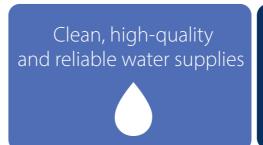
making water count

Our customers trust us to always deliver highquality, 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.









Less leakage and more protection for the natural environment











£7.5 million



talk to us face-to-face

40,000

Launch an 'extra care' package

to help around customers a year by 2025

Meet young people a year and help them learn how to use water wisely



water-efficient homes





Reduce carbon emissions to per connected property by 2025

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

2020/21 £147

2021/22 £147

2022/23 £147

2023/24 £147

2024/25 £147