

Delivering for customers and the environment

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Chief Operating Officer



What's different in AMP8?

- ✓ Significantly larger programme
Delivering more whilst maintaining performance
- ✓ More targeted performance commitments
Driving improvements on the things that matter
- ✓ Customer expectations
Demonstrating delivery and value has never been more important



Process-driven
efficiency

Standardisation
of kit

Proactive
maintenance

SIMPLER

SMARTER

Innovation

Data-driven
intelligence

Rightsourcing

BETTER

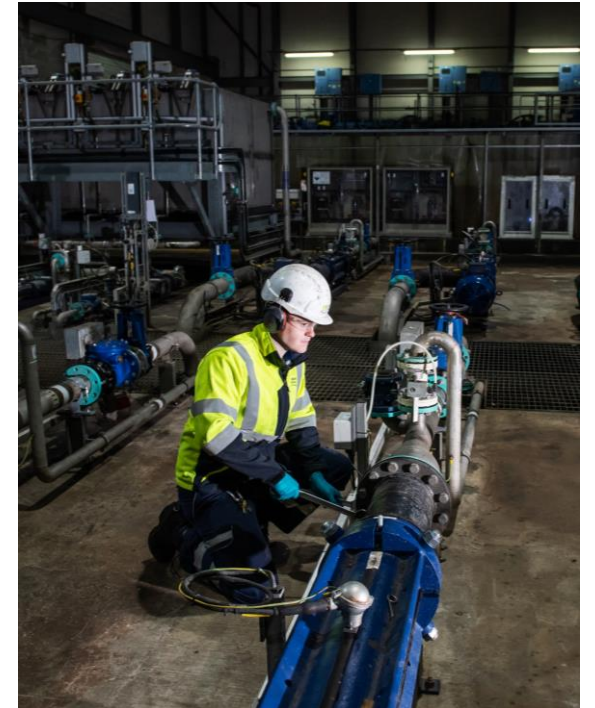
More efficient

Improved performance

Safe and great place to
work

Rightsourcing

- ✓ Utilising supply chain partners
Capitalising on our new capital delivery model
- ✓ Optimising existing skills and capabilities
Exploring opportunities to reduce costs and make time savings
- ✓ The right approach for each activity



Safeguarding clean drinking water

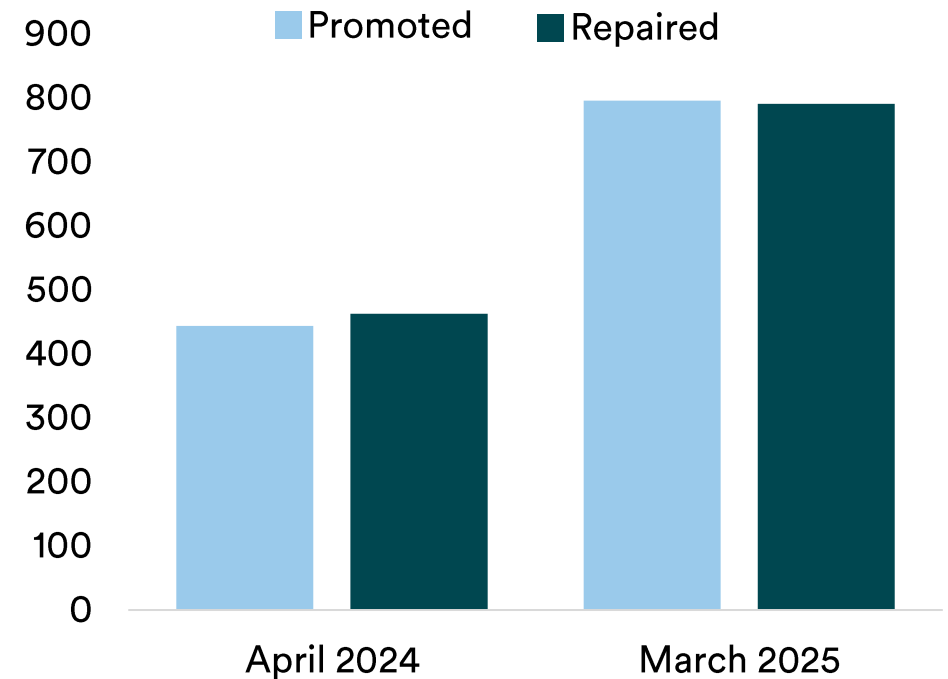
- ✓ Driving improvements in water quality
Targeting a 34% reduction in customer contacts over AMP8
- ✓ Increase in mains replacement
Replacing 30,000 lead pipes; relining Vyrnwy Aqueduct
- ✓ Upgrading our treatment works
To address raw water deterioration and water quality risks



Safeguarding clean drinking water

- ✓ Halving leakage by 2050
70% increase in find and fix in the last 12 months
- ✓ Innovative solutions
AI and satellites; no dig repairs; interconnectivity
- ✓ Reducing water demand
Installing 1 million smart meters

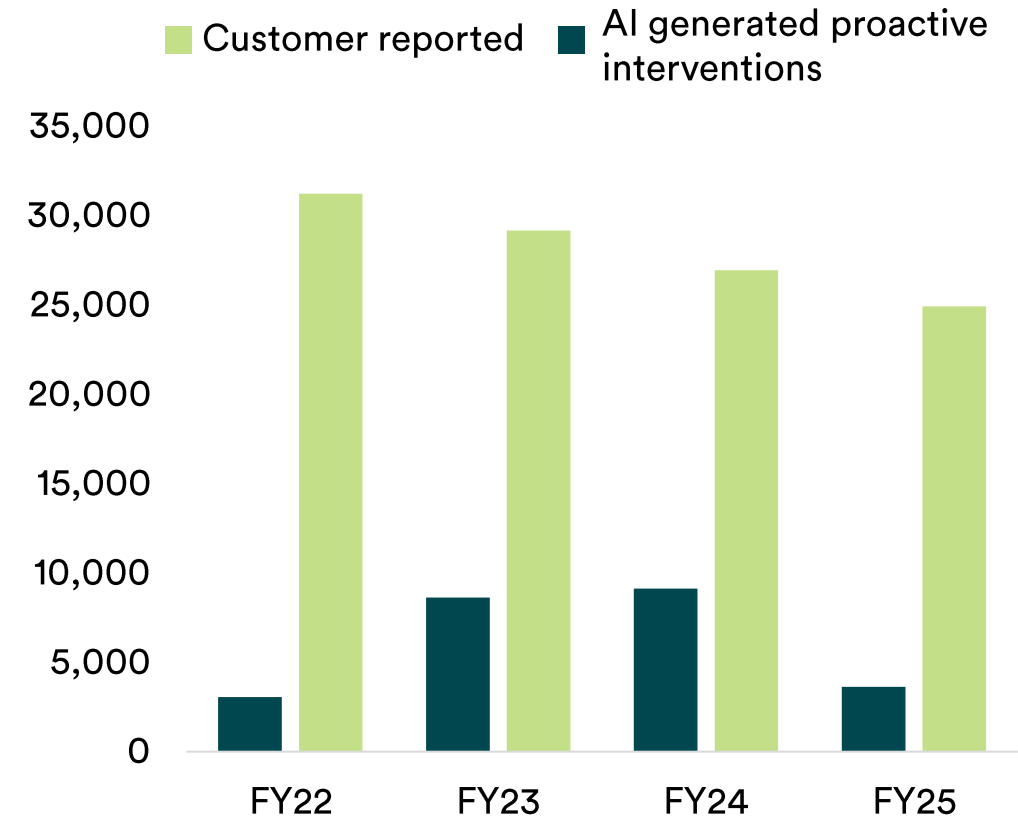
Number of leaks located and repaired per week



Operational intelligence

- ✓ Dynamic Network Management (DNM)
20,000 sewer-level sensors already deployed
- ✓ Proactive intervention and first-time resolution
- Results already being delivered
- ✓ Proactively cleared over 750 blockages;
Prevented c.300 flooding incidents and c.80 pollutions

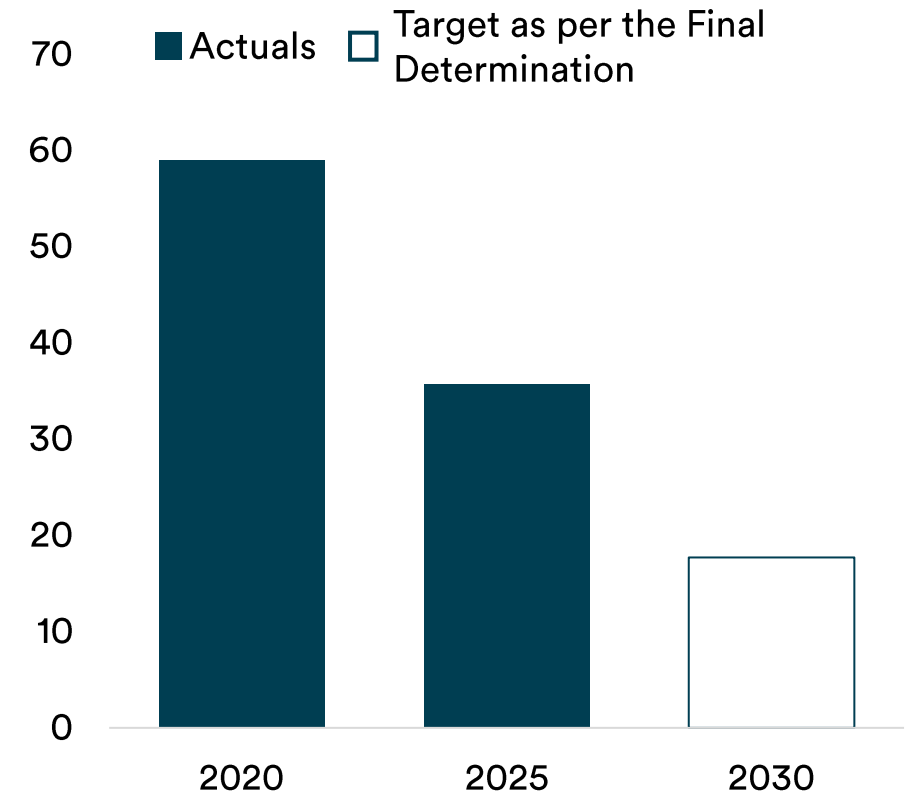
Number of issues in the sewer network



Protecting the environment

- ✓ £2.4 billion storm overflows programme
Targeting >1,000 overflows; upgrading 80 treatment works
- ✓ Working collaboratively with partners
Love Windermere; The Rivers Trust
- ✓ 24% reduction in spills per overflow
20,000 fewer spills; 31% lower spill duration

Spills per storm overflow



Protecting the environment

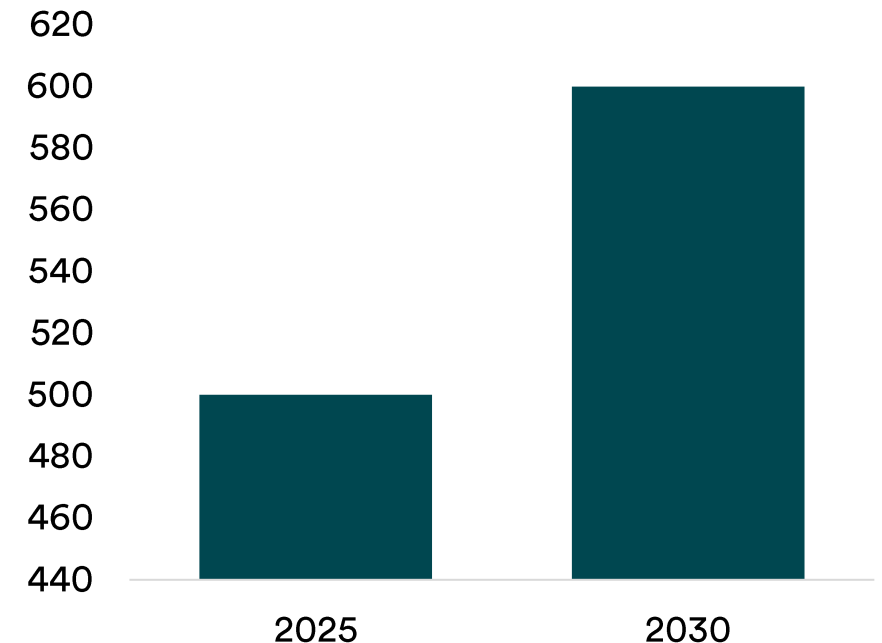
- ✓ Minimising pollution
30% reduction in pollution incidents; zero serious pollutions
- ✓ Increasing resilience
Installing back-up battery storage and generators
- ✓ Innovative technology
UU drone squad; autonomous water quality testing



Bioresources asset transformation

- ✓ Rationalising bioresources assets
6 key sites; 2 new advanced anaerobic digestion hubs processing 40% of our 7 million m³ of sludge
- ✓ Targeting one of the lowest costs per tds¹
90% of our biosolids will achieve the highest quality standard
- ✓ Innovative technology
Graphene and hydrogen production; new digestion tech

Biogas generation, GWh



1. Tonnes of dry solids

What does better look like?

- ✓ Delivering performance improvements
Maintaining our position as a top quartile company
- ✓ Optimised programme and better value
Proactive intervention; first-time fix; value from bioresources
- ✓ Safe and great place to work
Utilising in-house capabilities; new skills brought in;
committed team

