

NORTHUMBRIAN
WATER *living water*

ESSEX & SUFFOLK
WATER *living water*

YOUR WATER, YOUR SAY



NORTHUMBRIAN WATER LTD



NORTHUMBRIAN WATER *living water*

- 2.7m customers
- Water production and distribution
- Sewerage and wastewater treatment

ESSEX & SUFFOLK WATER *living water*

- 2m customers
- Water production and distribution



WATER

- 50 water treatment works
- 388 water pumping stations
- 304 water service reservoirs
- 26,451km water mains

SEWERAGE

- 413 sewage treatment works
- 966 sewage pumping stations
- 30,237km sewer network
- 1,561 storm overflows

PEOPLE

- 3,000+ employees

OUR PURPOSE IS



Caring for the essential needs of our communities and environment, now and for generations to come.

We do this by providing reliable and affordable water and wastewater services for our customers.

We make a positive difference by operating efficiently and investing prudently, to maintain a sustainable and resilient business.

WHAT MATTERS MOST TO OUR CUSTOMERS AND STAKEHOLDERS



Good quality water



Environmental improvements



Work with partners



Maintain healthy assets



Keep bills affordable



Respond to change

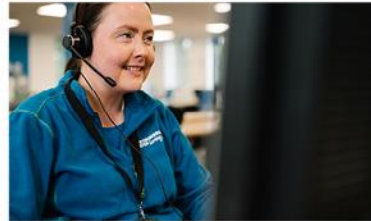


OUR PLAN 2025-30



NORTHUMBRIAN **WATER** *living water*

- Less pollution
- Less flooding
- Less interruptions
- More innovation
- More support



ESSEX & SUFFOLK **WATER** *living water*

- Less leakage
- Less interruptions
- More water
- More innovation
- More support

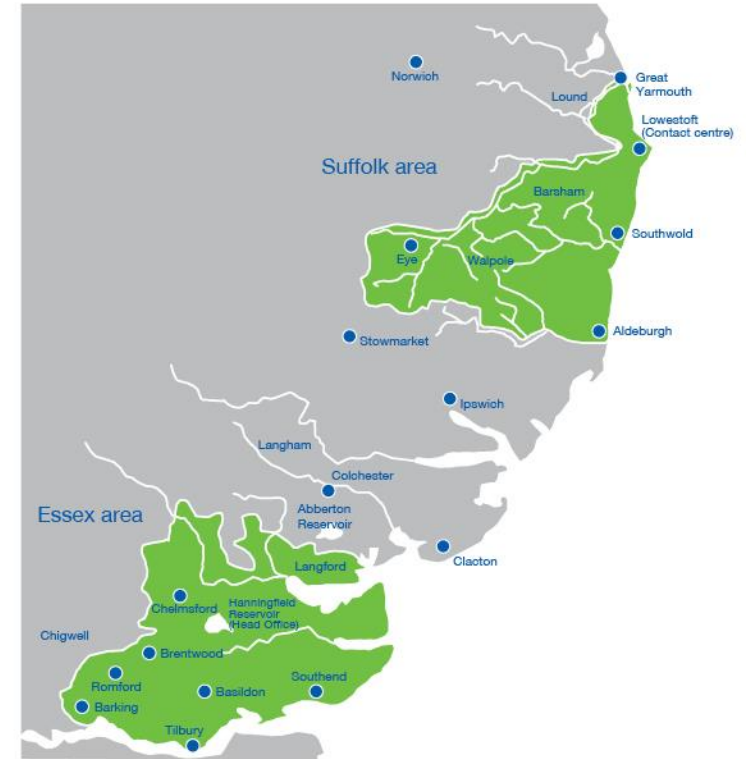
USING WATER WISELY IN ESSEX AND SUFFOLK



- £386m investment in new water supplies.
- Reducing leakage further from leading levels already.
- Compulsory metering from 2025 and more support for water efficiency for both households and businesses.
- More replacement of water mains and protecting water treatment works from climate change.

Long-term plan for water supplies:

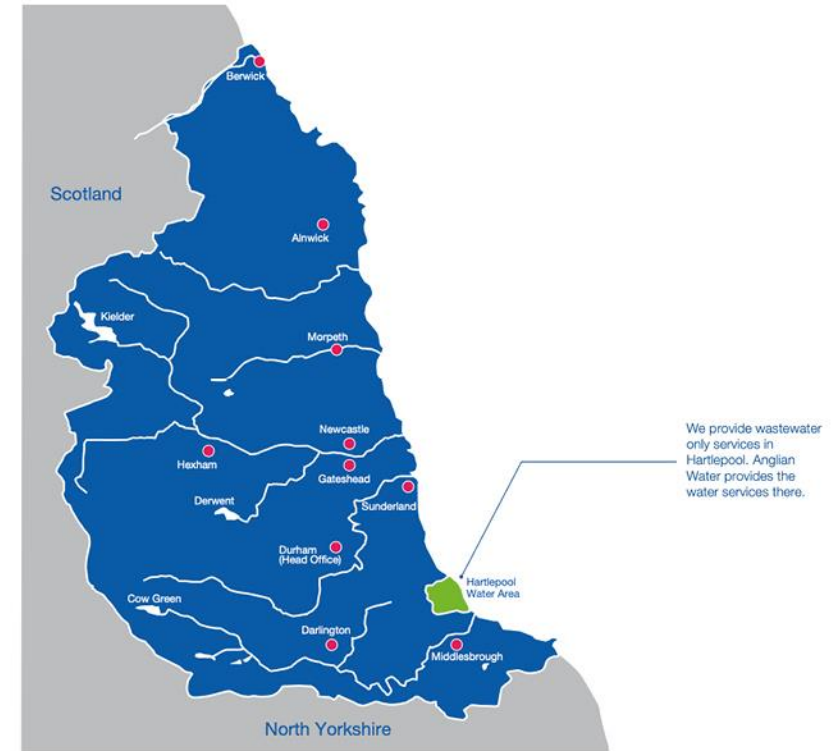
- We have looked ahead at forecasts of population and business growth, as well as climate change and we need to reduce the amount of water we take from the environment.
- Winter storage reservoir or water reuse plant?
- Possible desalination plant in the 2040s?



COMMITMENT TO CLEANER WATERS IN THE NORTH EAST



- Our largest environment investment ever - £1.7bn.
- Including almost £1bn investment in tackling storm overflows, as part of a 25 year plan.
- Long-term targets – working in partnership with others to improve our rivers and the local environment, using natural solutions where we can.
- Innovative restoration techniques and partnerships, for example, using seaweed and shellfish farming, seagrass and saltmarsh restoration, and wetlands.
- Supporting biodiversity net gain by going further than our obligations and helping to manage habitats.



PLANNING FOR THE LONG-TERM – RESILIENT SERVICES



- We have a good track record on resilience – we avoided water usage bans in the 2022 drought, and been recognised for our response to Storm Arwen and other extreme weather events.
- These weather events are getting worse – we are investing to adapt to climate change, including providing power resilience in storms and adapting our treatment processes to cope with hotter summer spells.
- We also need to act now to address the risks of deteriorating asset health – we are recognised as good at managing our assets, but investment needs to increase to maintain services in the future.
- Our long-term plan reflects the balance that our customers asked us to find – between affordability and not letting services deteriorate.



FAIR INVESTMENT



For every **£1** customers pay in their bills, we will spend **£1.66** in the **North East** and **£1.29** in **Essex and Suffolk**. To pay for this, shareholders will need to invest around **£400m** to enable these improvements. We expect that during **2025-30**, shareholders will need to put in more than we pay out in dividends.

WHAT DOES THIS MEAN FOR AVERAGE BILLS?



- In the North East, this means a steady increase of £71 to £77 over five years.
- In Essex and Suffolk, this means a steady increase of £32 to £36 over five years.
- We think that bills will continue to increase after 2030 – because higher investment will continue to be needed to improve the environment and adapt to climate change.



Social tariffs –
**helping 325,000
customers**

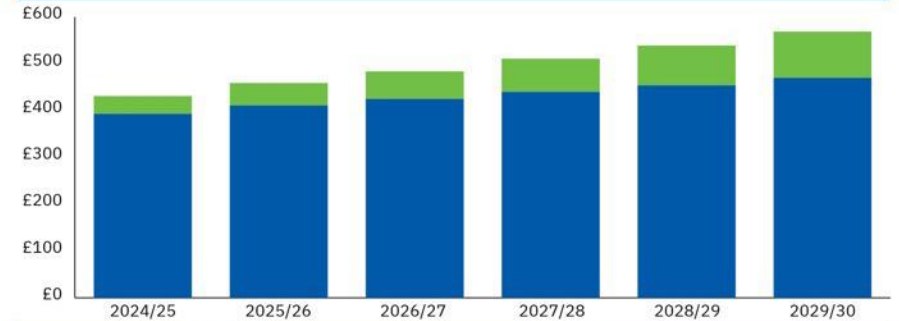


Metering and water
efficiency – **helping
60,000 customers**

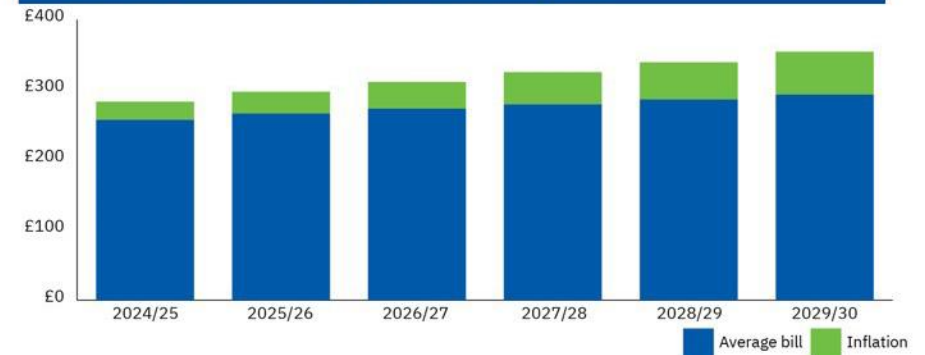


Helping customers
maximise their income
and new £20m hardship
fund – **helping 75,000
customers**

Northumbrian Water average water and wastewater bill



Essex & Suffolk average water only bill



WHAT DID CUSTOMERS AND STAKEHOLDERS SAY IN THE FIRST YOUR WATER, YOUR SAY MEETING?



- They challenged us to improve our performance on **leakage, water supply interruptions, and sewer flooding**.
- They asked us about how we are tackling **uncertainty about abstraction reductions**, and making sure our rivers and groundwater don't deteriorate.
- They asked us about what we are doing to monitor sewage or farm run-off into rivers, and what we are doing to **work with landowners**.
- They challenged us to help our customers to **be more resilient to climate change impacts**.
- They asked us why **dividends are not being stopped** to pay for improvements – and how much financial support will be made available for **customers struggling** to afford their water bills.
- They asked us what we are doing to change the attitude in the sector on **pollution and raw sewage discharges**.



IN SUMMARY



- We will deliver major **improvements for customers**.
- Driving real change to **protect our environment**.
- **Boosting support** for those that need it most.
- Our **boldest plan** yet.
- **74%** of customers accepted our plan.



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THANK YOU





Link - [Your water, your say survey - Ofwat](#)