

# Corporate Responsibility Statement

## Affordability

In recent years the UK has seen increasing levels of household debt, particularly this year as a result of the impact of Covid-19 on our residential customers. Accordingly the Company pays close attention to how we support domestic customers who may be struggling to pay their water bill. Whilst at £102 our average bill is the lowest in the country, we still have a number of options available to support these customers.

We introduced our 'Helping Hand' Social Tariff in 2016. This tariff caps customers' bills at our minimum charge, currently £75.75, for those customers whose household income, excluding certain benefits, is less than the Government's low income threshold of £16,105.

Our Arrears Assist Scheme started in May 2014. Through this scheme we encourage customers back into making regular payments by matching the payments we receive £ for £. We currently have over 408 customers on this scheme with over 600 having completed it. We have found the Arrears Assist Scheme has been successful in encouraging customers to engage with us about payment of their water accounts. It also enables us to better understand our customers' financial situation and the hardships they are facing.

Customers can also apply to be placed on the WaterSure Tariff. This tariff is for metered customers who are in receipt of certain benefits and have a medical condition that requires an individuals to use more water or have 3 children under the age of 19 resident in their home. These customers have their measured bills capped at our average bill value.

We also operate a scheme called WaterDirect. Customers who receive certain

benefits from the Department of Work and Pensions, and are in arrears on their bills, can request that water bill payments are deducted straight from their benefits.

Finally we have an in-house Customer Support Officer whose role is to engage with hard to reach customers, and the organisations that support them.

## Compensation & Customer Charter

We operate a compensation scheme as part of our Customer Charter. This includes the service standards as set out in law, under the Guaranteed Standards of Service (GSS) scheme. If we fail to meet any of the standards outlined in the GSS guidelines, customers are entitled to a compensation payment. The GSS standards cover the following areas;

- Making and keeping of appointments with customers
- Responding to account queries
- Responding to complaints
- Dealing with interruptions to the water supply (planned and unplanned)
- Levels of water pressure

Our Company Customer Charter is enhanced beyond the GSS standards. We increased the compensation payment amounts beyond what is required in the GSS standards.

## Streamlined Energy and Carbon Reporting (SECR)

As with all of the UK water companies energy is still a significant cost to the business, but as a business we are not only looking at energy from a monetary cost perspective but also the environmental impact it has and the way we as a single business and as an industry we can limit that impact as we head for the industry agreed Net Zero 2030 ambition.

We are already on a journey of developing our Net Zero plan and pulling on various resources to reduce our impact on the environment. Some of which include increasing our solar arrays on our operational sites and the move away from combustion engine transport. When we have completed our transition plan we expect to be generating an additional 12% of our power needs. Our current 6 arrays produced over 302,000 kWh's of renewable energy which can be enough to power over 100 homes.

Our gross carbon emissions for the year were 5880 tCO<sub>2</sub>e for Scope 1 and Scope 2. The tables below show our energy consumption, greenhouse gas emissions for Scope 1 and Scope 2 but also the volume of water we deliver to our customers.

How we address our carbon emissions:

- Maintain and operate our current solar arrays to maximise performance and generation and make the investment case to develop further solar arrays.
- Purchase almost all of our energy from green energy sources.
- Implementing technology advances and control systems with our SPORT project which is automating decisions relating to our pumping regimes making our systems more efficient.
- TRIAD/Tariff management, utilising our flexibility to be able to remove load at peak times in the day to reduce stress on the electricity network.
- Continue to monitor our vehicle telematics to improve driving efficiency.

Our future plans to reduce our environmental impact will be pivotal in our Net Zero 2030 strategy and beyond, making informed decisions and implementing all possible advances in technology and systems to further reduce our operating emissions.

kWh Energy Consumed	2020/21
Electricity	23,300,000
Natural gas	717,000
Gas oil	30,300
Transport	1,990,000
<b>Total</b>	<b>26,037,300</b>

Volume of Water (Ml/year)	2020/21
<b>Total</b>	<b>67,700</b>

tCO <sub>2</sub> e Emitted	2020/21
Scope 1	450
Scope 2 (LB)	5,430
Scope 3	-
<b>Total</b>	<b>5,880</b>

Intensity Ratio (tCO <sub>2</sub> e/Ml)	2020/21
<b>Total</b>	<b>0.087</b>

	Units	2020/21	2019/20	2018/19
Electricity used	MWh	23,300	23,022	23,875
Gross greenhouse gas emissions	tCO <sub>2</sub> e	5,880	5,884	8,417
Water delivered - Distribution input	Ml	67,700	62,362	63,725
<b>Gross Greenhouse gas emissions per million litres of water delivered</b>	<b>KgCO<sub>2</sub>/Ml</b>	<b>89</b>	<b>94</b>	<b>132</b>