

Water Management Policy

Pennon’s purpose is ‘bringing water to life’. The sustainable use of natural capital, including freshwater is fundamentally important to all of us. Our business depends on water, and we are focused on providing and using water in the most efficient and sustainable way possible. “The right to water” is a human right which entitles everyone to have access to sufficient, safe, acceptable, physically accessible, and affordable water for personal and domestic use. This policy sets out our commitment to improve our own water management, as well as influencing our value chain (customers and suppliers) to encourage best practice in water efficiency. Our policy is aligned to our [Sustainability \(ESG\) Strategy](#) and [United Nation’s Sustainable Development Goal six: Clean Water and Sanitation](#).

We will:

Measure and Manage

- Implement our Water Resources Management Plans which set our regulatory businesses’ Water Resource Strategy and Targets
- Actively manage and reduce water leakage across our network
- Ensure good planning and understanding of future risks and opportunities to inform decision making and effective water risk management
- Continue to assign managerial responsibility for sustainable water management across the business
- Continue to measure and analyse our suppliers’ and customers’ overall per capita consumption
- Monitor and publicly report our own internal water consumption

Continue to Engage

- Engage and inspire our customers and suppliers to minimise their own water consumption through the delivery of public campaigns, encourage meter adoption by our customers to help them manage water use, community-based water efficiency initiatives, education programmes and active promotion of positive actions we’ve taken
- Continue to raise awareness of sustainable water management amongst our employees
- Support the tourism sector with a targeted programme for water efficiency
- Continued support of our relevant charity partners, including WaterAid

Improve

- Reduce leakage and the future demand for water
- Optimise our use of water resources, deliver continual improvement in water efficiency and ensure we are resilient to future droughts and potential climate change impacts
- Expand water meter penetration by installing meters on unmeasured customer properties and our sites
- Reduce our operational water use by implementing water reduction and efficiency measures

The Board is responsible for monitoring and reviewing the water management performance of Pennon Group and its subsidiaries. This policy is reviewed and update annually as appropriate.

VERSION	STATUS	AREA OF CHANGES	DESCRIPTION OF CHANGES	APPROVED BY	DATE OF RELEASE
0.1	Approved	All	Full Version	Regulatory Director	July 2022
0.2	Approved	All	Minor edits	Regulatory Director	June 2023