Our plan at a glance
Our business plan 2020-2025
April 2019

1. Enough water available for customers and the environment
   - Develop new sources of groundwater
   - Plan to transfer water via the Oxford canal
   - Plan for an innovative wastewater reuse facility in North London
   - Plan for a shared new reservoir (with Affinity Water)
   - Investigate options to transfer water from other companies
   - Reduce the impact of taking water from rivers affected by low flows and protect chalk streams

2. A safe and dependable water service
   - Reduce leakage by 15% from 2019/2020 target
   - Replace more than 700km of water pipes
   - Improve how we cope with severe droughts
   - All of our water quality samples pass their tests
   - Reduce the number of customers that receive no water for more than three hours by 20%
   - Replace more than 50,000 of our lead pipes including those at primary schools and nurseries

3. Help customers use water and sewers wisely
   - Help customers reduce their water use by 4%
   - Install around 700,000 smart water meters
   - Visit more than 400,000 homes and businesses to offer advice and support
   - Incentivise house builders to install toilets that use non-drinking water
   - Work with customers and businesses to keep fat and wet wipes out of the sewers

4. Improved customer services with more support for those who need it
   - £5 reduction to the combined average annual household bill in real terms
   - Give at least 200,000 customers who find it hard to pay a discount on their bill
   - Increase the number of customers on our Priority Service Register to 410,000
   - A contact system that personalises customer services
   - Proactive, personalised information about our activities that impact customers

5. Playing our part in the community
   - Aim to educate every school-age child in our area about water and wastewater issues
   - Promote visits by local schools to our education centres and a new mobile classroom
   - Increase access to our sites, including a new visitor centre at Farmoor Reservoir, Oxford
   - Enhance an area 2.5 times the size of Heathrow Airport for nature
   - Generate and use green energy in one year that would be sufficient to power 115,000 homes

6. A safe and dependable wastewater service
   - Reduce sewer flooding in homes and businesses by 20%
   - Reduce sewer blockages by 13%
   - Reduce the amount of land draining into our sewers by 65 hectares
   - Nearly 200,000 monitoring points in our sewer network to prevent flooding and pollutions
   - Invest at 48 wastewater sites to reduce the impact of power outages and flooding

7. Protect and enhance the environment
   - Improve 745km of rivers across our region
   - Reduce pollutions by 30%
   - Ensure we meet or exceed all of our environmental obligations
   - Clean up 750 surface water outlets that pollute rivers because of wrongly connected household drains
   - Generate and use green energy in one year that would be sufficient to power 115,000 homes

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