



Our energy
policy.

Becoming a more flexible & responsible energy user.

We provide a life essential service to over 15 million people, every day of the year – and that's before we add those who commute into our area for work or who are visiting on holiday. Although turning on the tap and flushing the loo are two of life's most ordinary tasks, everyone's need for, and use of water is different depending on their individual circumstances.

We recognise the energy intensive nature of our activities, and the need for us to take a leadership role within the communities we serve. Managing our energy use innovatively has an important part to play in delivering efficiency and resilience to ensure the services we provide are sustainable for future generations.

We are committed to continually improving our energy performance, increasing our use of renewable energy, and minimising our greenhouse gas emissions.

Describing our approach

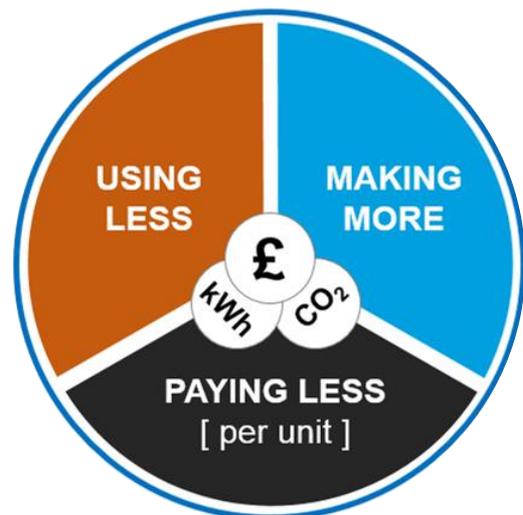
We will reduce the cost and quantity of energy we consume, and increase the volume and value of what we generate. Our approach is:

- **Using Less:** Operating our sites efficiently by only using the energy we really need, to save money and reduce greenhouse gas emissions;
- **Making More:** Recovering energy from all the sludge we treat and generating more renewable energy to increase the sustainability of our operations;
- **Paying Less:** Reducing the cost of the energy we purchase, by flexing when and how we use and procure energy, to help reduce costs for our customers;
- **Enhancing Resilience:** Increasing the reliability of our energy supplies, maintaining standby generation for key assets and reducing reliance on grid connections to mitigate operational and financial risks;

and

- **Ensuring Compliance:** Establishing and maintaining an ISO 50001 Certified Energy Management System compliant with all relevant energy and carbon regulatory regimes before 2020.

We are committed to utilising our energy management information systems to understand our areas of significant energy use, to utilise our insight to continually improve efficiency and to provide the resources necessary to achieve our integrated energy strategy.



Sharing our progress

Using and saving energy is everyone's business and we can only improve energy performance with the engagement of our staff and partners. We will review and update this policy annually. This Policy applies to our employees, suppliers, partners and contractors, and will be made available to them.

To deliver our business plan we must improve our energy performance and reduce our greenhouse gas emissions. Our performance against our targets will be regularly reviewed and published in our annual report and our annual corporate responsibility and sustainability reports.

**Steve Robertson, Chief Executive Officer,
March 2019**

