



Our customers trust us to always deliver high-quality, value-for-money services. So we have gone further than ever before to develop an ambitious and affordable plan for 2020 to 2025 that delivers what they want.

Our customers said they want...

- Clean, high-quality and reliable water supplies
- Fair, accurate and affordable bills, and help for customers who may need extra support
- Great customer service
- Less leakage and more protection for the natural environment



So we will...

- Invest £65 million to maintain our pipes
- Invest £63 million to upgrade our two largest water treatment works and clean 100 km of mains in our South Staffs region
- Invest £28 million on maintaining our underground water sources
- Invest £7.5 million in a 'smart' network, innovative techniques, and pipe repairs and replacements

- Open more community hubs for customers who want to talk to us face-to-face
- Invest nearly £12 million a year to provide exceptional customer service
- Launch an 'extra care' package to help around 2,000 customers a year who need additional support
- Provide financial support to 40,000 customers by 2025
- Meet 3,000 young people a year and help them learn how to use water wisely

- Reduce leakage in our South Staffs region by 25% and in our Cambridge region by 15%
- Save 31 million litres of water by encouraging developers to build more water-efficient homes
- Invest £19 million to help customers manage their water usage
- Work with landowners to protect 690 hectares of environmentally-sensitive sites
- 61kg of carbon per connected property by 2025

...and we will give customers certainty about their water bills

