

Serving you and your community

Our plan for 2020-2025

We think water's wonderful. It plays a critical role in all our lives. And that's why we all deserve a bold and ambitious plan for the future. So we're keeping your bills low, improving our service and are having a greater social impact on our communities.

More help for those that need it most



5% reduction in bills in real terms*



400K customers supported on our priority service register

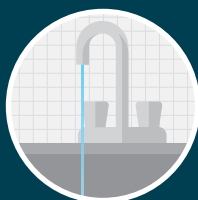


Helping nearly **50%** more customers who are struggling to pay

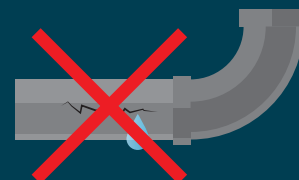
Improving our service



Sewer flooding down another **8%**



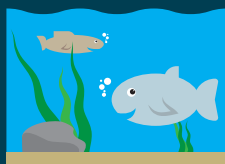
95% of low pressure issues fixed 1st time



Reduce leakage by **15%**

Improving the environment

Reduce pollutions by **17%**

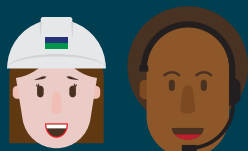


Improving up to **2,100km** of river

Giving back to our communities



Community dividend given to local communities through volunteering, Trust Fund, and a new commitment to use **1%** of company profits for community schemes



40% employee volunteering



£10m investment in new technical academy for the Midlands



New education programme for every primary school

WONDERFUL ON TAP

SEVERN
TRENT

*excluding inflation