

Fast Facts on AIR 2022-2023

Led by our Purpose

80%

BITC Responsible Business tracker score versus a utility sector average of 64%

281%

biodiversity net gain delivered through our extensive capital programme

334,000

vulnerable customers supported this year and £135 million committed to help more in 2023/24

£811 million

environmental enhancement between 2020-2025, including £200 million to tackle storm spills

**Named a Times
Top 50 Employer
for Gender
Equality 2023**



£725 million

record year of Capex investment delivered as part of a £3 billion plan between 2020 and 2025

Operational highlights

Lowest leakage level

achieved in FY22. This year, we have improved on that industry-leading position

54% reduction

in storm spill duration to an industry-leading low

**Best ever acceptability levels
for drinking water quality**

and strong Event Risk Index score demonstrating operational control

94%

of our coastal bathing waters rated Good or Excellent

**Outstanding
health
and safety
performance**



100%

compliance on our annual drinking water abstraction licences

Financial highlights

£1,495m

Revenue
+7% (2022: £1,400m)

£424m

Operating profit
-4% (2022: £441m)

163%

Capital investment as a percentage of operating profit

5.3%

Dividend yield. Earnings as a percentage of Equity RCV (2022: 3.8%)

£1.6bn

Green finance raised since the start of this AMP

AA rating

in MSCI's 2023 ESG rating

Key terms

RCV – Regulated Capital Value

AMP – Asset Management Plan. We are currently in year 3 of AMP7, running from 2020-2025

Totex – Total expenditure. This includes our capital expenditure (capex) and operational expenditure (opex)