally speaking, water supplied from the upland sources and reservoirs is softer (is easier for you to get a lather with water and soap) in comparison to areas which are supplied from river or borehole sources. We have a grid system that means can move treated water around the region to where it is needed. This means your supply might occasionally change depending on the time of year and the water resource levels in the region.</p>
<p>Clean Water</p>	<p>Why is the tap water not as good as it used to be?</p>	<p>Water quality compliance has improved over the past ten years with the implementation of better controls, systems and processes at our water treatment works ensuring we supply some of the highest quality water in the world. In addition to this, over the last ten years we've been focusing on cleaning our refurbishing our network of pipes which has helped improve the quality of our water.</p>
<p>Clean Water</p>	<p>What % of leaks are running at the moment and what is your target to stop leaks?</p>	<p>Yorkshire Water has a target to reduce leakage by 15% from 2020-2025. Yorkshire Water has achieved its leakage reduction commitment every year since 2020 and is on track to achieve the full 15% reduction by 2025.</p> <p>We have committed to Ofwat to continue to reduce leakage in our business plan 2025-2030 and pending final determination we will have a target to reduce leakage by 27.2% by 2030.</p> <p>To support this ambition, we are planning to replace over 1,000KM of our 32,000KM of pipes over the next 5 year, and continue to invest in the best solutions and improve processes to quickly identify and resolve bursts.</p>

<p>Clean Water</p>	<p>What investments are taking place to improve the water infrastructure?</p>	<p>Our plan includes £3.1bn investment to deliver secure, safe clean water supplies:</p> <ul style="list-style-type: none"> • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality
<p>Clean Water</p>	<p>How much water are we losing through poor piping?</p>	<p>Yorkshire Water leaked 94.9bn litres in 23-24 which we know will be frustrating for customers to hear, however we are on track to achieve our 15% reduction in leakage by 2025. We've replaced 12,000 of our 30,000 acoustic loggers helping to improve incoming data and connectivity to more accurately pinpoint leak locations. We've installed over 1000 smart pressure valves to maintain pressure in our network reducing the rates of bursts and leaks we see.</p>
<p>Clean Water</p>	<p>Why do reported leaks take so long to be repaired?</p>	<p>We know it's not acceptable to be losing so much water, and we want you to know that we are doing everything we can to improve our performance. Our dedicated colleagues are working tirelessly in all weather conditions to locate and repair leaks as quickly as possible. We're continuously investing in new technologies, such as acoustic ears that listen out for leaks, helping us to find them faster, and with a team of over 250 leakage inspectors, we work hard to find the ones that no one can see before they become a problem. We really value customers reporting leaks to us, so if you do spot any leaks, please report them to us as soon as possible so we can get them fixed.</p> <p>Sometimes it can take us longer than we like to fix a leak. This can be down to a few reasons. Firstly, we prioritise the leaks we fix so we're tackling the bigger ones as quickly as possible. Another factor that could delay a leak being fixed quickly is if it is in a busy road as we'd need to liaise with the local highways department so we can schedule in the traffic management for the repair. Sometimes we may need to interrupt customers' supplies to do a repair, and we need to give everyone advanced notice if this is going to happen. Occasionally the</p>

		repairs can be really complicated and we need to order bespoke fittings which take a little time to be made and delivered. It's in our best interests to get leaks repaired as quickly as we can.
Clean Water	Improvement of water treatment	<p>Our plan includes £3.1bn investment to deliver secure, safe clean water supplies:</p> <ul style="list-style-type: none"> • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality
Clean Water	What research do we have on how best to preserve water in times of drought	<p>Resilience has long been a priority for us because we know the significant impacts that can result from disruption to public water and wastewater services.</p> <p>In the past, we have successfully managed a range of circumstances that have presented risks to our services. We have demonstrated our resilience to many periods of extreme hot, cold, dry and wet weather, and we have expanded our services to meet the demand of the growing population over recent decades.</p> <p>The resilience of Yorkshire's 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.</p> <p>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.</p> <p>In our resilience framework and report, which you can find on our website we provide a full overview of the resilience of each part of our business. We have scored the resilience of each business function over four timescales so you can see how we're doing today and the impact of our plans into the long term.</p>

<p>Clean Water</p>	<p>Do you use asbestos based water pipe and if so why/are these safe?</p>	<p>Asbestos cement mains are widely used in the water industry and advice from the World Health Organisation says there is no risk when the material is wet, and that there is no risk through drinking water delivered via asbestos cement mains.</p>
<p>Clean Water</p>	<p>Why are we trying to reduce our usage when you are not investing adequately?</p>	<p>We produce a Water Resources Management Plan every 5 years taking into account the most up to date information on the future risks to water supply. Our regulators (Environment Agency, Ofwat and Drinking Water Inspectorate) set the requirements for what we should include in our plans and provide us with guidelines to follow, within these requirements from our regulators are targets to reduce the per capita consumption, which is the amount of water used per person. This is because long term forecasts on water resilience shows a risk that we may not have sufficient supply to meet demand in the future, therefore we need to consider options for reducing demand and increasing supply. From the options we select a best value solution that will address the risks and be sustainable over the long-term.</p> <p>Our latest Water Resources Management Plan, has identified some significant risks to our future supply-demand balance. These risks include the impacts of climate change, population growth, reductions in supply to protect the environment and the loss of a water transfer we currently receive from a neighbouring water company. Our plan shows, if we do not take action, these risks could create a supply-demand deficit. Our plan to mitigate the deficit includes a twin track approach that will deliver demand reduction and increase our available water supply.</p>
<p>Clean Water</p>	<p>Why don't Yorkshire water respond with action to flooding and burst pipes prompt?</p>	<p>For any emergency clean water bursts, we aim to respond within 2 hours. For non-emergency, this would be within 48 hours of the issue being reported. Any repair work needed would then depend on many different aspects, size of the pipe, location (highway/non highway), depth of the fault, length of repair etc. Any emergency work will be prioritised and look to be resolved during the first visit.</p> <p>For any internal flooded properties, we aim to attend the same day and for any external flooding, it would be a 48hr response time from the time the incident was reported. For multiple properties or larger scale flooding, this would be prioritised as emergency and a 2hr response time. Again, repair times can vary but this is always taken in mind, and mitigation where possible would be put in place and prevent further flooding.</p>

<p>Clean Water</p>	<p>What is being done to upgrade the network to stop current leaks plus increase capacity for the governments proposed housing explosion?</p>	<p>Yorkshire Water has a target to reduce leakage by 15% from 2020–2025. Yorkshire Water has achieved its leakage reduction commitment every year since 2020 and is on track to achieve the full 15% reduction by 2025.</p> <p>We have committed to Ofwat to continue to reduce leakage in our business plan 2025–2030 and pending final determination we will have a target to reduce leakage by 27.2% by 2030.</p> <p>To support this ambition, we are planning to replace over 1,000KM of our 32,000KM of pipes over the next 5 year, and continue to invest in the best solutions and improve processes to quickly identify and resolve bursts.</p>
<p>Clean Water</p>	<p>The tap water has had a very bad strong smell for quite a while, is this the result of chemicals being added to kill something new in the network?</p>	<p>Water quality compliance has improved over the past ten years with the implementation of better controls, systems and processes at our water treatment works ensuring we supply some of the highest quality water in the world. In addition to this over the last ten years we have reduced the amount of contacts we receive from customers about water discolouration, taste and smell from their taps by 50% through cleaning and refurbishing our network of pipes. 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.</p>
<p>Clean Water</p>	<p>Status of planned infrastructure plans - which are approved and in progress?</p>	<p>We're awaiting the go-ahead from Ofwat, our financial regulator, for our business plan for 2025–2030. This plan includes £3.1bn investment to deliver secure, safe clean water supplies:</p> <ul style="list-style-type: none"> • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality
<p>Clean Water</p>	<p>What are your future plans to make sure you</p>	<p>Our plan includes £3.1bn investment to deliver secure, safe clean water supplies:</p>

	<p>improve the overall water quality without making your customers foot the cost with higher bills?</p>	<ul style="list-style-type: none"> • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality If approved by the regulator, our investment plans will see an average bill for the 2025-30 period of £553. That’s an extra £111 on average in 2025-30, compared to the average bill in 2020-2025. <p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore, we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from £35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
<p>Clean Water</p>	<p>Why is my water so full of particles?</p>	<p>There may be a very localised issue or something related to the plumbing in your property that may be causing the particles you're referring to. Please do get in touch with us and we can investigate further. You can contact us on: yourwateryoursay@yorkshirewater.co.uk</p>

<p>Clean Water</p>	<p>Would I be able to have my Water Pressure increased when I'm using my Shower?</p>	<p>The water industry regulator Ofwat determines the minimum standards of water pressure. The guaranteed standards scheme (GSS) sets out that Yorkshire Water must maintain a minimum pressure of water in the pipe serving Yorkshire's homes with water of seven metres static head. This measurement refers to the height of a column of water at rest that would produce a given pressure. A number of factors can affect water pressure such as the distance of the water tank or the length of and condition of pipework in your home. There are a number of devices you can use at home to help adjust your water pressure including some very low cost solutions that not only are cheap but don't increase your water usage such as adapted shower heads with beads to help increase the pressure.</p>
<p>Clean Water</p>	<p>Water outages should have instant higher compensation</p>	<p>We adhere to the water industry's Guaranteed Standards Scheme, which mandates the payments due when a customer experiences a supply interruption and the processes for making these payments. However, we will also review each case individually to understand the impact to customers and any additional compensation due – for instance, if customers have been left out of pocket due to purchasing bottled water. For large incidents, we have a fast-tracked process to review the eligibility for compensation and aim to make these payments as quickly as possible.</p>
<p>Clean Water</p>	<p>The tap water has had a very bad strong smell for quite a while, is this the result of chemicals being added to kill something new in the network?</p>	<p>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. You shouldn't be experiencing a change in smell so please do contact us and we can look into this further for you.</p>
<p>Clean Water</p>	<p>When will leakages be 0?</p>	<p>Leakage is one of the areas where we're improving. We have reduced leakage by another 9.9million litres of water per day, that is 40million litres per day saved since 2020 – so we keep more clean water in our pipes. We're on track to deliver our target of a 15% reduction in leakage by 2025. Our leakage reduction plan is driving this with new technology in place to help us better understand asset performance helping us find and fix leaks faster. (1000s of loggers and pressure valves). We know it's not acceptable to be losing so much water, and we</p>

		<p>want you to know that we are doing everything we can to improve our performance. Our dedicated colleagues are working tirelessly in all weather conditions to locate and repair leaks as quickly as possible. We're continuously investing in new technologies, such as acoustic ears that listen out for leaks, helping us to find them faster, and with a team of over 250 leakage inspectors, we work hard to find the ones that no one can see before they become a problem. We really value customers reporting leaks to us, so if you do spot any leaks, please report them to us as soon as possible so we can get them fixed.</p>
<p>Clean Water</p>	<p>Why is Bridgeton water so hard?</p>	<p>Water hardness can differ across our region as it depends on the soil and rocks from where your water is taken. For example, water that has been held in chalk or limestone will tend to be harder and is mainly found in the east of the region. On the other hand, water from moorlands tends to be softer and is mainly found in the west of the region. 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.</p>
<p>Clean Water</p>	<p>Response times to pipe bursts</p>	<p>It is our desire to fix leaks in as short a timescale as possible to reduce the loss of treated water, there are a number of steps to this with different considerations to balance which can impact timescales.</p> <p>For a leak in the road for example the first step after being notified is attend site to diagnose and pinpoint where the leak is coming from. Depending on the severity of the leak we would attend in either 2 hours or the following day.</p> <p>If the diagnosis confirms the water is coming from our pipe work, a repair would then be raised for our service partners. The timescales would be dependent upon a few factors including severity of the leak, the impact of a potential water supply shut off in the area, permits from Highways to allow excavation in the road, understanding of other utilities in the area and Health & Safety considerations. All of these have to be planned in before the repair can be progress. Attendance to commence the repair can range between 2 hours and 14 days dependent upon these factors.</p> <p>When our service partners attend, the first task is to ensure that the working area is safe for them and the public by checking for buried services and putting a barrier around the working area</p>

		<p>including any traffic control. They will then dig down to expose the leaking pipe and repair or renew a section.</p> <p>If we can fix the problem and clear the site on the same day, we will. Sometimes we need to leave the excavation open, if this happens, we will be back in a few days to backfill and reinstate the road surface to the required specification and finally clear away any traffic management and barriers.</p>
<p>Clean Water</p>	<p>How can any price increase be justified in view of the number and volume of leaks?</p>	<p>Leakage is one of the areas where we're improving. We have reduced leakage by another 9.9million litres of water per day, that is 40million litres per day saved since 2020 – so we keep more clean water in our pipes. We're on track to deliver our target of a 15% reduction in leakage by 2025. Our leakage reduction plan is driving this with new technology in place to help us better understand asset performance helping us find and fix leaks faster. (1000s of loggers and pressure valves). We know it's not acceptable to be losing so much water, and we want you to know that we are doing everything we can to improve our performance. Our dedicated colleagues are working tirelessly in all weather conditions to locate and repair leaks as quickly as possible. We're continuously investing in new technologies, such as acoustic ears that listen out for leaks, helping us to find them faster, and with a team of over 250 leakage inspectors, we work hard to find the ones that no one can see before they become a problem. We really value customers reporting leaks to us, so if you do spot any leaks, please report them to us as soon as possible so we can get them fixed.</p>
<p>Clean Water</p>	<p>Investment in reservoirs and water sources</p>	<p>We do always consider increasing the size of reservoirs, but new reservoirs are not always the answer. We look at a range of other options, such as increasing the use of groundwater and surface water, as a part of our water resources management planning. We also need to consider that to build a new reservoir these days would be extremely challenging, not just in terms of cost but also planning, environmental impact and communities who may be against the impact in areas of natural beauty etc. so we would always look at all options for additional water and ways in which we can reduce demand together over the longer term so extra water isn't needed, therefore protecting the environment.</p>

<p>Service, bills & affordability</p>	<p>Why is your monthly invoice very high compared to other companies?</p>	<p>Our charges have been set in compliance with the published charging rules that were issued by Ofwat in December 2023. Different companies have different charges depending on things like the level of investment required to maintain infrastructure or things like access to water. We understand that some customers are struggling financially at the moment, and we have a range of support available to help our customers if their circumstances have changed or if they're struggling to pay their bills. Please check our website for some more info about how we can help.</p>
<p>Service, bills & affordability</p>	<p>Why are you fined and then allowed to put bills up and pass it back to customer?</p>	<p>Our charges have been set in compliance with the published charging rules that were issued by Ofwat. We understand how frustrated you and our customers must feel about pollution, which is why we're carrying out additional work to reduce spills and investing over £1.4bn to improve the region's rivers. This process will take time, but please be rest assured that we're working hard to improve our performance. Our shareholders are also committed to supporting the aims of the business through further funding to deliver plans to help Yorkshire thrive.</p>
<p>Service, bills & affordability</p>	<p>What support is there for visually impaired?</p>	<p>For customers who may need some extra support we have our Priority Services Register. These are free additional services which provide different ways that Yorkshire Water can make managing your account and bills easier for either yourself or a family member with additional support needs. Customers can set up a security password so that you can be confident it is Yorkshire Water calling, provide your bills in large print, braille or even audio copies. You can also nominate someone else to manage your account and bills on your behalf.</p>
<p>Service, bills & affordability</p>	<p>Are there any plans to get non-metered customers onto meters?</p>	<p>Yorkshire Water offer a service for non-metered customers to request a meter to be fitted, and we will aim to install a new meter at your property so long as the pipework can accommodate a meter. Yorkshire Water are not planning to undertake any proactive metering programme to install meters on unmetered properties between 2025-2030.</p>
<p>Service, bills & affordability</p>	<p>What support is there for autistic people?</p>	<p>For customers who may need some extra support we have our Priority Services Register. These are free additional services which provide different ways that Yorkshire Water can make managing your account, services and bills easier for either yourself or a family member with additional support needs. Customers can set up a security password so that you can be confident it is Yorkshire Water calling and provide bills in</p>

		<p>different formats to ensure they are accessible. Customers can also nominate someone else to manage your account and bills, or register for a bottled water delivery if your supply is interrupted and you'd struggle to get supplies yourself.</p>
Service, bills & affordability	What price hikes are you proposing over the next 5 years?	<p>If approved, our plans would see an average bill for the 2025-30 period of £553. That's an extra £111 on average in 2025-30, compared to the average bill in 2020-2025.</p> <p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore, we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers, compared to a reach of 3% included in our October plan. By 2030, we will provide bill reductions to over 155,000 customers.</p>
Service, bills & affordability	Accounts etc. when will they actually be compensated?	<p>If you have an outstanding issue or claim, please get in touch with us so we can look into the matter for you. You can contact us at yourwateryoursay@yorkshirewater.co.uk</p>
Service, bills & affordability	Why are bills so complicated to understand?	<p>Our bills have been designed through an exercise including customer consultation supported by experts in bill design. Our approach to all bills follows a simple approach of reminding the customer of their last bill, informing them of their new bill and explain any difference and anything they can do about it such as any support they may need. Customers now can also receive their bill online where there is also lots of help and support available.</p>
Service, bills & affordability	Business & household price can vary, can we fix the price like contract?	<p>Businesses should discuss their bill with their retailer.</p> <p>For household customers, tariffs vary based upon consumption for metered customers or fixed for RV customers. As a company we are interested in tariff innovation and our current focus has been to ensure our social tariff supports those customers who need bill help the most. Our next focus is on ensuring our smart metering roll out is successful encouraging households to</p>

		adopt smart meters. It will give them additional visibility and more information about their own water usage and understand their own consumption and its impact.
Service, bills & affordability	Why can't I have access to my water meter?	The various reasons, including the way that properties are built and where they are built not all meters are within homes. If you could provide your details and address we can look to try and understand why this may be the case for your address.
Service, bills & affordability	What is Yorkshire Water doing to help carers like myself with bills?	Yorkshire Water has a breadth of bill support available depending upon your circumstances - these include bill reduction schemes for low-income households, the national bill cap scheme for customers needing more water for medical or larger family needs, debt support schemes, payment matching schemes, varying payment arrangements and signposting for wider income support to help customers access income maximisation. We welcome customers to refer to our Priority Services Register & Help to Pay' webpages or get in touch if they are needing extra help or help with their bills.
Service, bills & affordability	Is there any financial support for disabled or elderly who can't afford to pay?	Yorkshire Water has a breadth of bill support available depending upon customer's circumstances - these include bill reduction schemes for low-income households, the national bill cap scheme for customers needing more water for medical or larger family needs, debt support schemes, payment matching schemes, varying payment arrangements and signposting for wider income support to help customers access income maximisation. We welcome customers to refer to our help to pay webpage or get in touch if they are needing extra help with their bills.
Service, bills & affordability	Can we fix the price as a household customer as well as business customer?	Household tariffs vary based upon consumption for metered customers or fixed for RV customers. As a company we are interested in tariff innovation and our current focus has been to ensure our social tariff supports those customers who need bill help the most. Our next focus is on ensuring our smart metering roll out is successful encouraging households to adopt smart meters. It will give them additional visibility and more information about their own water usage and understand their own consumption and its impact.
Service, bills & affordability	Why do we have to wait so long for a response from YW?	We have a Customer Charter in place to ensure we respond to customers within a timely manner of their enquiries. Where we are unable to do so we have a compensation scheme.

<p>Service, bills & affordability</p>	<p>How confident are you that customers that are on a tariff are eligible?</p>	<p>We ask all customers applying for our bill support schemes to tell us their household and income circumstances and send proof of their eligibility for the scheme. Also, we have key data sharing arrangements in place e.g. with the DWP, that help us verify these circumstances. In addition, we have an extended eligibility checking process for any customers who haven't managed to provide proof or after customers have been on the scheme for a period of time where we will request customers to provide proof of eligibility.</p>
<p>Service, bills & affordability</p>	<p>Do you plan to introduce smart meters, help consumers understand and manage use?</p>	<p>Over the next 5 years, we'll be upgrading the 1.3 million meters that we currently have across Yorkshire and making them smart! We have details on our website about the rollout. You don't need to contact us yet, we will be in touch when our exchange programme reaches your area.</p> <p>The programme will also look to make changes to customers bills and online account, to help customers better understand their usage and if there is likely a leak on their property. More information on the Yorkshire Water online "my account" will be included in the information provided as part of our rollout plan when smart metering reaches your area.</p> <p>If you are currently not metered and would like a meter fitting, you can request a meter to be fitted, which will be a smart meter as standard.</p>
<p>Service, bills & affordability</p>	<p>I would like to know why you never advise us when our bills are set to increase?</p>	<p>Tariffs change once per year and charges are published on our website. All our bill communications include bill prices based on customer circumstances. On our measured bills there will also be additional information about consumption and payments.</p>
<p>Service, bills & affordability</p>	<p>How are water bills likely to change with Yorkshire Water in the coming years?</p>	<p>If approved by our regulator Ofwat, our investment plans will see an average bill for the 2025-30 period of £553. That's an extra £111 on average in 2025-30, compared to the average bill in 2020-2025.</p>

<p>Service, bills & affordability</p>	<p>Why is it that my water bill goes up but the performance goes down year on year?</p>	<p>The last year has been packed with challenges. We have had a change in Government, heightened media interest in the water industry and some of the wettest months on record.</p> <p>Despite this, we have delivered a huge amount of improvement this year. We've gone from being classed by Ofwat as a company 'Lagging behind' to an 'average' company in terms of our overall performance. We won't stop here; we are still not where we want to be, but it is the right direction and something we've worked hard to achieve. We have met 7 of our core 12 performance commitments and have improved or maintained our performance in 6 areas including customer satisfaction, leakage, per capita consumption (the amount of water a person uses a day) and wastewater treatment works compliance.</p> <p>Leakage is one of the areas where we're improving. We're on track to deliver a 15% reduction in leakage by 2025. Our leakage reduction plan is driving this with new technology in place to help us better understand asset performance helping us find and fix leaks faster. We've replaced 12,000 of our 30,000 acoustic loggers helping to improve incoming data and connectivity to more accurately pinpoint leak locations and we've installed over 1000 smart pressure valves to maintain pressure in our network reducing the rates of bursts and leaks we see.</p> <p>All these are helping to build resilience into our clean water networks. We've maintained our excellent performance and are a leader in the industry for wastewater treatment works compliance. Out of 650 wastewater treatment works we manage, we only had one permit fail which is testament to the hard work of our colleagues. Following the last couple of really dry years, it was nice this time to finish the financial year in March with reservoir stocks at a healthy 95% full and we continue to drive down water demand with our per capita consumption (the amount of water a person uses a day) down to 127 litres per day – this is industry leading and 3.5% less than the previous three years average. However we're still not where we want to be our plan, which has been submitted to Ofwat, the regulator, outlines £8.36bn of expenditure and will see us delivering our biggest ever environmental investment programme.</p>
<p>Service, bills & affordability</p>	<p>Can there be a way how customers can read their meter?</p>	<p>For a number of reasons, usually related to how and when properties were built, some customers have meters that are outside of their properties. In January next year we're starting an ambitious roll out of smart meters and aim for around 95%</p>

		<p>of metered customers to have smart meter by 2030. This will enable smart meter users to have better visibility of their usage.</p>
<p>Service, bills & affordability</p>	<p>Can something be set up where meter readings can be sent via an App?</p>	<p>Yorkshire Water’s Smart Metering Programme, in partnership with Netmore and Morrison Water Services, will replace 1.3 million existing meters with the latest AMI “Smart Metering” technology over the next 5 years. The smart meters will send meter readings every 6-hours which will enable Yorkshire Water to spot leaks quickly, help save customers money by reducing the amount of water used and protect the environment. The programme is a regional rollout starting in Sheffield in January 2025. Full rollout details can be found on the Yorkshire water website. Customers do not need to do anything at this stage, we will be in touch when the programme is in your area to provide more information.</p> <p>Yorkshire Water are currently designing a new feature, that will be part of the My Account, that will allow customers to login and see their usage near real-time. The portal will show you how much water you’ve used over the past few days, week and months and provide water saving advice. This should be ready to release in early 2025.</p>
<p>Service, bills & affordability</p>	<p>My monthly bill is very high compared to others in bigger houses?</p>	<p>There may be a number of reasons why bills between households vary, particularly between metered and unmetered properties. We would be more than happy to look into why this may be the case for you and if you’d like to provide us with your details we can look at your account and get back to you. If you are not currently on a meter it may be that it would be beneficial for you to be on one and we can discuss that with you in more detail too.</p>
<p>Service, bills & affordability</p>	<p>Implications on households of 5 year plan?</p>	<p>We’re at the crux of our next five year planning period and at the moment Ofwat are considering our business plan for 2025 – 2030, which we submitted our plan in October for Ofwat’s consideration. We’re now awaiting our final decision which we are expecting on the 19th of December. Our £8.36billion plan outlines the largest investment programme we’ve ever made, the largest environmental investment since privatisation. This will protect and improve the quality of our rivers and coasts leading to cleaner, healthier water environments that support thriving biodiversity across the region. We have tested this plan extensively with current and future customers and it received strong levels of support (84%). We plan to invest £22.1m in net zero schemes; we have included £26.5m of investment to help mitigate flooding in Hull and East Riding across five Living with</p>

Water schemes. 100% of our treated wastewater returned to the environment will meet the high standards set by the Environment Agency. Our customers have said that dealing with Storm overflows is a priority and we're acting on this. We're investing over £1.40 billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets. This will improve at a minimum 460 storm overflows and improve the overall health of rivers in Yorkshire. We are investing over £164million across 11 priority coastal storm overflow assets in Scarborough, Bridlington and Robin Hoods Bay.

This work will be completed by 2030, which is ahead of the required compliance date of 2035. We will increase investment to deliver a range of biodiversity projects, supporting natural habitats and allowing wildlife to thrive. Part of this includes the protection of rare species such as Fresh Water Pearl Mussel in the river Esk. We will work to reconnect 500km of rivers through our Great Rivers Partnership, allowing Yorkshire's rivers to re-populate with fish by creating more fish passages. Our plan includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network avoiding further waste water from entering our rivers. In addition, our plan will ensure 20% fewer incidents of internal sewer flooding events and 10% fewer external sewer flooding events outside properties and in gardens.

If approved by the regulator, these plans will see an average bill for the 2025-30 period of £553. That's an extra £111 on average in 2025-30, compared to the average bill in 2020-2025.

We understand that many customers may be struggling to afford their utility bills at the moment. Therefore, we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%. Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.

<p>Service, bills & affordability</p>	<p>Water Tariff: can we search like we do in energy sector change supplier?</p>	<p>You cannot currently change your supplier if you're a household customer.</p> <p>Household tariffs vary based upon consumption for metered customers or fixed for Ratable Value customers. As a company we are interested in tariff innovation and our current focus has been to ensure our social tariff supports those customers who need bill help the most. Our next focus is on ensuring our smart metering roll out is successful encouraging households to adopt smart meters. It will give them additional visibility and more information about their own water usage and understand their own consumption and its impact.</p>
<p>Service, bills & affordability</p>	<p>Why isn't it possible to submit a reading monthly or at will?</p>	<p>Yorkshire Water's Smart Metering Programme will replace 1.3 million existing meters with the latest "Smart Metering" technology over the next 5 years. The smart meters will send meter readings every 6-hours which will enable Yorkshire Water to spot leaks quickly, help save customers money by reducing the amount of water used and protect the environment.</p> <p>Part of this is designing a new feature, that will be part of the My Account, that will allow customers to login and see their usage in near real-time. The portal will show you how much water you've used over the past few days, week and months and provide water saving advice. This should be ready to release in early 2025. Through this platform we are also exploring increased functionality for being able to submit bills more frequently and hope to provide greater flexibility on this in the future.</p>
<p>Service, bills & affordability</p>	<p>Yorkshire Water claims and charges me for the use of 170 cubic meters! How to fix that?</p>	<p>We're sorry to hear that you've got some concerns about your usage and billing. We'd be more than happy to take a look at your case and try to get to the bottom of this for you. If you could provide your address and account name we can take a further look for you.</p>
<p>Service, bills & affordability</p>	<p>Why are private equestrian facilities under business tariffs?</p>	<p>Thank you for your question. We'd need to have some more details about your property to understand why this may be the case in your instance. If you would be happy for us to look into this for you please provide us with your account and contact details and we can take a closer look.</p>

<p>Service, bills & affordability</p>	<p>I could not contact you to fix a water meter because I am deaf.</p>	<p>For those customers who need to use a different communication method, we offer our InterpretersLive British Sign Language video service. This is available online https://connect.interpreterslive.co.uk/vrs?ilc=YorkshireWater</p> <p>Or, if you'd prefer, customers can contact us using our social media channels by sending us a message. Find us on Facebook, Instagram (@yorkshirewater) or X (@YorkshireWater) and get in touch with one of our team who will be able to support you.</p> <p>On our website, you can use our online "Report a problem" form, where one of the team will look into your report and come back to you within working hours https://tell-us.yorkshirewater.com.</p> <p>You're also able to use these channels to nominate someone else to speak to us on your behalf, by registering a nominee against your account.</p>
<p>Service, bills & affordability</p>	<p>What measures are you taking to protect the disabled and vulnerable?</p>	<p>We are working through improvements to our colleague training and awareness, to ensure that all our colleagues working with customers know how to identify potential signs of vulnerability and what services they can offer to support. We work alongside charitable organisations and public authorities to ensure that the services we offer are there to support customers as much as possible. We will always consider a customers' personal circumstances when dealing with us, and we're always looking for new ways to make sure our processes protect those in vulnerable circumstances. This might mean being able to prioritise work or signing up for our Priority Services Register.</p>
<p>Service, bills & affordability</p>	<p>Can I access my monthly water usage from my meter. It is wireless.</p>	<p>You should be able to do this one we launch our smart meter programme. From January, we'll be replacing 1.3 million existing meters with the latest AMI "Smart Metering" technology over 5 years. The smart meters will send meter readings every 6-hours which will enable Yorkshire Water to spot leaks quickly, help save customers money by reducing the amount of water used and protect the environment.</p> <p>The programme is a regional rollout starting in Sheffield in January 2025. Full rollout details can be found on the Yorkshire water website. Customers do not need to do anything at this stage, we will be in touch when the programme is in your area to provide more information.</p> <p>Yorkshire Water are currently designing a new feature, that will be part of the My Account, that will allow customers to login and see their usage near real-time. The portal will show you</p>

		how much water you've used over the past few days, week and months and provide water saving advice. This should be ready to release in early 2025.
Service, bills & affordability	Why is my water bill increasing year on year and my consumption is going down?	We're sorry to hear that you've got some concerns about your usage and billing. We'd be more than happy to take a look at your case and try to get to the bottom of this for you. If you could provide your address and account name we can take a further look for you.
Service, bills & affordability	How can my usage quadruple then reduce back down with no changes to my household?	We're sorry to hear that you've got some concerns about your usage and billing. We'd be more than happy to take a look at your case and try to get to the bottom of this for you. If you could provide your address and account name we can take a further look for you.
Service, bills & affordability	Proper bill every month	You can request your bill in a paper format, please contact us and we can sort that for you.
Service, bills & affordability	What is YW doing to help low income households?	<p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
Service, bills & affordability	As a result of having stoma and therefore using much more water I feel significantly financially at a disadvantage. Surely I should be allowed a discount?	Customers who need to use extra water due to a chronic condition or disability are eligible for support to help cap your bills, please do get in touch with us and we can see how we can help you. Yorkshire Water has a breadth of bill support available depending upon customer's circumstances - these include bill reduction schemes for low-income households, the national bill cap scheme for customers needing more water for medical or larger family needs, debt support schemes, payment matching schemes, varying payment arrangements and signposting for wider income support to help customers access income maximisation. We welcome customers to refer to our help to

		pay web-page, or get in touch if they are needing extra help with their bills.
Service, bills & affordability	Billing anomaly since 2015: Biba house, block of 25 flats is being double charged. Each flat is metered and paying for its own consumption. However, Biba House Management Company is also billed for the total consumption of the 25 flats. How do the leaseholders make this stop?	We'll have to take a look at the specific circumstances in your case, please do get in touch with us and we'll take a look at that for you.
Service, bills & affordability	More help for those struggling financially	<p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
Service, bills & affordability	Cost of water if YW cannot supply a meter	Household tariffs vary based upon consumption for metered customers or fixed for RV customers. As a company we are interested in tariff innovation and our current focus has been to ensure our social tariff supports those customers who need bill help the most. Our next focus is on ensuring our smart metering roll out is successful encouraging households to adopt smart meters. It will give them additional visibility and more

		<p>information about their own water usage and understand their own consumption and its impact.</p>
<p>Service, bills & affordability</p>	<p>Have a metre but not read before bills, under usage but crucified on charges! And meter not being read often enough.</p>	<p>Yorkshire Water works on a quarterly read/ estimate cycle. This means that Yorkshire water attempt to read all meters at least once every six months. The water industry minimum standard is once every two years. Where we are unable to access a meter internally, we always leave a calling card to explain how you can provide a reading.</p> <p>Customers have the following options to provide a reading when an estimate is due.</p> <ul style="list-style-type: none"> • Call us on 03451242424 to provide a meter reading • Online if you have an account registered you can submit a reading if a estimate is due • Provide a reading via text message on 07537 403008 <p>We advise customers only to access their meter if it's safe to do so.</p>
<p>Service, bills & affordability</p>	<p>What will be the increase in annual bills?</p>	<p>If approved by the regulator, our investment plans will see an average bill for the 2025-30 period of £553. That's an extra £111 on average in 2025-30, compared to the average bill in 2020-2025.</p> <p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore, we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
<p>Service, bills & affordability</p>	<p>Why are Yorkshire Water not making water meters compulsory?</p>	<p>Yorkshire Water offer a service for non-metered customers to request a meter to be fitted, and we will aim to install a new meter at your property so long as the pipework can accommodate a meter. Yorkshire Water are not planning to undertake any proactive metering programme to install meters on unmetered properties between 2025-2030. This will be reviewed as part of the 5 yearly WRMP process for WRMP29 for</p>

		reconsideration beyond 2030. The WRMP ensures we have enough water resources to meet changes in population, industry and climate change.
Service, bills & affordability	Rising prices are affecting people on very low incomes. Will Social tariffs be introduced?	<p>We understand that many customers may be struggling to afford their utility bills at the moment. Therefore we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%.</p> <p>Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
Service, bills & affordability	Will Yorkshire Water help with debt management?	<p>Yes, we have a range of financial support for customers in different circumstances including a scheme called Water Direct. This is a debt support scheme for customers who receive a deductible income-based benefit. We can take payments directly from your benefits. Less hassle, less worry! We also have Resolve, a debt support scheme for customers who are struggling to catch up on previous water bills. Our Resolve scheme could help you be debt-free so you can continue paying your water bill in affordable amounts.</p>
Service, bills & affordability	Will there be any provision for people with very low income who not on benefits?	<p>Yes, we have Water Support, a bill cap scheme for low income households. You might be eligible if you have a household income below £19,000 and your annual water bill is more than £364.</p> <p>Households with dependent children, or larger occupancies, may be eligible for additional income allowance.</p>
Service, bills & affordability	Is the water bill effected if the family report of having children?	<p>We have some financial assistance schemes for families on low incomes including Water Support, a bill cap scheme for low-income households. You might be eligible if you have a household income below £19,000 and your annual water bill is more than £364.</p> <p>Households with dependent children, or larger occupancies, may be eligible for additional income allowance.</p>

<p>Service, bills & affordability</p>	<p>Will we see cut in water bill for over 70s?</p>	<p>We don't have any schemes based on age but we do for low income households such as Water Support, a bill cap scheme for low income households. You might be eligible if you have a household income below £19,000 and your annual water bill is more than £364.</p>
<p>Service, bills & affordability</p>	<p>What funding are you putting into infrastructure?</p>	<p>We've submitted our plans to Ofwat and are awaiting their decision on what funds we'll receive for our plans in December's final determination. We've proposed a £8.4bn programme with an ambition to deliver the largest environmental investment since privatisation.</p>
<p>Environment</p>	<p>How many overflows resulting dry spills have been identified and rectified in past year?</p>	<p>Yorkshire water have been working with our regulator and other water companies to define the criteria for Dry Day spills. This criteria is to identify sites that trigger for further investigation to understand the individual circumstances for each event. These circumstances can vary from sites with large reaching drainage networks with long transit times or high groundwater levels causing sewer inundation, both of these result in in heavily diluted discharges. We did see large numbers in our first quarter this year with prolonged rainfall causing saturated ground and high ground water levels. This has reduced significantly throughout the year as conditions changed.</p> <p>In Q1 Jan – Mar we saw 1109 triggering sites Q2 Apr – Jun we saw 303 and in Q3 Jul – Sep we had 62.</p> <p>We are not seeing repeating instances of sites been overloaded during dry periods and we are working to understand how we can manage our network to improve storage and balancing of flows.</p>
<p>Environment</p>	<p>What plans do YW have to introduce more blue spaces in towns and cities?</p>	<p>We have a 'Nature First' commitment where we aim to use nature-based solutions as our preferred way to deliver our services. For our 2025-2030 programme, we will address a minimum of 20% of our storm overflow solutions with blue-green solutions. This may include disconnecting surface water from the sewer network or introducing sustainable drainage solutions. We are also exploring nature-based solutions at some of our treatment works through our AMP8 programme.</p>
<p>Environment</p>	<p>How are you dealing with companies polluting the water?</p>	<p>At Yorkshire Water, we take all forms of pollution very seriously. When a potential pollution incident is reported to us, we undertake a thorough investigation to locate the source of that pollution. In the majority of cases, the source of that pollution is not one of our assets. In those circumstances we provide all of</p>

		our findings to the Environment Agency, who are responsible for taking the investigation further. Where we can, we also notify the polluter so that they can work to address the incident.
Environment	What are you doing to protect the river systems and stop illegal discharges?	We are investing £1.45 billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve at very minimum 424 storm overflows improving the overall health of rivers in Yorkshire 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency. We will increase investment to deliver a range of biodiversity projects, supporting natural habitats and allowing wildlife to thrive through the protection of rare species by improving water quality beyond what is required by law (such as work to protect Fresh Water Pearl Mussel in the river Esk by improving water quality beyond the 'good' status it is currently to help this species to thrive). We will work to reconnect 500km of rivers through our Great Rivers partnership, allowing Yorkshires rivers to re-populate with fish by creating more fish passages. It includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality.
Environment	Flood prevention in the River Wharfe	The Environment Agency and local councils are responsible for flood prevent. We work closely with them to understand nay role we can play when flood alleviation schemes are planned
Environment	Why are we still polluting our rivers and coast?	During bad weather, storm overflows highly diluted wastewater to enter watercourses rather than flooding customers' homes. The entire process is controlled by permits issues by the Environment Agency. We are currently working to reduce the use of overflows by implementing natural sustainable drainage systems which will slow the flow of water into our sewers and reduce the pressure on the network. 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. We will spend £1.45billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire.

<p>Environment</p>	<p>How do Yorkshire water plan to upgrade their assets to stop pollution?</p>	<p>We are investing £1.45 billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency We will increase investment to deliver a range of biodiversity projects, supporting natural habitats and allowing wildlife to thrive through the protection of rare species by improving water quality beyond what is required by law (such as work to protect Fresh Water Pearl Mussel in the river Esk by improving water quality beyond the 'good' statues it is currently to help this species to thrive). We will work to reconnect 500km of rivers through our Great Rivers partnership, allowing Yorkshires rivers to re-populate with fish by creating more fish passages. It includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality.</p>
<p>Environment</p>	<p>How to prevent farmers using pesticides which harm all life around water</p>	<p>Agricultural runoff can have a very significant impact on the quality of water in our rivers. It is not our role to police agricultural activity – and in reality we would see ourselves as working with what is after all an essential part of the Yorkshire community – and is providing food for the UK. However, we all have a shared interest in reducing the usage of pesticides.</p> <p>Schemes are in place with farmers in East Riding and Yorkshire Wolds to help improve soil quality with the use of 'Pop'-up' rainforests, which reduces the need for nitrate-based fertilisers and also has the effect of slowing the flow of water to improve flood resilience.</p> <p>We have built some strong links with farming in the past 10 years as we worked together to reduce the use of a particular slug control pesticide called metaldehyde. This involved us building up relationship with agronomists, groups of geographically connected businesses, and individual farmers to improve the availability of information on how best to deploy pesticides to avoid them being washed into rivers, as well as acting to persuade suppliers to ensure the concentration of the active was reduced in the pesticide pellets. We are involved in delivery of local weather stations so that farmers can have very specific local information about the risk of rain following application of pesticides. Metaldehyde is no longer a specific issue as it is now banned from use – but we are continuing with the relationships.</p>

		<p>We regularly attend Agricultural shows across the region – where amongst other activity we encourage smart usage of pesticides.</p> <p>We also undertake our own assessment of risks in our catchment, and we will liaise with local stakeholders as well as other agencies such as the Environment Agency if we identify anything that is beyond our direct control.</p>
<p>Environment</p>	<p>How does YW intend to reduce pollution over the next 5 years?</p>	<p>We included plans to help reduce our carbon emissions to the value of £51m (as well as operational savings of a further £16m). Unfortunately, Draft Determination removed all this investment. We have therefore reassessed the schemes and will be resubmitting plans to invest £22.1m in net zero schemes and exploring options to invest in solar via different funding routes. How will we achieve this?</p> <ul style="list-style-type: none"> • Ensure low carbon is part of everyday business decision making • Form strong regional partnerships to reduce emissions across Yorkshire • Use data and science in decision making • Efficiency, renewables and green energy • Use zero carbon grid electricity • Replace grid gas with biomethane • Deploy up to 120 MW of solar by 2030 • Deploy solutions to ensure we can maximise use of renewables, such as storage • Minimum of 30% of all electricity we use to come from on site renewables • Deliver an energy efficiency programme to reduce electricity use by 28% by 2030 • All vans and cars will be electric by 2030 • 50% of tankers and large vehicles will be zero emission by 2028 • 100% reduction of on-site liquid fuels by 2030 • Target and support innovation and new technology to reduce emissions by 51kt CO2e • Deliver tree planting, peatland restoration and other initiatives to store up to 27ktCO2e by 2030 • Reduce capital emissions by 23% by 2025

		<ul style="list-style-type: none"> • Look towards long term targets to support UK target to be net zero by 2050 • Target key areas such as chemicals and waste
Environment	Status of planned infrastructure plans - which are approved and in progress?	<p>We've submitted our plans to Ofwat and are awaiting their decision on what funds we'll receive for our plans in December's final determination.</p> <p>We've proposed a £8.4bn programme with an ambition to deliver the largest environmental investment since privatisation.</p>
Environment	What are you doing to stop flooding in our local area (Rotherham)?	<p>The Environment Agency and Local Authorities are responsible for managing flood risk associated rivers. They invest in Flood Alleviation Schemes to protect dwellings and businesses. Where our infrastructure is protected, we can contribute to the cost of delivering the scheme, and in some specific circumstances we can work more directly through partnerships to deliver additional benefits alongside the flood risk reduction.</p>
Environment	YW impact on the environment both negative and positive	<p>We have a 'Nature First' commitment where we aim to use nature-based solutions as our preferred way to deliver our services. For our 2025-2030 programme, we will address a minimum of 20% of our storm overflow solutions with blue-green solutions. This may include disconnecting surface water from the sewer network or introducing sustainable drainage solutions. We are also exploring nature-based solutions at some of our treatment works through our AMP8 programme.</p>
Environment	More information on how you are to maintain our rivers and waterways	<p>Yorkshire Water frequently partners with other organisations and provides funding where there are positive outcomes for biodiversity. This is through closely working with third parties, either directly, or through our external Biodiversity Enhancement Programme, where we work with others to undertake projects which can help to achieve a positive benefit to priority habitats and/or species in Yorkshire Water's operational area.</p> <p>We are committed to improving our rivers to improve the connectivity for biodiversity. Through working in Partnership with the Environment Agency, various Rivers Trusts and other charities we have undertaken a number of river restoration and fish passage projects which includes the removal of weirs or the installation of fish passes. We also have undertaken investments to support a number of rare and endangered species to thrive such as the Fresh Water Pearl Mussel in the Esk,</p>

		<p>white clawed crayfish, otters and native Salmon. These are just a small handful of examples and all of our projects and their locations can be found on our webpage: https://storymaps.arcgis.com/stories/73f5f5bfd3d3419b921061c0d309afd7</p> <p>We have a 'Nature First' commitment where we aim to use nature-based solutions as our preferred way to deliver our services. For our 2025-2030 programme, we will address a minimum of 20% of our storm overflow solutions with blue-green solutions. This may include disconnecting surface water from the sewer network or introducing sustainable drainage solutions. We are also exploring nature-based solutions at some of our treatment works through our AMP8 programme.</p>
<p>Environment</p>	<p>New housing plans re flooding</p>	<p>The Environment Agency and Local Authorities are responsible for managing flood risk associated rivers. They invest in Flood Alleviation Schemes to protect dwellings and businesses. Where our infrastructure is protected, we can contribute to the cost of delivering the scheme, and in some specific circumstances we can work more directly through partnerships to deliver additional benefits alongside the flood risk reduction.</p>
<p>Environment</p>	<p>Eco friendly was to help protect against flooding</p>	<p>We have a number of exciting projects underway using blue green solutions to prevent flooding and provide sustainable urban drainage using nature-based solutions, such as the creation of rush beds such as we're doing in Ilkley which includes investment in a new 4,000m² aerated rush bed within the grounds of Ilkley treatment works to more than double its wastewater treatment capacity. This also creates a great habitat for wildlife. Another example is our plans to invest £1.3m in Temple Normanton to reduce the number of storm overflows into Muster Brook, a tributary of the river Rother. This includes plans to install a perforated surface water sewer running through a sustainable drainage system (SuDS) – Hydroplanter, to slow the flow of water to the treatment works.</p> <p>If approved, it would use grass verges near Temple Normanton Junior Academy. This will reduce the flows entering the treatment works during periods of heavy or prolonged rainfall, reducing discharges of wastewater to Muster Brook. This plan would include us working closely with the local school to implement educational SuDS pods within the school grounds to slow the flow of rainfall even further. The company will install five planters to collect, clean, store and slowly releases rainwater run-off from the school buildings. On a smaller scale we have a number of projects working with local schools and communities across the region to plan bushes and plats to</p>

		create attractive but also educational green spaces that they can enjoy which also help prevent surface water run-off.
Environment	Yorkshire Water to be more involved in planning permission decisions	Currently Local Planning Authorities (LPA), when assessing a new development may seek Yorkshire Water's (YW) advice / comments on the proposal, sending across a consultation requests. An assessment of the proposal is made by YW, consulting with internal departments as may be required and issuing a response. YW look to encourage sustainable development although where it is identified that a scheme may cause harm this would be highlighted in any response. This, in some instances, may including registering an initial objection which may later be removed, following changes to any scheme and being subject to condition(s).
Environment	When will you provide customers a date that this pollution will cease?	<p>We're planning to invest £1.45 billion in the next 5 years to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire. 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency.</p> <p>A £180m programme to reduce overflows has been running since May 2023 to target overflows that discharge the most often or for the most time. This is additional to the £1.45bn outlined across the region over the five years from April 2025 to March 20230.</p> <p>Our plan includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality. We're currently awaiting approval of these plans by Ofwat on the 19th December.</p>
Environment	What are Yorkshire Water doing to reduce contamination in our rivers?	At Yorkshire Water, we take all forms of pollution very seriously. When a potential pollution incident is reported to us, we undertake a thorough investigation to locate the source of that pollution. In the majority of cases, the source of that pollution is not one of our assets. In those circumstances we provide all of our findings to the Environment Agency, who are responsible for taking the investigation further. Where we can, we also notify the polluter so that they can work to address the incident.

<p>Environment</p>	<p>Combined overflow issues and commitment to helping with climate change</p>	<p>We're planning to invest £1.45 billion in the next 5 years to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire. 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency.</p> <p>A £180m programme to reduce overflows has been running since May 2023 to target overflows that discharge the most often or for the most time. This is additional to the £1.45bn outlined across the region over the five years from April 2025 to March 2030.</p> <p>Our plan includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality. We're currently awaiting approval of these plans by Ofwat on the 19th December.</p>
<p>Environment</p>	<p>What are you doing about the canals?</p>	<p>The canals in the region are managed by the Canals and River Trust. We have recently embarked on a new partnership with The Rivers Trusts and the local rivers trusts; through this partnership we will seek advice and expertise from the Trusts and work collaboratively to deliver solutions with a range of benefits. The Rivers Trust will scrutinise our plans and assure any planned river improvements are beneficial for all parties and are as effective as possible.</p>
<p>Environment</p>	<p>What are you doing for the wildlife along the canal and rivers?</p>	<p>Yorkshire Water frequently partners with other organisations and provides funding where there are positive outcomes for biodiversity. This is through closely working with third parties, either directly, or through our external Biodiversity Enhancement Programme, where we work with others to undertake projects which can help to achieve a positive benefit to priority habitats and/or species in Yorkshire Water's operational area.</p> <p>We are committed to improving our rivers to improve the connectivity for biodiversity. Through working in Partnership with the Environment Agency, various Rivers Trusts and other charities we have undertaken a number of river restoration and fish passage projects which includes the removal of weirs or the installation of fish passes. We also have undertaken investments to support a number of rare and endangered species to thrive such as the Fresh Water Pearl Mussel in the Esk, white clawed crayfish, otters, native and Salmon. These are just a small handful of examples and all of our projects and their</p>

		<p>locations can be found on our webpage: https://storymaps.arcgis.com/stories/73f5f5bfd3d3419b921061c0d309afd7</p>
Environment	Why do you insist on cutting hedges and scrub in bird nesting season?	<p>It would be helpful to know which site/s is/are being referred to here – as we have a vast landholding with all sorts happening across it, some land isn't within our management, it may be tenanted, so we don't always have full control over what happens and when. We have to cut reservoir embankments on a regular basis, because our inspection engineers have to be able to see what's going on these embankments for reservoir safety reasons. Hedges may need cutting for access or visibility reasons also, but again, it would be helpful to know what site is being referred to assess whether this is the case.</p>
Environment	What do you do to stop dog walkers and dog walking companies disturbing birds?	<p>Yorkshire Water doesn't have any powers to stop either. We, like many landowners across the country (and this is a nationwide issue) are heavily reliant on our visitors being responsible when they're using our land. In certain circumstances we may put up fencing and/or signage to direct and inform visitors but we're not able to 'police' this. We have carried out engagement events over the years to try and interact with these and other user groups, but the visitors who are receptive to these events aren't usually the ones causing the issues. Yorkshire Water's ranger team will engage with visitors where appropriate and we also work in partnership with other organisations, such as the Sheffield & Rotherham Wildlife Trust and the North Yorks National Park Authority, to also engage with visitors across certain sites as well as use their expertise and experiences from managing their sites and locations.</p>
Environment	What are you actually doing for everyday people to help them towards your Net zero?	<p>We included plans to help reduce our carbon emissions to the value of £51m (as well as operational savings of a further £16m). Unfortunately, Draft Determination removed all this investment. We have therefore reassessed the schemes and will be resubmitting plans to invest £22.1m in net zero schemes and exploring options to invest in solar via different funding routes. How will we achieve this?</p> <ul style="list-style-type: none"> • Ensure low carbon is part of everyday business decision making • Form strong regional partnerships to reduce emissions across Yorkshire • Use data and science in decision making

		<ul style="list-style-type: none"> • Efficiency, renewables and green energy • Use zero carbon grid electricity • Replace grid gas with biomethane • Deploy up to 120 MW of solar by 2030 • Deploy solutions to ensure we can maximise use of renewables, such as storage • Minimum of 30% of all electricity we use to come from on site renewables • Deliver an energy efficiency programme to reduce electricity use by 28% by 2030 • All vans and cars will be electric by 2030 • 50% of tankers and large vehicles will be zero emission by 2028 • 100% reduction of on site liquid fuels by 2030 • Target and support innovation and new technology to reduce emissions by 51kt CO2e • Deliver tree planting, peatland restoration and other initiatives to store up to 27ktCO2e by 2030 • Reduce capital emissions by 23% by 2025 • Look towards long term targets to support UK target to be net zero by 2050 • Target key areas such as chemicals and waste
<p>Environment</p>	<p>Where can I find out water quality of River Nid live?</p>	<p>We have a live map on our website to show overflow usage: https://www.yorkshirewater.com/environment/storm-overflow/live-map/. We also outline our EDM data here: https://www.yorkshirewater.com/environment/storm-overflow/event-duration-monitoring/</p> <p>Work is underway at Killinghall wastewater treatment works, where Yorkshire Water is investing £19m to help improve water quality in the river Nidd by removing Phosphorus from treated wastewater.</p> <p>Additionally, we are investing in storm overflows which discharge into the Nidd as part of a £180m programme to reduce overflows and are planning to invest a further £1.4bn to make further reductions, including on the Nidd, over the next five years.</p>

<p>Environment</p>	<p>What is the most polluted water in south Yorkshire and why?</p>	<p>The Environment Agency is responsible for watercourses in the region and assessments of pollution levels.</p> <p>We are determined to play our part to reduce the impact our network has on water quality.</p> <p>Over the last five years this has included £500m investment at our treatment works to reduce Phosphorus entering watercourses. We are also in the process of a £180m investment in the region to reduce storm overflow discharges. Many of these projects are taking place in South Yorkshire and can be viewed here: Yorkshire Water – Storm overflow investment</p> <p>We also have a live map on our website to show overflow usage: https://www.yorkshirewater.com/environment/storm-overflows/live-map/</p> <p>We also outline our event duration monitoring data, which monitors all discharges into watercourses here: https://www.yorkshirewater.com/environment/storm-overflows/event-duration-monitoring/</p>
<p>Environment</p>	<p>Recent service issues in the area, such as supply interruptions.</p>	<p>We're sorry to hear this. We're not sure which area you're referencing so please do get in touch with us and we will endeavour to look into this for you.</p>
<p>Environment</p>	<p>Elm Tree Park Wakefield, when will YW take responsibility for the water basin and will the water basin in Elm Tree Park be barricaded?</p>	<p>We have recently vested a large detention tank as part of this new development. Please contact us at yourwateroursay@yorkshirewater.co.uk with further information about your question and we can try and follow this up with the local authority who may be responsible for the basin you mention in this instance.</p>
<p>Environment</p>	<p>When the quality of water in our lakes, rivers and seas is so bad due to lack of investment, sewage dumping etc. why are YW executives paid</p>	<p>Overall, we've been making great strides to improve our performance as a company, particularly in areas like reducing leakage, wastewater treatment works compliance and health and safety. As a result of these improvements, the remuneration committee has awarded our CEO a bonus, but they have taken the decision to reduce this to reflect the fact our environmental performance is not where we want it to be. We've gone from being classed by Ofwat as a company 'Lagging behind' to an 'average' company in terms of our overall performance. We won't stop here; we are still not where</p>

	<p>high salaries and given bonuses and investors given high dividends? Surely when these problems exist investors should pay into the company and all bonuses stopped and salaries reduced</p>	<p>we want to be, but it is the right direction and something we've worked. External shareholders have not received dividends for the last eight years and we are not expecting to pay them dividends during this current five-year business plan period which ends in 2025. We are committed to improving our performance and all the money we spend is focused delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future. Our shareholders are also doing their bit to supporting the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>
<p>Environment</p>	<p>We live next to a canal. What are you doing to keep this clean?</p>	<p>The canals in the region are managed by the Canals and River Trust. We have recently embarked on a new partnership with The Rivers Trusts and the local rivers trusts; through this partnership we will seek advice and expertise from the Trusts and work collaboratively to deliver solutions with a range of benefits. The Rivers Trust will scrutinise our plans and assure any planned river improvements are beneficial for all parties and are as effective as possible.</p>
<p>Environment</p>	<p>What are you doing about the canals?</p>	<p>The canals in the region are managed by the Canals and River Trust. We have recently embarked on a new partnership with The Rivers Trusts and the local rivers trusts; through this partnership we will seek advice and expertise from the Trusts and work collaboratively to deliver solutions with a range of benefits. The Rivers Trust will scrutinise our plans and assure any planned river improvements are beneficial for all parties and are as effective as possible.</p>

<p>Environment</p>	<p>How are you protecting the wildlife?</p>	<p>Yorkshire Water frequently partners with other organisations and provides funding where there are positive outcomes for biodiversity. This is through closely working with third parties, either directly, or through our external Biodiversity Enhancement Programme, where we work with others to undertake projects which can help to achieve a positive benefit to priority habitats and/or species in Yorkshire Water's operational area.</p> <p>We are committed to improving our rivers to improve the connectivity for biodiversity. Through working in Partnership with the Environment Agency, various Rivers Trusts and other charities we have undertaken a number of river restoration and fish passage projects which includes the removal of weirs or the installation of fish passes. We also have undertaken investments to support a number of rare and endangered species to thrive such as the Fresh Water Pearl Mussel in the Esk, white clawed crayfish, otters, native Salmon and even a project to help prevent cattle poaching along the Dearne which includes planting heather which also helps slow the flow and prevent flooding in extreme weather. These are just a small handful of examples and all of our projects and their locations can be found on our webpage: https://storymaps.arcgis.com/stories/73f5f5bfd3d3419b921061c0d309afd7</p>
<p>Environment</p>	<p>Are you cleaning all the rubbish in the river?</p>	<p>At Yorkshire Water, we take all forms of pollution very seriously. When a potential pollution incident is reported to us, we undertake a thorough investigation to locate the source of that pollution. In the majority of cases, the source of that pollution is not one of our assets. In those circumstances we provide all of our findings to the Environment Agency, who are responsible for taking the investigation further. Where we can, we also notify the polluter so that they can work to address the incident.</p>
<p>Environment</p>	<p>How are you protecting the rivers/canal from pollution?</p>	<p>The canals in the region are managed by the Canals and River Trust. We have recently embarked on a new partnership with The Rivers Trusts and the local rivers trusts; through this partnership we will seek advice and expertise from the Trusts and work collaboratively to deliver solutions with a range of benefits. The Rivers Trust will scrutinise our plans and assure any planned river improvements are beneficial for all parties and are as effective as possible.</p>
<p>Environment</p>	<p>is there something that</p>	<p>We work closely with local authorities and the Environment Agency in order collaborate on specific projects and solutions</p>

	can be used to gather up rubbish in lakes etc easily?	for our lakes and waterways, one recent example is the work we have been conducting to remove silt from Farnley Storm lake. Approximately 100 tonnes of silt was removed from the lake following consultation with residents and stakeholders.
Environment	Are you going to make our rivers clean?	We're planning to invest £1.45 billion in the next 5 years to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve 460 storm overflows improving the overall health of rivers in Yorkshire. 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency. The plan is targeting overflows that discharge the most often or for the most time over the next 2 years, but work will be carried out across the region over the 5 year period. It includes additional funding to build infrastructure for rural communities, removing their septic tanks and connecting them to the sewage network, thus improving river water quality. We're currently awaiting approval of these plans by Ofwat on the 19th December.
Environment	Are YW prepared for drought conditions in 2025?	<p>We produce a Water Resources Management Plan every 5 years taking into account the most up to date information on the future risks to water supply. Our regulators (Environment Agency, Ofwat and Drinking Water Inspectorate) set the requirements for what we should include in our plans and provide us with guidelines to follow, within these requirements from our regulators are targets to reduce the per capita consumption, which is the amount of water used per person. This is because long term forecasts on water resilience shows a risk that we may not have sufficient supply to meet demand in the future, therefore we need to consider options for reducing demand and increasing supply. From the options we select a best value solution that will address the risks and be sustainable over the long-term.</p> <p>Our latest Water Resources Management Plan, has identified some significant risks to our future supply-demand balance. These risks include the impacts of climate change, population growth, reductions in supply to protect the environment and the loss of a water transfer we currently receive from a neighbouring water company. Our plan shows, if we do not take action, these risks could create a supply-demand deficit. Our plan to mitigate the deficit includes a twin track approach that will deliver demand reduction and increase our available water supply.</p>

Other

What are the plans for further developing outreach and education programmes?

Over the past year, the Education & Engagement Team have developed two new programmes which are currently being integrated into our offering.

The first being our Lego activity which involves primary students creating Lego bots to help clear blockages whether this is in a coastal area, a community affected by flooding, or a community affected by general blockages. This is now being proactively offered to schools in targeted areas. From November 2024, it has also become available option at our Headingley Education Centre (Leeds) for those schools booking a full day programme.

For secondary school students, we have partnered with 'Hey Girls' which aims to educate around not disposing of sanitary products into the sewers and highlight the opportunities for reusable products. This programme has just commenced rollout to schools in areas of high blockages and we plan to increase delivery during 2025.

In Spring 2025, we are planning on opening a new education centre at Ewden Wastewater Treatment Works (near Oughtibridge, North Sheffield). This will provide opportunities for schools, colleges and universities to see how we treat wastewater and return it safely to the environment. Visiting groups will be able to book the centre as an independent visit, or as a joint visit with our neighbouring clean water treatment works. A full day visit will provide the opportunity to see how we treat water and put it into supply and then clean the dirty water and returning back into the water cycle. Our Lego programme will also be available here on specific dates.

In addition, we are developing a new Careers engagement programme, working with some of our main contract partners. This will see us offering careers talks to schools in the locality of some of our capital works and we will be able to educate about careers in both the water industry and construction through a partnership approach. Initial pilots have worked well, and we are now looking to bring more contract partners on board and increase delivery during 2025.

<p>Other</p>	<p>What are you doing to rectify the problems?</p>	<p>We completely understand the frustration around pollution in Yorkshire's rivers and seas, and we're sorry we didn't tackle the issue sooner, but please be assured we're working to turn our performance around. In parts of Yorkshire where we know high groundwater levels get into our network, where we can, we'll try to remove any incorrectly connected pipes or drains and reline the inside of our sewers to stop water seeping in through small cracks or joints. If the storm overflow has a large available land, we're looking at nature-based solutions such as wetlands to help the network from being overwhelmed when the flows get to the wastewater treatment works. Dry discharges can also happen because of a blockage in the pipe or overflow, which could be unsuitable items being flushed down the loo, debris or rubble. So, we're investing in smart monitoring systems to help us keep an eye on our network and predict when there might be a blockage, so we can fix any issues before they even happen. We have plans to invest £1.45 billion to reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows. We will improve at very minimum 424 storm overflows improving the overall health of rivers in Yorkshire. 100% of treated wastewater returned to the environment will meet high standards set by the Environment Agency.</p>
<p>Other</p>	<p>Why don't you have plans of drains for my area?</p>	<p>We are responsible for the public sewer network. These are displayed on public sewer maps which can be accessed free of charge at our head office with appointments available to book on our website, and also at local authority offices. We do not ordinarily hold plans of private drainage.</p>
<p>Other</p>	<p>How YW is addressing bonus payments in light of company performance</p>	<p>Bonuses are only paid for good performance against the stretching targets which the remuneration committee sets at the start of each year. They review performance at the end of the year and take a view on what gets paid based on the performance against each of the targets and in the round for the company as a whole. This year that reflection led to a reduction of 19% for the executive directors given the company's environmental performance wasn't where we wanted it to be. The remuneration committee will continue to set tough targets and review performance.</p>

Other	Anticipatory: Question on other execs pay	Our pay levels across our organisation are regularly tested against benchmarks across our industry and for similar roles in other industries. We want to pay fairly as we want to be able to attract candidates with the right calibre to deliver the right outcomes for Yorkshire. The remuneration we pay reflects the challenge of the role and the expertise and experience required to deliver the performance we want to see.
Other	Why is the CEO paid such a high salary and why are they paid bonuses?	Yorkshire Water is a large company with important responsibilities to the environment and our customers, with over 4000 directly employed staff and managing a significant budget. To do that we need a person with lots of experience in business and we need to attract people to the role. The market norm is to pay a base salary for people with talent and experience as well as remunerate their delivery with performance related pay (bonuses). The Board has considered this for Yorkshire Water and conducted benchmarking to ensure we are aligned to the average position in the market – actually we are lower than average at present and this is something they are continuing to keep under review.
Other	Why are shareholders not benefiting from price hikes?	We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however, has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.
Other	What level of payment is being made to shareholders?	We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however, has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is

		expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.
Other	How much do your shareholders get in bonuses?	We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.
Other	Investment in future projects?	We've submitted our plans to Ofwat and are awaiting their decision on what funds we'll receive for our plans in December's final determination. We've proposed a £8.4bn programme with an ambition to deliver the largest environmental investment since privatisation.
Other	What dividends are you paying over the past 5 years?	We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive).Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.

Other	Transparency, can we see detailed accounts spend the money we pay you?	Publicly available through our annual financial reports and APR: https://www.yorkshirewater.com/media/gnsnx3ax/yorkshire-water-services-limited-annual-report-and-financial-statements-for-202324.pdf
Other	Are YW financial data publicly available? If so, where?	Publicly available through our annual financial reports and APR: https://www.yorkshirewater.com/media/gnsnx3ax/yorkshire-water-services-limited-annual-report-and-financial-statements-for-202324.pdf
Other	Why should customers pay for infrastructure improvements/repairs? Surely this should come out of company profits.	Our profits are invested directly in improvements to our clean and wastewater networks to develop innovative ways of working and delivering the best value for our customers. Our ultimate shareholders have not received a dividend for the last eight years. Profits are also used to meet the financing requirements of the business, paying interest on our borrowings and dividends to Kelda Group. We've recently received additional support from our shareholders who provided an equity injection of £400m to reduce our debt levels.
Other	Does the increase we've just had, pay for your fine for the sewage dump?	The proposed penalty you mention from Ofwat has not been finalised yet, but any fine will be paid out of our profits, not by our customers.
Other	Why can't the big wigs take a pay cut to pay this fine instead of passing it on to the customer?	The proposed penalty you mention from Ofwat has not been finalised yet, but any fine will be paid out of our profits, not by our customers.
Other	Why has chronic under investment been allowed to take place over previous years?	<p>Previously the focus from our regulator has been on trying to keep bills as low as possible and therefore investment levels have reflected that but we understand the desire for increased investment and that's why we've proposed our most ambitious investment plan to date. We're proposing £8.2bn investment across the region between 2025 and 2030, comprising:</p> <ul style="list-style-type: none"> • £3.1bn investment to deliver secure, safe clean water supplies • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets

		<ul style="list-style-type: none"> • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality £4.7bn investment in a healthy, natural environment, including • £1.6bn to reduce the use of storm overflows, including spill reduction and coastal (£370m for Spill reduction and £164m for coastal) • £762m to improve our Environment, including monitoring systems to improve Yorkshire Water’s impact on the natural environment, including reducing Phosphorus, microplastics and unwanted chemicals entering watercourses, and investigating where environmental investments will be required in the future. Any WINEP SO is incl. above £1.8bn to maintain and improve wastewater collection and treatment (Base maintenance) • £464m to ensure Yorkshire Water’s bioresources facilities continue to deliver and have sufficient capacity for the future £23m will be invested in measures to reduce greenhouse gas emissions • £26m allocated to continue work in Hull and the East Riding to tackle flooding issues in the area through Living With Water – a partnership with the Environment Agency, Hull City Council, East Riding of Yorkshire Council and the University of Hull £441m has been outlined in the plans to deliver first-class customer service • 95% of the plan’s costs are to deliver our statutory day to day core business activity to meet customer service needs and legislative targets • 5% of the plan is what we call enhancement activity – things that we would like to do that deliver wider benefits for customers and for the environment like our partnerships over In Hull (Living with Water) or the extra investment we’d like to make at bathing water on the coast and at more inland spots.
<p>Other</p>	<p>Address recent Ofwat reports</p>	<p>We’ve gone from being classed by Ofwat as a company ‘Lagging behind’ to an ‘average’ company in terms of our overall performance. We won’t stop here; we are still not where</p>

		we want to be, but it is the right direction and something we've worked.
Other	Any issues from the recent budget?	<p>We've submitted our plans to Ofwat and are awaiting their decision on what funds we'll receive for our plans in December's final determination.</p> <p>We've proposed a £8.4bn programme with an ambition to deliver the largest environmental investment since privatisation.</p>
Other	Why do you employ so many contractors instead of employing direct staff?	<p>We work with a number of partner organisations across our functions when there is good reason to do so, whether that be delivering the best value to our customers and minimising the impact on bills our investments have or tapping into the temporary skills and resources we need to deliver. One key example of this is that we've recently created a Storm Overflow Alliance to deliver up to £1bn of capital investment in AMP8. The alliance is a significant and strategic partnership between Yorkshire Water, AtkinsRéalis, Morrison Water Services, Stantec, and Ward & Burke. The alliance will be a truly integrated, high performing industry leading team that will deliver high quality sustainable solutions and world class performance for Yorkshire Water as it undertakes its ambitious investment plans for the next five years. The plans, which are currently awaiting approval from Ofwat, could see over £1bn being invested to reduce storm overflow operation in the region. As a dedicated organisation, the Alliance will collaboratively provide comprehensive engineering solutions, including strategic planning, design, management, and delivery of critical infrastructure. It will explore opportunities from increased storage capacity within wastewater treatment works, to smarter sewer network operations – with a key focus on blue-green solutions. The partnership has a shared commitment to sustainability, to protect and enhance the environment, and to create social value. By prioritising local employment and engaging local supply chain partners with a focus on low carbon materials and construction methods, the Alliance will further support the communities within Yorkshire Water's service area. It will also ensure efficiencies, so customers see value for money in the work that is being done.</p>

<p>Other</p>	<p>Discuss Kirkby Malzeard</p>	<p>We've had some operational issues in Kirkby Malzeard in the past few months – we had a clean water burst pipe and a collapsed sewer to fix. The latter is still ongoing as it a complex repair.</p> <p>We're investing £2.7m in Kirkby Malzeard wastewater treatment works to improve water quality in Kex beck, which eventually joins the river Laver near Ripon. The project, delivered by Tilbury Douglas, will focus on reducing the amount of Phosphorus present in the wastewater returned to the river environment after treatment. This will positively impact water quality in Kex beck, improving approximately 12.1km (about 7.52 mi) of the watercourse. Phosphorus is a normal part of domestic sewage, entering the sewer system via domestic showers and washing machines due to products such as shampoo and liquid detergent containing Phosphorus. It can also wash off from agricultural fields after the use of fertilisers and be dissolved from soil which can be difficult to control. While a small amount of Phosphorus is harmless and is an essential part of many ecosystems, it can become damaging to human and animal life when unmanaged. The work, which includes the installation of two new pumps and a new storage tank for chemical dosing, will begin in April and see completion in spring 2025.</p>
<p>Other</p>	<p>Funding into infrastructure</p>	<p>We're proposing £8.2bn investment across the region between 2025 and 2030, comprising:</p> <ul style="list-style-type: none"> • £3.1bn investment to deliver secure, safe clean water supplies • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality • £4.7bn investment in a healthy, natural environment, including £1.6bn to reduce the use of storm overflows, including spill reduction and coastal (£370m for Spill reduction and £164m for coastal) • £762m to improve our Environment, including monitoring systems to improve Yorkshire Water's impact on the natural environment, including reducing Phosphorus, microplastics

		<p>and unwanted chemicals entering watercourses, and investigating where environmental investments will be required in the future. Any WINEP SO is included above £1.8bn to maintain and improve wastewater collection and treatment (Base maintenance)</p> <ul style="list-style-type: none"> • £464m to ensure Yorkshire Water’s bioresources facilities continue to deliver and have sufficient capacity for the future £23m will be invested in measures to reduce greenhouse gas emissions • £26m allocated to continue work in Hull and the East Riding to tackle flooding issues in the area through Living With Water – a partnership with the Environment Agency, Hull City Council, East Riding of Yorkshire Council and the University of Hull. £441m has been outlined in the plans to deliver first-class customer service • 95% of the plan’s costs are to deliver our statutory day to day core business activity to meet customer service needs and legislative targets • 5% of the plan is what we call enhancement activity – things that we would like to do that deliver wider benefits for customers and for the environment like our partnerships over In Hull (Living with Water) or the extra investment we’d like to make at bathing water on the coast and at more inland spots
<p>Other</p>	<p>Why has the infrastructure been allowed to be neglected for years?</p>	<p>Keeping bills as low as possible for customers has always been a big priority for us and as much as we can look back at how we’ve balanced that alongside investment into areas like storm overflows in the past, we are more determined than ever to improve our performance and Yorkshire’s river health , and we hope this plan, along with our largest ever environmental investment programme between 2025 and 2030, demonstrates that we want to be better.</p>
<p>Other</p>	<p>Why can’t the big wigs take a pay cut to pay this fine instead of passing it on to the customer?</p>	<p>The proposed penalty you mention from Ofwat has not been finalised yet, but any fine will be paid out of our profits, not by our customers.</p>

<p>Other</p>	<p>Why are dividends paid when water quality is so disgusting?</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive).Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.</p>
<p>Other</p>	<p>In pounds how much dividend do YW pay?</p>	<p>We have paid dividends from profits and these have been used by our holding group to pay interest on debt at that level. The holding group has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.</p>
<p>Other</p>	<p>How the company works with community groups and schools?</p>	<p>Over the past year, the Education & Engagement Team have developed two new programmes which are currently being integrated into our offering.</p> <p>The first being our Lego activity which involves primary students creating Lego bots to help clear blockages whether this is in a coastal area, a community affected by flooding, or a community affected by general blockages. This is now being proactively offered to schools in targeted areas. From November 2024, it has also become available option at our Headingley Education Centre (Leeds) for those schools booking a full day programme. For secondary school students, we have partnered with ‘Hey Girls’ which aims to educate around not disposing of sanitary products into the sewers and highlight the opportunities for reusable products. This programme has just commenced rollout to schools in areas of high blockages and we plan to increase delivery during 2025. In Spring 2025, we are planning on opening a new education centre at Ewden</p>

		<p>Wastewater Treatment Works (near Oughtibridge, North Sheffield). This will provide opportunities for schools, colleges and universities to see how we treat wastewater and return it safely to the environment. Visiting groups will be able to book the centre as an independent visit, or as a joint visit with our neighbouring clean water treatment works. A full day visit will provide the opportunity to see how we treat water and put it into supply and then clean the dirty water and returning back into the water cycle. Our Lego programme will also be available here on specific dates. In addition, we are developing a new Careers engagement programme, working with some of our main contract partners. This will see us offering careers talks to schools in the locality of some of our capital works and we will be able to educate about careers in both the water industry and construction through a partnership approach. Initial pilots have worked well, and we are now looking to bring more contract partners on board and increase delivery during 2025. In addition to this we also have a number of volunteering programmes, where our colleagues go into local schools and community centres to help plant bushes and trees to create sustainable drainage as well as really nice natural environments and green spaces to be enjoyed.</p>
<p>Other</p>	<p>Were is YW in a schedule to achieving change?</p>	<p>We've submitted our plans to Ofwat and are awaiting their decision on what funds we'll receive for our plans in December's final determination.</p> <p>We've proposed a £8.4bn programme with an ambition to deliver the largest environmental investment since privatisation.</p>
<p>Other</p>	<p>What is the target for this year?</p>	<p>We want our customers to know how well we're doing against 11 of the core performance commitments, so we report our performance every 3 months and publish the results a few months afterwards. Check back again on our website at the end of December 2024 for our next update.</p> <p>Read our 2023/24 annual report: https://www.yorkshirewater.com/about-us/reports/</p>
<p>Other</p>	<p>When can we see some changes to our water ways and how can the community help?</p>	<p>Communities can play a big role in helping us in our efforts to improve river health, such as small things from maintaining green spaces in your gardens to help naturally slow the flow through bushes and plants, from not blocking drains by putting the wrong things down them and clearing drains around properties such as removing leaves and debris to stop run-off can really help. Helping prevent litter getting into waterways</p>

		<p>and also helping to report issues when you spot them to us can really help. We're using an increasing amount of technology to help us to know when incidents are occurring but people on the ground within communities helping by reporting issues to us is still really key and can help us tackle issues quicker.</p>
Other	10 year strategy coping with population growth	<p>We produce a Water Resources Management Plan every 5 years taking into account the most up to date information on the future risks to water supply. Our regulators (Environment Agency, Ofwat and Drinking Water Inspectorate) set the requirements for what we should include in our plans and provide us with guidelines to follow, within these requirements from our regulators are targets to reduce the per capita consumption, which is the amount of water used per person. This is because long term forecasts on water resilience shows a risk that we may not have sufficient supply to meet demand in the future, therefore we need to consider options for reducing demand and increasing supply. From the options we select a best value solution that will address the risks and be sustainable over the long-term.</p> <p>Our latest Water Resources Management Plan, has identified some significant risks to our future supply-demand balance. These risks include the impacts of climate change, population growth, reductions in supply to protect the environment and the loss of a water transfer we currently receive from a neighbouring water company. Our plan shows, if we do not take action, these risks could create a supply-demand deficit. Our plan to mitigate the deficit includes a twin track approach that will deliver demand reduction and increase our available water supply.</p>
Other	The plan for Masham surface water works that have recently been put on hold	<p>The proposed project at Masham didn't meet our threshold for benefits against the costs associated with the project. The scheme will be revisited as part of our investment planning for the next five year and we'll again perform a cost / benefit analysis to ensure that the project delivers value for our customers. Other projects gave us greater benefits on storm discharges. All schemes will be completed over the next 25 years as part of wider storm overflow reduction programme</p>
Other	Why am I waiting for issues to be resolved?	<p>We're really sorry to hear you're still waiting for an issue you've experienced to be resolved. If you're happy to provide us with your details we can certainly take a look at your specific case and what we can do to help get a good resolution for you.</p>

Other	Why won't Yorkshire water take responsibility?	<p>We've listened to our customers and know what their priorities are and what they expect of us. This plan is the first part of a long-term 25-year strategy to deliver improvements.</p> <p>We collect 1.3bn litres of raw water from the environment every day and collect and treat 1.7bn litres of wastewater from homes and businesses so our task is not an easy one but this plan signals the start of a longer-term journey to deliver a resilient, high-quality, world-class services that Yorkshire's customers expect.</p>
Other	We have just finished building one new house pls tell me why we had to at your insistence dig the same hole but twice to both connect to water and supply with the cost and disruption via temporary traffic delays, you stated we could not both connect to water supply and sewerage at the same time even though both pipes were 5m below ground level in the middle of our road.	<p>We're really sorry to hear that and the inconvenience and disruption caused to you and your family. That does sound very frustrating. If you're happy to provide your details we'd be more than happy to go back and get details on this specific case to provide a response. Please get in touch with us on We're really sorry to hear that and the inconvenience and disruption caused to you and your family.</p> <p>yourwateryoursay@yorkshirewater.co.uk</p>
Other	YW say save water, what about discounted water butts?	<p>For the water butts, we don't currently offer discounts, but we are piloting using water butts in areas where we have high levels of surface water in our network.</p>
Other	The trial at a number of YW reservoir car	<p>The car parking charge trial started on Monday 22nd January 2024, and the plan is to review after 12 months (to get the whole year in – given the seasonality), so we will look to do that in the</p>

	<p>parks to charge for parking, would like an update</p>	<p>new year. There are 4 sites where we currently charge, all in the Washburn Valley – Swinsty Moor, Swinsty Stack, Fewston and Thruscross. After some initial discontentment, the users have now accepted the change and aside from a couple of acts of vandalism/criminal damage (where the ANPR cameras were targeted) the situation seems stable. The funding raised through the car parking is helping with investments and improvements into our reservoir sites.</p>
<p>Other</p>	<p>What are the exact plans for repair to main street and when will the repair work. It has been mentioned business's will be compensated, after submitting relevant accounts etc when will actually be compensated?</p>	<p>If you can provide us with the specific location you're referring we'd be more than happy to go back and get details on this specific case to update you with.</p>
<p>Other</p>	<p>How the company works with community groups and schools?</p>	<p>Over the past year, the Education & Engagement Team have developed two new programmes which are currently being integrated into our offering.</p> <p>The first being our Lego activity which involves primary students creating Lego bots to help clear blockages, whether this is in a coastal area, a community affected by flooding, or a community affected by general blockages. This is now being proactively offered to schools in targeted areas. From November 2024, it has also become available option at our Headingley Education Centre (Leeds) for those schools booking a full day programme.</p> <p>For secondary school students, we have partnered with 'Hey Girls' which aims to educate around not disposing of sanitary products into the sewers and highlight the opportunities for reusable products. This programme has just commenced rollout to schools in areas of high blockages and we plan to increase delivery during 2025.</p> <p>In Spring 2025, we are planning on opening a new education centre at Ewden Wastewater Treatment Works (near</p>

		<p>Oughtibridge, North Sheffield). This will provide opportunities for schools, colleges and universities to see how we treat wastewater and return it safely to the environment. Visiting groups will be able to book the centre as an independent visit, or as a joint visit with our neighbouring clean water treatment works. A full day visit will provide the opportunity to see how we treat water and put it into supply and then clean the dirty water and returning back into the water cycle. Our Lego programme will also be available here on specific dates.</p> <p>In addition, we are developing a new Careers engagement programme, working with some of our main contract partners. This will see us offering careers talks to schools in the locality of some of our capital works and we will be able to educate about careers in both the water industry and construction through a partnership approach. Initial pilots have worked well, and we are now looking to bring more contract partners on board and increase delivery during 2025. We are also working with a number of schools and community groups to use planting to help create sustainable drainage to prevent flooding and surface water but also create nice natural green spaces to be enjoyed by communities.</p> <p>You can read more about our education offering on our website by following the link - Yorkshire Water - Education</p>
<p>Other</p>	<p>Why are bills going up when you pay shareholders massive dividends?</p>	<p>Our profits are invested directly in improvements to our clean and wastewater networks to develop innovative ways of working and delivering the best value for our customers. Our ultimate shareholders have not received a dividend for the last eight years. Profits are also used to meet the financing requirements of the business, paying interest on our borrowings and dividends to Kelda Group. We've recently received additional support from our shareholders who provided an equity injection of £400m to reduce our debt levels.</p>
<p>Other</p>	<p>Given the shocking quality of water in our rivers, lakes and seas why are bonus paid?</p>	<p>Overall, we've been making great strides to improve our performance as a company particularly in areas like reducing leakage, wastewater treatment works compliance and health and safety. As a result of these improvements, the remuneration committee has awarded Nicola a bonus, but they have taken the decision to reduce this to reflect the fact our environmental performance is not where we want it to be. We understand that many customers may be struggling to afford their utility bills at the moment. Therefore we are enhancing our support for customers who may be struggling financially and will be increasing contributions to help those most in need. All</p>

		<p>low-income households will be able to access financial support from us and we are committed to increasing our support for customers by 25%. Our spending to support customers financially has gone from 35m to £50m. This enables us to support an additional 65,000 customers through our WaterSupport scheme, increasing its reach to 7% of our customers. By 2030, we will provide bill reductions to over 155,000 customers.</p>
Other	Why are we going to have to pay more for our water when the top people get high salary?	<p>Overall, we've been making great strides to improve our performance as a company, particularly in areas like reducing leakage, wastewater treatment works compliance and health and safety. As a result of these improvements, the remuneration committee has awarded Nicola a bonus, but they have taken the decision to reduce this to reflect the fact our environmental performance is not where we want it to be.</p>
Other	What % of my bill go into dividends?	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years and we are not expecting to pay them dividends during this current five-year business plan period which ends in 2025. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive).Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.</p>
Other	Why is it shareholders dividends over the customer's ability to live decently?	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive).Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the</p>

		<p>environment and to ensure the financial resilience of the business into the future.</p>
<p>Other</p>	<p>We don't mind paying a little more for improvement but stop giving bonus to shareholders</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future. Our shareholders are also doing their bit to supporting the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>
<p>Other</p>	<p>Why don't shareholders have to contribute to infrastructure costs?</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years and we are not expecting to pay them dividends during this current five-year business plan period which ends in 2025. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future. Our shareholders are also doing their bit to supporting the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>

<p>Other</p>	<p>How do you offer value for tax payer money?</p>	<p>We play an important role in the region’s economic wellbeing, as well as pumping water into our region, we also pump millions of pounds into the local economy. 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. The way we’re financed allows us to raise the debt needed to finance the big investments we need to make into our infrastructure in a way that spreads the cost impact on bills. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive).Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future.</p>
<p>Other</p>	<p>As the second worst water board in the UK, will you freeze director bonuses?</p>	<p>Overall, we’ve been making great strides to improve our performance as a company particularly in areas like reducing leakage, wastewater treatment works compliance and health and safety. As a result of these improvements , the remuneration committee has awarded Nicola a bonus, but they have taken the decision to reduce this to reflect the fact our environmental performance is not where we want it to be. We’ve gone from being classed by Ofwat as a company ‘Lagging behind’ to an ‘average’ company in terms of our overall performance. We won’t stop here; we are still not where we want to be, but it is the right direction and something we’ve worked.</p>
<p>Other</p>	<p>How can Yorkshire water justify paying shareholders huge bonuses?</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years and we are not expecting to pay them dividends during this current five-year business plan period which ends in 2025. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the</p>

		<p>financial resilience of the business into the future. Our shareholders are also doing their bit to supporting the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>
Other	Why has the infrastructure been allowed to be neglected for years	<p>Keeping bills as low as possible for customers has always been a big priority for us and our regulators. As much as we can look back at how we've balanced that alongside investment into areas like storm overflows in the past, we are more determined than ever to improve our performance and Yorkshire's river health, and we hope this plan, along with our largest ever environmental investment programme between 2025 and 2030, demonstrates that we want to be better.</p>
Other	Why don't you decommission old kit when it has stopped working?	<p>We inherited these systems when we adopted them from the local councils in 1989 and although we do have, in parts, an aging infrastructure, that doesn't mean we're not investing in it. We invest around £1m a day upgrading all of our clean and waste infrastructure. If question is clean water treatment: We have a comprehensive and well-established long-term planning process for water resources that we review every five years. It considers our future risks (such as population growth, new development, climate change) and looks at a wide range of options for dealing with those risks. These include both supply options like transfers from other areas or new reservoirs, and demand options like helping customers to reduce the water that they use or focusing on reducing leakage. In most years, we have a surplus of water available and so we do not need to look at building new reservoirs.</p>
Other	Are you going to roll out car parking charges at all your reservoirs?	<p>The car parking charge trial started on Monday 22nd January 2024, and the plan is to review after 12 months (to get the whole year in – given the seasonality), so we will look to do that in the new year. There are 4 sites where we currently charge, all in the Washburn Valley – Swinsty Moor, Swinsty Stack, Fewston and Thruscross. After some initial discontentment, the users have now accepted the change and aside from a couple of acts of vandalism/criminal damage (where the ANPR cameras were targeted) the situation seems stable. The funding raised through the car parking is helping with investments and improvements into our reservoir sites.</p>

<p>Other</p>	<p>'When are your shareholders going to have a share of the cost burden by accepting a minimal/nil dividends, not just higher bills for customers?</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years and we are not expecting to pay them dividends during this current five-year business plan period which ends in 2025. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future. Our shareholders are also doing their bit to support the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>
<p>Other</p>	<p>How can Yorkshire water justify paying shareholders. Is this not mis-management?</p>	<p>We have paid dividends from our profits and these have been used by our holding group to pay interest on debt at that level. The holding group however has not paid dividends to the ultimate shareholders for 8 years. We are committed to improving our performance and all the money we spend is focused on delivering those improvements (including servicing debt which has previously been taken on – debt which has mortgage like characteristics – is long term in nature – not credit card like – therefore lower cost to service and better value for customers than using equity funding which is expensive). Our shareholders are committed to investing in improved performance at Yorkshire Water, to protect the environment and to ensure the financial resilience of the business into the future. Our shareholders are also doing their bit to support the aims of the business through further funding to deliver plans to help Yorkshire thrive. This includes £100m before end of March 2025 and £440m before end of June.</p>
<p>Other</p>	<p>Are YW going to reduce customer bills in light of the astronomical profits?</p>	<p>Our charges have been set in compliance with the published charging rules that were issued by Ofwat in December 2023. We understand that some customers are struggling financially at the moment, and we have a range of support available to help our customers if their circumstances have changed or if they're struggling to pay their bills. Please check our website for some more info about how we can help:</p>

		https://www.yorkshirewater.com/bill-account/help-paying-your-bill/
Other	Are YW going to justify the astronomical board level salaries?	Overall, we've been making great strides to improve our performance as a company particularly in areas like reducing leakage, wastewater treatment works compliance and health and safety. As a result of these improvements, the remuneration committee has awarded our CEO and CFO a bonus, but they have taken the decision to reduce this to reflect the fact our environmental performance is not where we want it to be.
Other	Why are works which involve the use of temporary traffic lights and road closure not carried out overnight?	We do our best to fix leaks as quickly as we can and 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. In order to get the leaks under control as quickly as possible and restore services for customers who may have had a disruption in supply, we do unfortunately need to close roads at times during the day. Where we are able to we strive to minimise the disruption to road users and residents and are mindful of road closures when responding to incidents or planning work.
Other	Rats in the pipelines	We work with specialist pest control contractors to help keep the population of rats in sewers under control with the use of targeted baiting. Proactive sewer baiting allows us to bring the rodent population under control and contractors such as Rentokil are always on hand to deal with any reported sightings by residents, visiting homes or sites in less than 48 hours. We have adopted the National Protocol for Co-operation on Rodent Control, which sets out guidelines for partnerships between water boards, local authorities and pest control companies.
Other	Fluoride	We don't add fluoride to the water, any fluoride present is naturally occurring and will be less than the standards set by the Government.
Other	Bad state of the infrastructure	We inherited these systems when we adopted them from the local councils in 1989 and although we do have, in parts, an aging infrastructure, that doesn't mean we're not investing in it. We invest around £1m a day upgrading all of our clean and waste infrastructure.

		We are investing almost £800m this financial year and have plans to invest more than £8bn in the next five years, subject to approval from Ofwat.
Other	Why is your customer service so poor and promises not kept?	We're really sorry to hear you've had a poor customer service experience recently. We strive to provide excellent customer service and have made big improvements in this area including more than doubling our score on Trustpilot this year. If you'd like to contact us on the following email address telling us a bit more about your issue we can look into this further for you: yourwateryoursay@yorkshirewater.co.uk
Other	It appears to local residents that introducing car park charges at Langsett Reservoir is not a great idea. It will lead to dangerous parking in the surrounding area.	The car parking charge trial started on Monday 22nd January 2024, and the plan is to review after 12 months (to get the whole year in – given the seasonality), so we will look to do that in the new year. There are 4 sites where we currently charge, all in the Washburn Valley – Swinsty Moor, Swinsty Stack, Fewston and Thruscross. After some initial discontentment, the users have now accepted the change and aside from a couple of acts of vandalism/criminal damage (where the ANPR camera's were targeted) the situation seems stable. The funding raised through the car parking is helping with investments and improvements into our reservoir sites. We are continuing to review our plans at Langsett reservoir.
Other	I have suggested that YW should install turbines in the outlet pipe from storage	We really appreciate your input and ideas. We'll pass this feedback onto the appropriate team.
Other	Why can't we have a dedicated contact?	We are striving to provide our customers with a more personalised customer service experience, including the roll out of our model office approach which sees smaller multi-skilled teams dedicated to specific catchment areas. This provides a more-joined up approach and localised knowledge. However, as our contact centre team members work in a variety of shift patterns, providing a dedicated contact in all circumstances would be difficult and not provide customers with a timely response to queries.
Other	Completion of works Coast Road Scarborough	We are determined to play our part to improve bathing water quality at Scarborough and along the entire Yorkshire coast.

		<p>This project will significantly reduce discharges from our Whitby Road Bridge overflow at Scalby.</p> <p>We've worked closely with North Yorkshire council throughout our planning of this project and to ensure the work can be carried out safely, a public footpath that runs alongside the pumping station will be closed. A signed diversion route will be in place and we apologise for any inconvenience.</p> <p>The project is part of a £180m investment across Yorkshire to reduce discharges into the region's watercourses by April 2025. Beyond that, we are already planning our largest ever environmental investment between 2025 and 2030, which includes £1bn to further reduce the impact of overflows on our watercourses.</p> <p>The work, which is being carried out by Morrison Water Services, is expected to be completed in early 2025.</p>
<p>Other</p>	<p>How will you be able to sort out Bio film?</p>	<p>Bacteria and fungi are naturally present in air, food and water and can attach themselves to damp surfaces, where they can multiply to produce a visible jelly-like growth, slime or stain in various colours (black, grey or pink). Although not nice to look at, biofilms are considered to be a nuisance rather than a risk to health. It's not possible to completely and permanently remove biofilms. However, it's possible to stop them growing. The bacteria and fungi that live in biofilms need water and nutrients to survive and grow. The best way to prevent growth is to improve ventilation so kitchen and bathrooms can dry quickly. It's also important to reduce the food sources available to biofilms. To read more about how to tackle biofilms in your home, please click this link: https://www.yorkshirewater.com/media/vbad2wnh/42679-drinking-water-quality-guide-a5-v3-1.pdf</p>
<p>Other</p>	<p>Why do some houses get bio film?</p>	<p>Biofilms can grow on any surface that regularly comes into contact with water. They're often found in the following areas around the home:</p> <ul style="list-style-type: none"> • On the inside of taps (especially where the tap has a mesh-style-like insert to prevent splashing). • In and around washing machine powder drawers and door seals. • Around the base of taps and tap fittings. • In drains and plugholes. • In shower heads and on shower curtains and doors.

		<ul style="list-style-type: none"> • In and around toilet cisterns. • On tiles around the bathroom area and kitchen sink area. • In header tanks (for example, in the loft or airing cupboard). <p>To read more about how to tackle biofilms in your home, please click this link: https://www.yorkshirewater.com/media/vbad2wnh/42679-drinking-water-quality-guide-a5-v3-1.pdf</p>
Other	Could our water be the reason why there is so many people suffer with certain illnesses?	<p>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. We collect over 500,000 samples per year and achieve a 99.98% compliance with water quality standards as determined by our regulator the Drinking Water Inspectorate.</p> <p>Water quality compliance has improved over the past ten years with the implementation of better controls, systems and processes at our water treatment works ensuring we supply some of the highest quality water in the world.</p>
Other	Infrastructure investment	<p>We're proposing £8.2bn investment across the region between 2025 and 2030, comprising:</p> <ul style="list-style-type: none"> • £3.1bn investment to deliver secure, safe clean water supplies • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality • £4.7bn investment in a healthy, natural environment, including • £1.6bn to reduce the use of storm overflows, including spill reduction and coastal (£370m for Spill reduction and £164m for coastal) • £762m to improve our Environment, including monitoring systems to improve Yorkshire Water's impact on the natural environment, including reducing Phosphorus, microplastics

		<p>and unwanted chemicals entering watercourses, and investigating where environmental investments will be required in the future.</p> <ul style="list-style-type: none"> • £1.8bn to maintain and improve wastewater collection and treatment (Base maintenance) • £464m to ensure Yorkshire Water’s bioresources facilities continue to deliver and have sufficient capacity for the future • £23m will be invested in measures to reduce greenhouse gas emissions • £26m allocated to continue work in Hull and the East Riding to tackle flooding issues in the area through Living With Water – a partnership with the Environment Agency, Hull City Council, East Riding of Yorkshire Council and the University of Hull • £441m has been outlined in the plans to deliver first-class customer service.
Other	What are your quick wins?	<p>We’re not sure which area of our business activities you may be referring to but in the cell above we outline our plans for investment by area. If you would like any further information on a specific area feel free to contact us on yourwateryoursay@yorkshire.co.uk</p>
Other	What time scales have you got in place to start to make big improvement?	<p>Our final determination from Ofwat will be on the 19th of December and from there we will know exactly what our investment plans are likely to be. In our plans we have committed to improving our performance across key areas by 2030, including:</p> <ul style="list-style-type: none"> • Improve leakage by 16% • Improve Internal Sewer Flooding by 20% • Improve Pollution Incidents by 56% • Improve Storm overflows by 41% <p>Storm overflows: We will reduce the number of times storm overflows spill from 42 to 20 on average per year, meeting regulatory targets, including some coastal overflows.</p> <p>We will improve at very minimum 424 storm overflows improving the overall health of rivers in Yorkshire</p> <p>Leakage: The leakage improvement from 2020 – 2030 is expected to be 27.2% based on 3 year rolling average with 2019/20 being the baseline.</p>

		<p>Mains:</p> <p>We are proposing a stretching target of 204.1 mains repairs per 1,000 km mains in the first year of AMP8, falling to 199.3 mains repairs per 1,000 km of mains network by the end of 2030.</p>
Other	<p>How will YW reduce the time taken to repair and maintain in a sustainable manner?</p>	<p>Our plan includes £3.1bn investment to deliver secure, safe clean water supplies, including:</p> <ul style="list-style-type: none"> • £2.4bn investment to improve supply resilience through increased mains replacement and refurbishment of critical storage and treatment assets • £430m to secure future water resources and upgrade water meters to smart meters to give greater and more timely information on usage • £95m to maintain safe, clean water supplies • £74m to enhance collaboration with landowners and stakeholders to improve land management including sites of special scientific interest (SSSI) for the benefit of the environment and improve raw water quality
Other	<p>Please make this presentation so that those with sight problems can see this. I am registered partially sighted and can only see a little of what you are saying</p>	<p>We're sorry to hear that you struggled to see the presentation. We ensure to use text that is no smaller than font size 20 which is in line with standard accessibility guidance but appreciate this may not be ideal for everyone. The presentation will be made fully available on our website on our Your Yorkshire Water Your Say webpage and on our website we have a number of accessibility tools including a magnify option and screen reader.</p>
Other	<p>What about solid waste that is spread on fields and contains microplastics and heavy metals</p>	<p>Recycling Biosolids to Agriculture is widely regarded as the best environmental option under the waste hierarchy.</p> <p>For this reason, the appropriate use of biosolids in agriculture is an important part of the government's strategy to ensure essential nutrients are recycled in a safe and sustainable way.</p> <p>Our recycling is audited by the Environment Agency on an annual basis giving us confidence that we comply with relevant regulations. We are also members of the Biosolids Assurance Scheme and are externally audited on their standards every year. Complying with this standard is one of our Performance Commitments that we made to our customers, and we are pleased to be able to say we have continued to meet these high standards.</p>

		<p>The alternatives to recycling to agriculture are expensive and have environmental risks. The carbon footprint, loss of nutrients for recycling, and air emissions all need to be considered. We are working with our regulators to better understand the science around risks possibly associated with microplastics. This will inform our strategy as knowledge is developed.</p>
Other	<p>Not all people struggling to put food on the table are in receipt of UC or IR-ESA. where does Yorkshire water think we can find the money for large increases?</p>	<p>We offer a range of financial support options and not all of them are linked to the receipt of benefits. For instance, WaterSupport is bill cap scheme for low income households. You might be eligible if you have a household income below £19,000 and your annual water bill is more than £364.</p> <p>Households with dependent children, or larger occupancies, may be eligible for additional income allowance.</p> <p>To find out more about our financial support schemes please visit our website here:</p> <p>https://www.yorkshirewater.com/bill-account/help-paying-your-bill/</p>
Other	<p>What is the time scale for removing lead from supply system</p>	<p>Page 209-214 covers our plans for lead removal and our Long-Term Strategy for Lead. All the scenarios include a significant lift in expenditure in this area.</p> <p>https://www.yorkshirewater.com/media/o2aid2il/yky29_water-quality-improvements-enhancement-case.pdf</p>
Other	<p>1. Plastics in Tap Water: With studies showing higher levels of nano plastics in UK tap water compared to other EU countries, what specific steps is Yorkshire Water taking to reduce these contaminants, and how can households support these efforts?</p>	<p>We comply with requirements made of us by our regulators including drinking water inspectorate (DWI). The DWI have access to expert advice and have not chosen to implement any specific requirements due to a lack of a proven link to health impacts. However, we are aware of customer concerns in this area and we want to assure you we take health issues seriously. We have supported industry investigation into the prevalence of microplastics - which found our sites were likely to be very effective in their removal. Other data suggest the levels of small particles are not at higher concentration in tap water when compared to water treatment works inlet water. Other sources of diet such as processed food and bottled water have been shown to have higher concentrations.</p>

<p>Other</p>	<p>Is YW consulting with large building schemes to slow the flow by using more swales and water butts to collect rain water.</p>	<p>Yorkshire Water is not a statutory consultee on large building schemes, many of which have been earmarked for development by local authorities. We're often asked for our opinion and comments by local planning authorities, and we encourage sustainable development and management of water. This includes surface water separation schemes.</p> <p>Outside of this, we currently have a number of schemes using a range of blue green solutions to help slow the flow. For instance we're partnering with SuDSPlanter to give away free water saving devices to schools to help reduce the volume of rainwater entering the sewer network. We also have a number of projects working with community centres and schools to plant shrubs and plants to create not only nice natural green spaces but that also help to reduce surface water flooding.</p> <p>We have larger scale investments in wetlands, reed beds and sustainable urban drainage projects across the region. We are also helping customers install water butts in strategic locations to slow the flow in areas we know rainfall inputs can have a significant impact on flows within the sewer.</p> <p>These are just handful of examples of the schemes we are running. Check out our website for more on what we're doing in this area.</p> <p>https://www.yorkshirewater.com/doing-right-by-yorkshire/</p>
<p>Other</p>	<p>My water from my kitchen cold water tap is making my filter in my kettle really black and the bath water is cloudy recently is there a reason for this and is there anything I can do to stop this</p>	<p>Water can appear cloudy or milky if air mixes with the supply. Under mains pressure, air can become entrained or trapped causing water to have a milky, cloudy or white appearance. This often happens following water mains repairs. To check if cloudy water is caused by air, fill a glass with water and leave to stand for a few minutes. The tiny air bubbles will rise to the surface and the cloudy appearance will soon clear from the bottom upwards. If air is coming from the mains, the only way to clear it is to let it work its way through the system. You can run your taps to help flush the cloudy water through. If it has been cloudy for longer than 24 hours, we may need to flush the mains water pipes to help it along its way. Sometimes, it's the internal plumbing that causes cloudy or milky water, where cold water pipework in your home touches unlagged hot water pipes.</p>
<p>Other</p>	<p>How many times has Yorkshire Water informed planning</p>	<p>Local Planning Authorities (LPA), when assessing a new development may seek Yorkshire Water's (YW) advice/comments on the proposal, sending across a consultation requests, however Yorkshire Water is not a</p>

	<p>committees (either national parks or North yorkshire) that sewage treatment works do not have capacity to accept new foul water sources. we have tested the river ure and even at low water e.coli has been at 3,300 cfu. (x3.5 above the safe level) in the national park but plans are still passed as the YDNP state YW has no objection.</p>	<p>statutory consultee. An assessment of the proposal is made by YW, consulting with internal departments as may be required and issuing a response. YW look to encourage sustainable development, which includes separation of wastewater and surface water to limit flows through the sewer network, although where it is identified that a scheme may cause harm this would be highlighted in any response. This, in some instances, may including registering an initial objection which may later be removed, following changes to any scheme and being subject to condition(s).</p>
<p>Other</p>	<p>Also why does it smell when I put my washing machine on and it happens for others here too</p>	<p>These kinds of smells can be due to the growth of harmless micro-organisms such as bacteria and fungi in domestic pipework and appliances, particularly sections that can have a low usage or can get warm (when hot pipes come into contact with cold pipes). Valves and fittings containing rubber materials are also particularly prone to these growths (such as those found in washing machines). If this happens, you can fix the problem by making sure the hot and cold pipes don't touch or by having appliances such as washing machines regularly serviced/cleaned, ensuring to have all filters and rubber fittings are cleaned.</p>

Thank you

For more information contact DJS Research:

Ali Sims, Research Director

asims@djsresearch.com

Claire Williams, Research Manager

cwilliams@djsresearch.com

@yorkshirewater

facebook.com/yorkshirewater

yorkshirewater.com



YorkshireWater