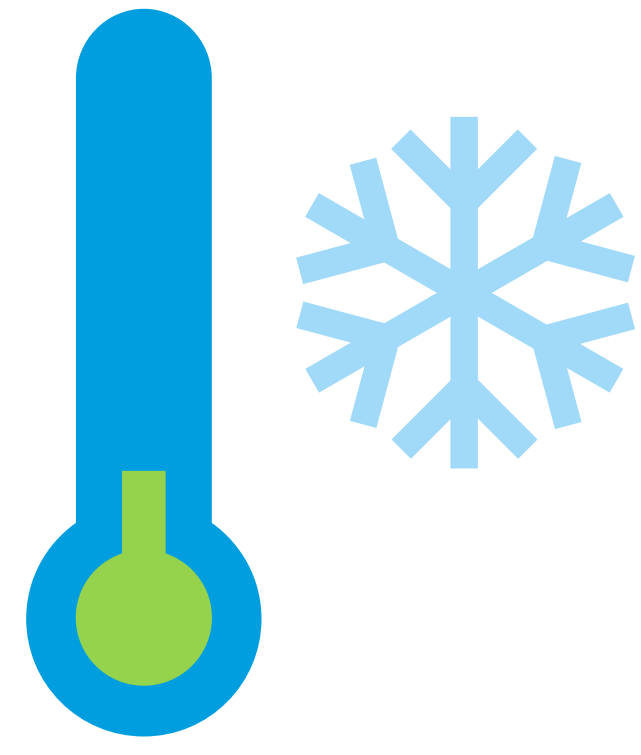
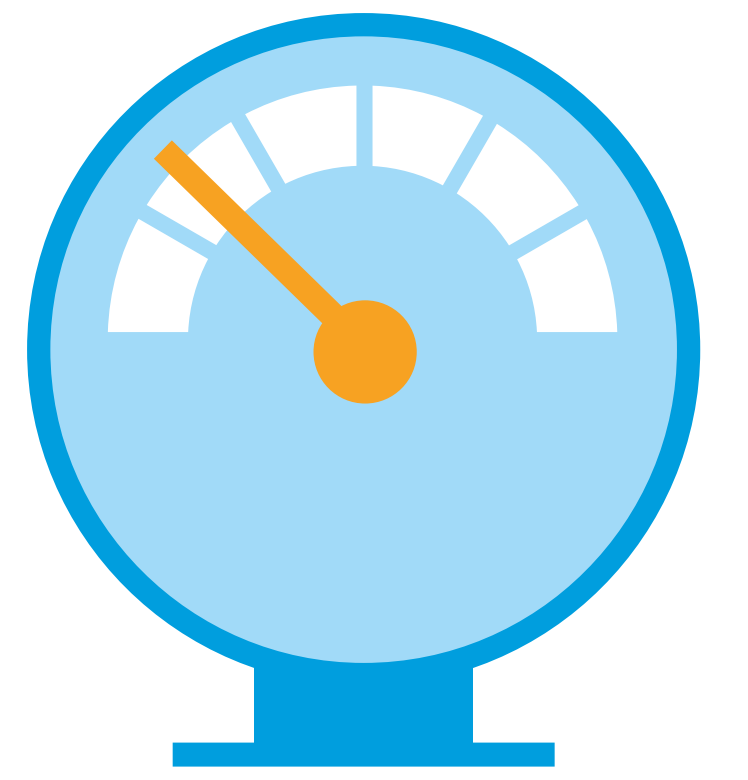


We're protecting our pipes

We're building a **pipe testing rig** so we can test how different pipes and fittings perform under different pressures and temperatures



Pressure management - reduces the amount of water lost through leaks and the likelihood of a burst occurring



Programme of **mains replacement** targets our weakest pipes



We're working with customers

We're giving customers tips on how to **insulate their pipes** for winter



We've installed over **500,000 smart meters**. These help us understand customer's usage trends in their water use and spot anything unusual



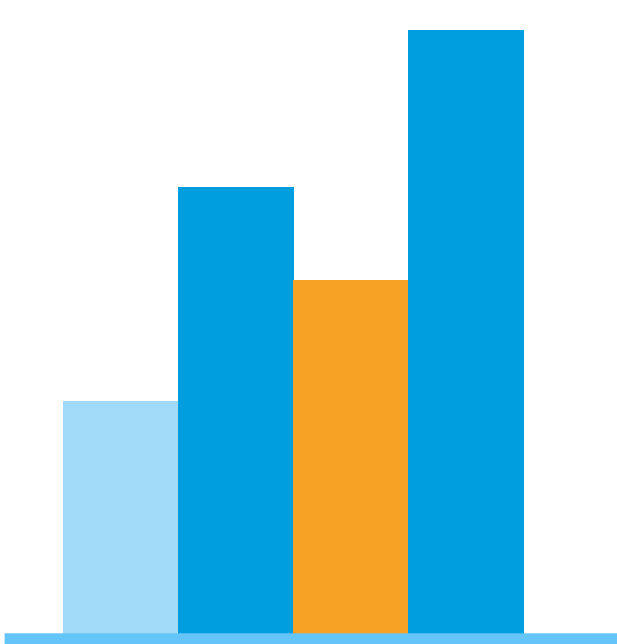
We're using technology to find leaks

27,000 acoustic loggers - listen for the noise water makes as it leaks from pipes



We're working more efficiently

We fixed **60,286 leaks** in 2020/21 - that's an average of 1,159 repairs a week



Digital data tools - which automatically analyse data to find leaks quickly and helps us 'Fingerprint' our water zones



We have around **160 leak repair teams**