

Local Government North Yorkshire & York

Update on Yorkshire Water's work in the region

October 2018



Our Long Term Strategy & Business Plan

2018 has been a key year for setting our future direction



- Published April 2018
- Our long term vision for the next 25 years.



- Published Sept 2018
- Our business plan for the 5 years from 2020.



Our Five Big Goals

The Long Term Strategy and the business plan are based around five big goals



We will tailor our service to meet everyone's needs



We will provide you with enough safe water



We will protect you and the environment from flooding and pollution



We will be a global benchmark for openness and transparency



We will ensure no one needs to worry about paying their bill



We will tailor our service to meet everyone's needs

Customers

We will develop the deepest possible understanding of our customers' needs and wants and ensure that we develop a service tailored and personalised to meet those needs.

- We will use data to develop a granular understanding of our customers and meet the service needs of the communities and customers we serve.
- We will use innovation to proactively identify customers with specific needs and tailor our services to meet them. Wherever possible we will personalise this service.
- People will be able to contact us 24 hours a day in the way that suits them best.
- We will excel in customer service measures both for the water industry and across the UK.



We will provide you with enough safe water

Water Supply

We will always provide you with enough safe water, we will not waste water and always protect the environment.

- We will reduce our leakage by 15% from 2020-21 at no additional cost to our customers. We will reduce leakage by a further 25% by 2025, an overall reduction of 40%.
- We will significantly reduce supply interruptions over the next three years. We are looking to become a leader in this area. Overall this will mean that our average interruptions will reduce from 9.47 minutes in 2016, to two minutes by 2025.
- We will work with industry to reduce demand for potable water by using non-potable water instead. This initiative in combination with better recycling at our treatment works will off-set 0.5% of current demand, creating enough extra drinking water for 18,000 new houses without abstracting any more water from the environment.

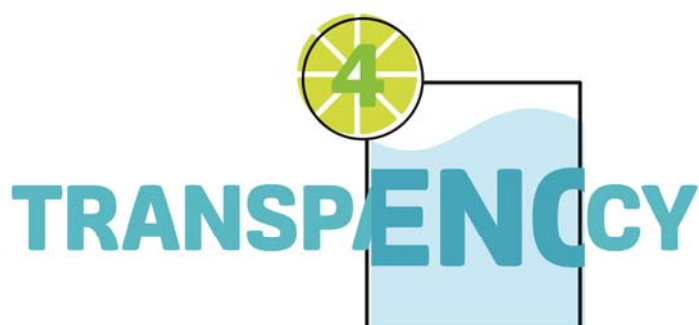


We will protect you and the environment from flooding and pollution

Environment

We will remove surface water from our sewers and recycle all waste water, protecting the environment from sewer flooding and pollution.

- We will eradicate pollution and sewer flooding from our assets by 2050. By 2020 we will have already taken the first steps towards this by committing to reduce sewage leaks by 40% and reducing sewer flooding in homes by 70%.
- To protect customers from wider flooding events we will use innovative and collaborative solutions to keep rain water out of the sewers, preventing them from becoming overloaded.
- Rather than building expensive underground storage we are working with others to create 17,000m² of green space.
- We are pioneering new ways of working in partnership to tackle flooding issues through the Living With Water Partnership in Hull & East Riding.

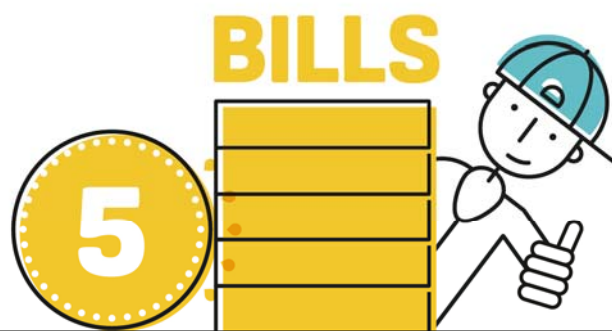


We will be a global benchmark for openness and transparency

Transparency

We will be a global benchmark for openness and transparency.

- Following a consultation with customers about what information they wanted to see from us, all our performance data, including annual reports and strategic documents, will be stored in one dedicated place to make it easier for our customers to understand who we are and how we are performing.
- By being open we can also deliver benefits to our customers through collaboration and ideas we would not have had access to previously.
- We have held a number of open data events, sharing information from the thousands of monitoring devices on our clean and wastewater networks. These events, called "hackathons", are already helping us find new and innovative ways to use our data to help solve the pressures that we face.



We will ensure no one need worry about paying their bill

5. Bills

We will use innovation to improve service, eradicate waste and reduce costs so no one need worry about paying our bill. We will not waste money.

- Each year we will review every customer account to make sure customers are only being billed against the best tariff for their individual circumstances.
- We are doubling the amount of money we contribute to affordability schemes and are going further. We are working with Citizens Advice to create a way to help people who are struggling with debt to make a fresh start; not just with their water bill but also with other debts they may have.
- We have identified over £800 million of efficiency savings based on our costs now, which is the biggest efficiency programme we have ever undertaken.
- Innovation and business process improvement across the company will help deliver our ambitious efficiency target.

