



What do customers want?

Customers want us to use water responsibly by reducing the amount of water needed across homes, businesses and our network.

To deliver this outcome, we will:

- continue to promote water efficiency for business customers, helping them reduce their overall demand;
- support households to reduce the amount of water used per person; and
- reduce leaks so that less clean water is lost from our pipes.

Our performance commitments

- Leakage
- Per capita consumption
- Business demand



What have we done?

The average amount of water each person in our region uses each day is measured as 'per capita consumption' (PCC). We have met our PCC target this year, achieving 126.3 litres per person per day against a target of 126.8. Our water efficiency strategy is built around strong customer engagement, using a wide mix of communications and targeted campaigns to encourage households and businesses to use water wisely. This includes installing meters, repairing leaks, introducing initiatives to collect and store rainwater, and providing tailored help for vulnerable customers.

More customers than ever now have a smart meter, meaning we can identify unusual use quickly and take more effective action to reduce demand. We also started to install flow regulator equipment as a cost efficient way of helping people reduce the amount of water they use.

Our water efficiency programme delivered 23.66 ML/d of savings, supported by:

- 18,793 water saving visits;
- 299,255 customers receiving information about their water use;
- 6.8 million direct communications about usage, leaks and saving water; and
- 34,420 leaks successfully dealt with.

Together, these actions are helping customers reduce the amount of water they use while making the region's water supplies more sustainable.

Business demand is a new performance commitment for AMP8. It records the average volume of water used by non household customers and is measured in ML/d as a three year rolling average against a 2019/20 baseline. The commitment supports a long term balance of supply and demand, and reduces the amount of water taken from rivers and other water sources by encouraging businesses to use water efficiently.

During 2025/26, we delivered an estimated 9 ML/d of non household water savings through targeted, partnership led activity focused on customers and sectors with the highest levels of leaks and demand. This is compared with 4.2 ML/d of savings in the previous year. Working closely with water retailers allowed us to take co-ordinated action, avoid duplication of efforts and use shared data effectively. We targeted our action towards delivering leak-reduction measures that we know will work, and achieved the following savings.

- 5.690 ML/d from non household leaks successfully dealt with
- 1.246 ML/d from non household audits and water-efficiency visits
- 2.164 ML/d from action involving customers with high water usage (this saving was achieved by fixing major leaks)
- 0.001 ML/d from the agriculture sector, reflecting the introduction of a new service

Although we narrowly missed the year-one target for reducing business demand, our performance was close to the target (379.3 ML/d against 376.5 ML/d). Our performance in 2025/26 shows we are making meaningful progress in following targeted, partnership-led approaches and provides a strong platform for reducing non-household demand and improving our performance in future years.



During 2025/26, we delivered our biggest ever in year improvement for leaks, reducing the amount of water leaked over the year by 16.4 ML/d. We achieved this despite the challenging weather conditions that restricted our performance during the summer. This performance reflects a significant step up in our efforts and increased ability to detect and repair leaks and manage pressure.

We achieved these reductions through a programme of long-term activity, which included increasing our resources to detect more leaks, expanding our repair and maintenance workforce to allow us to deal with leaks quickly, and delivering an improved pressure management programme. We installed 1,500 intelligent pressure controllers, carried out more maintenance of existing pressure management valves, and installed new valves to manage pressure in the network and support our maintenance work. To support this change in the way we deliver our service, we completed around 1,000 repairs each week, representing a 60% increase in repairs compared with previous years.

While we delivered record in year reductions, our overall performance on leaks remained above the year one target, as we recorded 404.9 ML/d leaked against a target of 385.0 ML/d on a three year rolling average. Although the level of underperformance is significant, it reflects both the

stretching nature of AMP8 targets and the effect of weaker performance in earlier years within the rolling average. The scale of in year reduction achieved shows we are making meaningful progress and provides a strong platform for further improvement as we continue our programme of long-term activity in future years.

Looking ahead, we will continue to deliver our leakage strategy, which focuses on the theme of 'Prevent, Aware, Locate and Mend', and support the strategy by:

- replacing water mains;
- managing water pressure;
- adding more meters to the network;
- installing more smart meters;
- detecting and repairing more repairs; and
- using new technology, with more automated processes led by data we have collected.

Measures achieved

We have achieved one of the three performance commitments in this outcome.

1/3
measures achieved

