

About this document

This document is a summary of our performance against the commitments we agreed to deliver in year three of the five-year business plan period, which runs from 1 April 2020 to 31 March 2025. This five-year period is sometimes called ‘AMP7’. In the third year of AMP7 (1 April 2022 to 31 March 2023) we made substantial investments to improve the services that are important to customers and other stakeholders who are affected by and have an interest in our service and performance. This update highlights where our performance has been better than expected, and explains the areas where we have missed our targets and could improve further in the coming years.

We regularly reviewed our performance with the YourVoice panel. YourVoice is an independent customer and stakeholder group whose aim is to make sure we put our customers at the centre of our day-to-day work to provide services, make decisions and deliver our business plan.

The panel’s members include independent customer and business representatives, as well as representatives from the Environment Agency and the Consumer Council for Water. YourVoice is made up of four subgroups, who contribute to the overall panel. You can read more about the work of each subgroup, including agendas and minutes of meetings, on the YourVoice website at



YourVoice publishes an independent report on our overall performance for the year, which you can read at



This document is a summary of our performance. There are more details in our full Annual Performance Report 2022/23 (APR), which you can read at



We are always interested in what customers and stakeholders have to say. If you have any comments about this or any of our other publications, please send them to us at myview@uuplc.co.uk and we’ll get back to you.

Price Review

We are now over halfway through the 2020–25 AMP7 period, and development of our plans for the next business plan, to cover the period from 2025 to 2030, are well underway.

We are reaching out to customers and stakeholders from across the region to ask for their views on what is most important to them. This feedback will help to shape our future plan and ambition to improve services, provide more help to those who need it, and look after water supplies and the environment for generations to come.

Our 2025–30 plan will be published in October 2023 and will set out how much we intend to spend over the five-year period, what we will deliver and how this will affect customers’ bills. This will reflect a challenging but achievable plan, built to take account of the changing environment we operate in. As challenges and expectations rise across the sector, our plan will aim to address these in both the short and longer term, benefiting customers, stakeholders and the environment. Ofwat will decide the level of services all customers can expect to get. This will include how much it will cost to keep your services running efficiently and how much money should go to protecting the environment and meeting future water needs. Ofwat’s final decision will be announced in December 2024.

In May 2023, water companies nationally apologised for not acting quickly enough to deal with sewage spills. To put things right, the water industry will be proposing a major investment programme to reduce spills into rivers and seas. The investments included in the 2025–30 plan will be a major milestone on that journey.

