

STEPPING UP TO THE CHALLENGE

Our Business Plan 2025-30

An update for our customers



OUR 2025-2030 BUSINESS PLAN

We've been working over the past four years to develop our 2025-30 Business Plan.

We've listened to customers and stakeholders and our Plan has now been approved by the regulator, Ofwat.

This is our most ambitious plan ever, with 81% approval rating from our customers – higher than any other water company.

But the hard work begins now – securing the improvements in the Plan and delivering on what we promised to you.

To achieve this, we will invest £4.2 billion – more than double the amount we invested in 2020-25.

This will lead to a more reliable service and a healthier environment, and will help us deal with risks from more extreme weather caused by climate change.

We have lots to do, but we are determined to deliver our Plan efficiently and effectively.

It marks the next step in our long-term strategy to ensure reliable, high quality and sustainable services out to 2050.



HOW OUR PLAN WILL MAKE A DIFFERENCE BY 2030



1

Reduce storm overflows

£1.1 billion to target a 30% reduction in spills from storm overflows.

2

Healthier rivers

£184 million to reduce the amount of nutrients discharging into rivers.

3

Less pollution

30% reduction overall in pollution incidents.

4

Open and honest

Publish data annually from our storm overflow monitors so everyone can see what's happening in our rivers.

5

Net Zero

Invest in innovative solutions to reduce greenhouse gas emissions from wastewater treatment at 30 of our largest wastewater treatment works by 2030.

6

Reduce leaks

Reduce the volume of water lost to leaks in our network by 24%.

7

Condition of our infrastructure

6% reduction in the number of sewer collapses and 9% reduction in the number of burst water mains.

8

Improve services to customers

57% reduction in contacts about tap water quality and 79% reduction in water supply interruptions.

9

Help with bills

£73 million in social tariffs to support customers struggling to pay their water bills.

10

Reduce sewer flooding

24% reduction in internal sewer flooding, and 22% reduction in external sewer flooding incidents.

11

Water efficiency

Help customers to reduce household water usage by 7%, with £120 million to invest in metering.

12

Digital security

Investing in the latest technology to keep our infrastructure and customer data both safe and secure.

13

Reservoir safety

Investing £70 million to improve the safety of reservoir dams.

14

Giving back to communities

Community Fund available to support local initiatives.

15

Supporting economic growth

Generating over £1 billion a year to the Welsh economy, employing almost 4,000 and supporting a further 2,000 jobs through suppliers and contractors.



WHAT DOES THIS MEAN FOR CUSTOMER BILLS?

Customer bills will need to increase from this year to help support this investment.

We know some customers may find this difficult, but we'll be making sure every penny is well spent.

In order to help us deliver all this, we are increasing customer bills by 27% in 2025, and then at much lower rates over the following 4 years.

We will continue and expand our financial support for customers on the lowest incomes who struggle to pay their bills, with £73 million set aside to pay for social tariffs for eligible customers.

There'll be other support available too, including payment breaks and short-term support.

