


How we operate

Collect

Type of impact 

Our impact

 We collect water from open reservoirs, lakes, rivers and boreholes, which we manage in a sustainable way, protecting and enhancing local habitats. We own and manage 56,000 hectares of land, which we open to the public to enjoy access to nature.


Relevant material issues

- Water resources and leakage
- Drinking water quality
- Climate change
- Land management, access and recreation

Treat

Type of impact 

Our impact

 The water we extract needs a lot of work in one of our 88 water treatment works before it is safe and clean for customers to drink. We then store the treated water in covered reservoirs ready to be delivered to customers' taps when they need it.


Relevant material issues

- Drinking water quality
- Climate change

Return

Type of impact 

Our impact

 Once the water is clean enough to meet stringent environmental consents, we return it to the natural environment through rivers and streams so that the water cycle can begin again.

Relevant material issues

- Political and regulatory environment
- Natural capital and biodiversity

Our water cycle  

Our strategic themes



The best service to customers



At the lowest sustainable cost



In a responsible manner

Type of impact



Increasing positive impact



Minimising negative impact

Deliver

Type of impact

Our impact

We maintain over 42,000 kilometres of water pipes and deliver an average of 1.8 billion litres of water each day to 7.4 million people across the North West. Our main Haweswater Aqueduct uses gravity to transfer water from Cumbria to Manchester, and our integrated supply network enables us to move water around the region.

Relevant material issues

- Water resources and leakage
- Customer service and operational performance
- Drinking water quality

Remove

Type of impact

Our impact

Wastewater from customers' drains and rain water from roads and rooftops flows into our combined sewers to be taken for cleaning. In excessive rainfall, when sewer capacity is overloaded, storm overflows allow rain water, mixed with wastewater, to flow directly into rivers or the sea through a separate pipe to help prevent flooding of streets, homes and businesses.

Relevant material issues

- Sewer flooding and storm overflows
- Customer service and operational performance
- Climate change

Clean

Type of impact

Our impact

We maintain over 78,000 kilometres of wastewater pipes to transport wastewater from sewers to one of our 566 wastewater treatment works, where it requires separation and treatment before it is returned to the natural environment.

Relevant material issues

- Sewage sludge to land
- Customer service and operational performance

Generate

Type of impact

Our impact

We waste nothing, turning sludge by-product into compost for farmers and capturing gas to generate renewable energy from bioresources. We self-generate around 25 per cent of our energy, helping to reduce our carbon footprint and energy costs.

Relevant material issues

- Energy management
- Environmental impacts

