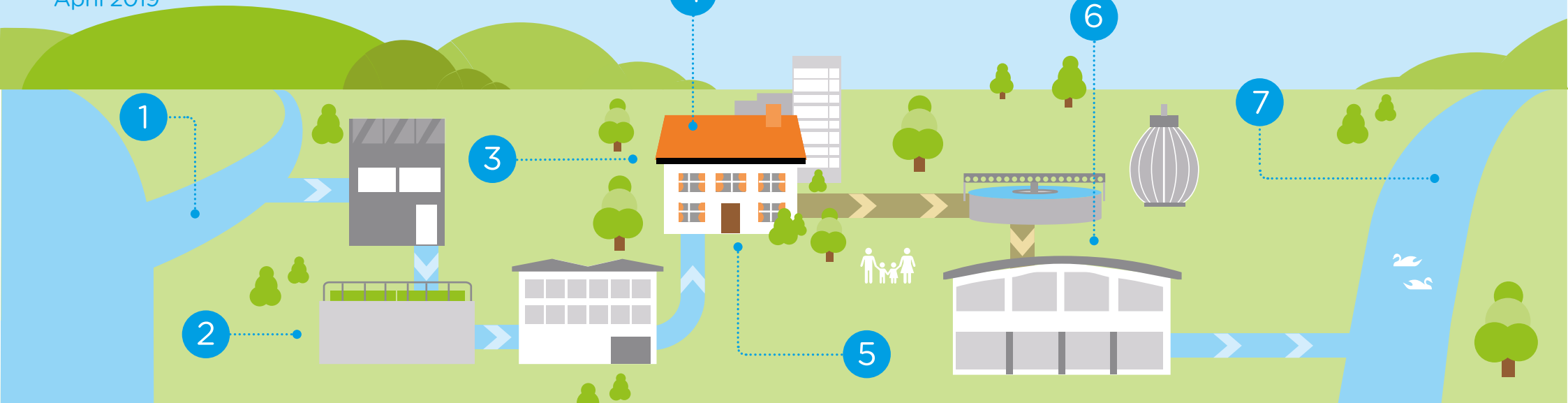


Our plan at a glance

Our business plan 2020-2025

April 2019



1

Enough water available for customers and the environment

- Develop new sources of groundwater
- Plan to transfer water via the Oxford canal
- Plan for an innovative wastewater reuse facility in North London
- Plan for a shared new reservoir (with Affinity Water)
- Investigate options to transfer water from other companies
- Reduce the impact of taking water from rivers affected by low flows and protect chalk streams

2

A safe and dependable water service

- Reduce leakage by 15% from 2019/2020 target
- Replace more than 700km of water pipes
- Improve how we cope with severe droughts
- All of our water quality samples pass their tests
- Reduce the number of customers that receive no water for more than three hours by 20%
- Replace more than 50,000 of our lead pipes including those at primary schools and nurseries

3

Help customers use water and sewers wisely

- Help customers reduce their water use by 4%
- Install around 700,000 smart water meters
- Visit more than 400,000 homes and businesses to offer advice and support
- Incentivise house builders to install toilets that use non-drinking water
- Work with customers and businesses to keep fat and wet wipes out of the sewers

4

Improved customer services with more support for those who need it

- £5 reduction to the combined average annual household bill in real terms
- Give at least 200,000 customers who find it hard to pay a discount on their bill
- Increase the number of customers on our Priority Service Register to 410,000
- A contact system that personalises customer services
- Proactive, personalised information about our activities that impact customers

5

Playing our part in the community

- Aim to educate every school-age child in our area about water and wastewater issues
- Promote visits by local schools to our education centres and a new mobile classroom
- Increase access to our sites, including a new visitor centre at Farmoor Reservoir, Oxford
- Enhance an area 2.5 times the size of Heathrow Airport for nature
- Provide a £5 million community investment programme, funded by shareholders

6

A safe and dependable wastewater service

- Reduce sewer flooding in homes and businesses by 20%
- Reduce sewer blockages by 13%
- Reduce the amount of land draining into our sewers by 65 hectares
- Nearly 200,000 monitoring points in our sewer network to prevent flooding and pollutions
- Invest at 48 wastewater sites to reduce the impact of power outages and flooding

7

Protect and enhance the environment

- Improve 745km of rivers across our region
- Reduce pollutions by 30%
- Ensure we meet or exceed all of our environmental obligations
- Clean up 750 surface water outlets that pollute rivers because of wrongly connected household drains
- Generate and use green energy in one year that would be sufficient to power 115,000 homes