



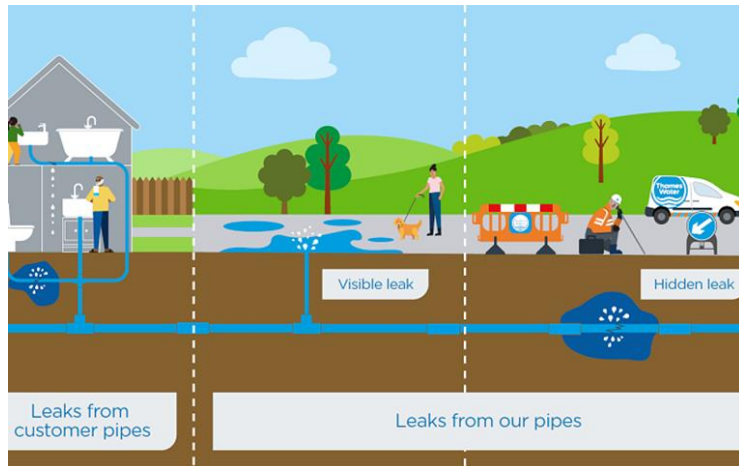
It's everyone's water

Our Leakage Performance



Reducing Leakage

Reducing leakage is an important part of protecting our water supply for the future. It is essential that we continue to deliver life's essential service so our customers, communities and the environment can thrive.



Types of Leaks

- Over 95% of leaks are never seen by our customers. They're often small, underground, and hard to find. Visible leaks – the ones that do reach the surface – are larger, but they don't normally lose as much water. Our field teams work day and night to find as many leaks as possible. We also use artificial intelligence to help us find and fix large leaks faster. Our customers help too. They often [report leaks to us](#) and we start to fix them soon after they appear.
- Customer leaks aren't on our network, and it is the customers responsibility to fix these. You can read our step-by-step guide on [fixing a leak at your property](#).

What is Leakage?

- Leakage is lost water – that's all the water not making its way to our customers. Much of this water leaks from ageing pipes or pipes that have been damaged on our network. Water is also lost on our customers' pipes and through unmeasured consumption (46% of billed customers are unmeasured with 17% of individual customers having smart meters).
- We measure leakage in megalitres, or millions of litres, per day (Ml/d). One megalitre is equal to around 12,500 baths, or 40% of an Olympic size swimming pool.

What causes Leaks?

- Old or weak pipes.
- Natural wear and tear on pipes.
- Sudden heavy traffic causing ground movement.
- Temperature changes, which cause pipes to swell and shrink.
- High pressure or sudden changes in pressure.
- Weather – particular very hot or cold conditions.

You can read about [our wider plans to look after water](#).



How do we fix leaks?

Here's our process

Locate

We'll find a leak, or it'll be reported to us (Report a leak).



Assess

One of our leakage teams will check what needs to be done to fix the leak and how urgent it is. We prioritise repairs based on the amount of water being lost, the effect on customers' water supply, the complexity, and the location.



Plan

We'll always plan the repair as quickly as possible, and in a way that seeks to minimise disruption to our customers. We'll also send letters to customers near the site, so they know what's going on. However, it's not just us who are involved in the process, and it can take time to plan the logistics.

We may need to work with the council or with other utilities. Sometimes we need to do the repair at night. Closing roads at night helps us to avoid disrupting traffic and water supplies during the day.

Repair

Once the plan is in place, we'll send a repair team to fix the leak. This might involve turning off the water or redirecting water around other pipes. Sometimes the repair teams need to dig down to the pipe by hand to be safe, particularly if it's in a tricky position and surrounded by other utility pipes like gas mains. When the pipe has been fixed, we resurface the road which can take time to set safely.

Leakage

Facts and Stats

How we're doing

- Our regulatory target, over the period 2020 to 2025 (AMP7), is to reduce leakage by 20.5% based on a three-year rolling average. We missed our regulatory target in 2023/24 delivering a 12% reduction as assessed on a three-year rolling average basis (compared to a target of 17.4%). This reflects the impact that the Summer 2022 drought and December 2022 freeze-event had on our performance. This performance however was a 7% reduction on our 2022/23 performance, with leakage at its lowest ever level on our network.
- We continue to focus on our 'Leakage Transformation Programme' implementing a new leakage strategy focusing on quality (leakage) over quantity (leaks) supported by the use of technology and have invested significantly in acoustic sensors over the last 24 months.
- This year we have made positive progress, driving leakage down through the first four months of the year. Following this we noticed an increase to leakage, which continues to highlight the fragility of our assets. Through October to December, we have recovered to our lowest ever level of leakage, for this time of year.
- Despite this we will not achieve our target of 20.5% by the end of March 2025. We are currently forecasting to reduce annual average leakage to 560 MI/d by March 2025. This would equate to a 13.6% reduction in leakage assessed on a three-year rolling average basis against the AMP baseline. Our final leakage outturn for the AMP will be confirmed in our Annual Performance Report that we will publish on or before 15 July 2025.



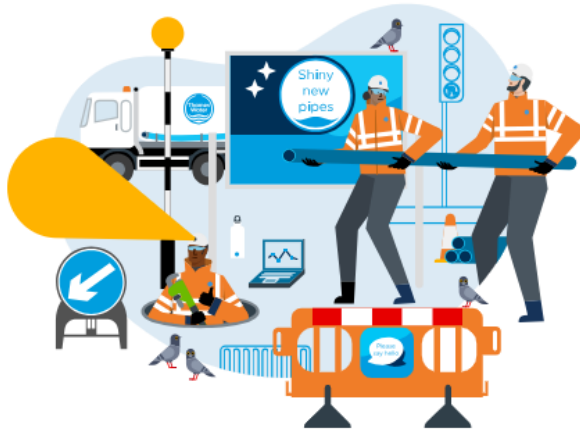
What are we doing to reduce leakage further?

We expect to deliver a 23% leakage reduction through AMP8 (2025-2030) equivalent to 119 MI/d.

Our Leakage transformation programme

The Leakage Transformation programme has laid the foundations for the initiatives within our Turnaround plan. So far, we've:

- Changed how we '**Find and Fix**' leaks. We've moved away from focusing on the number of leaks to finding and repairing the biggest leaks. We grade leaks on the volume of water lost helping us to focus on repairing larger leaks more quickly.
- Installed **1 million smart meters** across our region and will continue to install even more. With the information we get from these meters we get more insight into demand and consumption.
- Launched **new ways of working** across all front-line operational teams, improving performance monitoring at a local level.
- Made our **data more robust** so that we can visualise all sources and systems we use to manage data in one application.



Innovation

- To support our ongoing commitment to reduce leakage we have been looking at new ways to repair and detect leaks.
- We are looking to drive innovation such as Origin No-Dig solution, a self-sealing compound for customer pipes

PALM – The focus of our Turnaround Plan

- **Prevent** - is the proactive work we do every day to improve our network like mains replacement & pressure management.
- **Aware** - is all about understanding our data.
- **Locate** - is how we target leaks.
- **Mend** - is fixing our leaks in line with Service Level Agreements which are based on the expected size of the leak.



Reducing leakage

How can you help?

- You can help us find leaks and save water. If you spot a leak, please let us know through our [view and report a problem page](#) on our website.
- You can also prevent leaks in your home by [being 'water smart'](#).
- You can also read our guide on [fixing a leak at your property](#). If you need help with plumbing work, we have a range of WaterSafe approved plumbers available.
- We've also put together some [Water saving](#) tips to save water.
- Please [get in touch](#) to share your feedback on the content of this report or to discuss how we may be able to make this report more accessible for you.





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