

This year we have continued to deliver services that customers value, and have seen strong levels of customer satisfaction and improvements to our operational performance. We are making investments to deliver performance improvements that can be maintained in the future, delivering a better service to customers. Where there is a year-one target, we have achieved or beaten 47% of our performance commitments.

We know how important a reliable water supply is, and although we didn't meet our target for reducing interruptions this year, our performance has improved when compared with 2024/25. Changing weather conditions created challenges, but we used our network to move water to where it was most needed and alternative supply vehicles to provide water to customers. We are investing over the next four years to strengthen and upgrade our network.

We continue to deliver high quality drinking water and have made progress through our water quality improvement programme, including improved mains flushing. However, we did not meet our targets for the Compliance Risk Index set by the Drinking Water Inspectorate or for reducing the number of customer contacts about the taste, smell and appearance of their water.

We achieved our best performance to date in reducing internal sewer flooding (flooding inside homes and businesses) and external sewer flooding (flooding outside homes and businesses) and achieved the target on both these measures. In 2025/26, monitoring our sewer network using our Dynamic Network Management programme helped prevent more than 1,600 blockages, flooding incidents and pollution incidents. Our 'Stop the Block' campaign also continues to raise awareness about what should and shouldn't be flushed down the toilet, supported by work with over 1,100 food service businesses to reduce the amount of fat, oil and grease entering the network. For flooding caused by heavy rainfall, we are working with developers and local authorities to reduce the amount of surface water entering the sewer system and to support more sustainable development.

We made strong progress across several environmental commitments this year. Through the Wonderful Windermere programme, we reduced the amount of phosphorus entering the lake by 12.57kg, supporting long term improvements to water quality. We also reduced storm overflow spills by 21.8%, helped by targeted interventions such as

improving the effectiveness of pumps, building extra storage for stormwater and taking action to tackle pollution and unwanted water seeping into our sewer network (infiltration).

Water quality improved at many bathing sites, with 25 sites rated sufficient or better, including six that were rated excellent. However, nine sites were rated poor, meaning we did not meet our overall target. We are carrying out further monitoring to better understand pollution sources and strengthen action plans.

The average amount of water each person in our region uses each day is measured as 'per capita consumption' (PCC). We met our PCC target this year, with customers using 126.3 litres per person per day. Our water efficiency work is driven by strong customer engagement, supported by installing water meters, repairing leaks, introducing initiatives to collect rainwater, and providing tailored help for vulnerable customers. More customers are now using smart meters, helping us spot unusual water use more quickly. We also introduced flow regulator installations to reduce demand in a cost effective way. Overall, our programme reduced the amount of water used by 23.66 megalitres per day (ML/d).

We did not meet our year one target for reducing leaks, recording 404.9 ML/d against a three-year average target of 385.0 ML/d. The amount of water lost from leaks still fell by 16.4 ML/d over the year thanks to a major increase in repairs and improved pressure management, but poor performance in previous years meant we didn't meet the three year average.

Over the next few pages, we describe our performance commitments and outline our plans for how we aim to provide an improved service for customers and stakeholders in the North West. The diagram on page 6 shows our performance across all measures.

