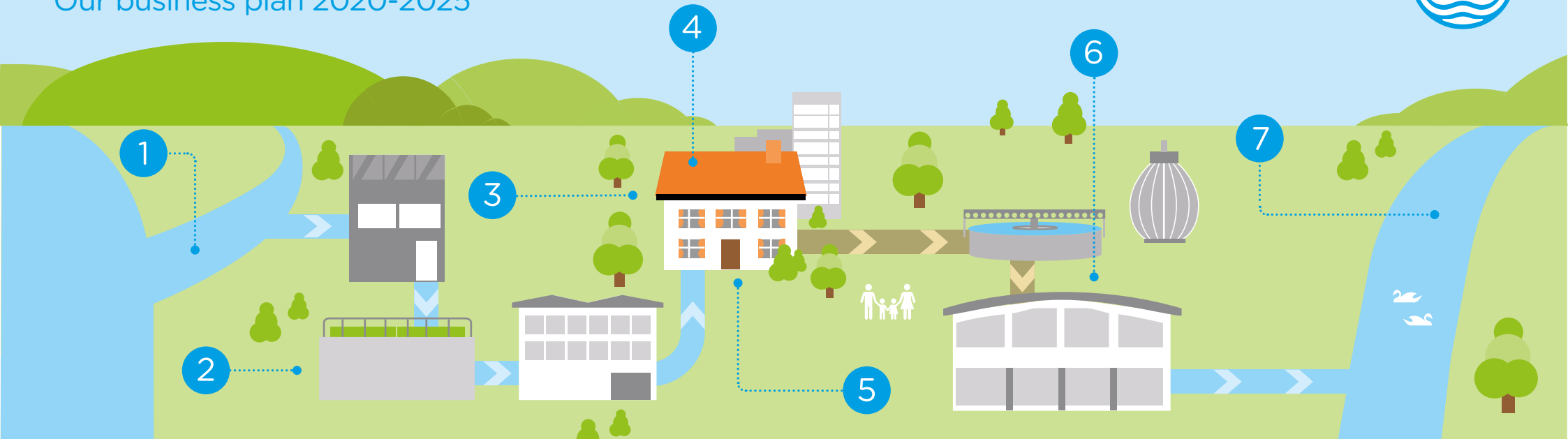


# Our plan at a glance

Our business plan 2020-2025



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%
- Replace over 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 experience no water for more than three hours by 5.6%
- Replace over 50,000 lead pipes and ensure no primary schools or nurseries have lead pipes to their buildings

3

## Help customers use water and sewers wisely

- Help customers reduce their water use by 4%
- Install around 700,000 smart water meters
- Visit over 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

- Keep average bills flat until 2025 (before inflation)
- 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 services register to 400,000
- A contact system that personalises customer services
- Proactive, personalised information about our activities that impact customers

5

## Playing our part in the community

- 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 £5million community investment programme, funded by shareholders

6

## A safe and dependable wastewater service

- Reduce sewer flooding in homes and businesses by 15%
- Reduce sewer blockages by 13%
- Reduce the amount of land draining into our sewers by 65 hectares
- Install nearly 200,000 monitors 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 serious pollutions by 18%
- Ensure we meet or exceed all of our environmental obligations
- Clean up 500 surface water outlets that pollute rivers because of mis-connected household drains
- Generate and use green energy in one year that would be sufficient to power 115,000 homes