



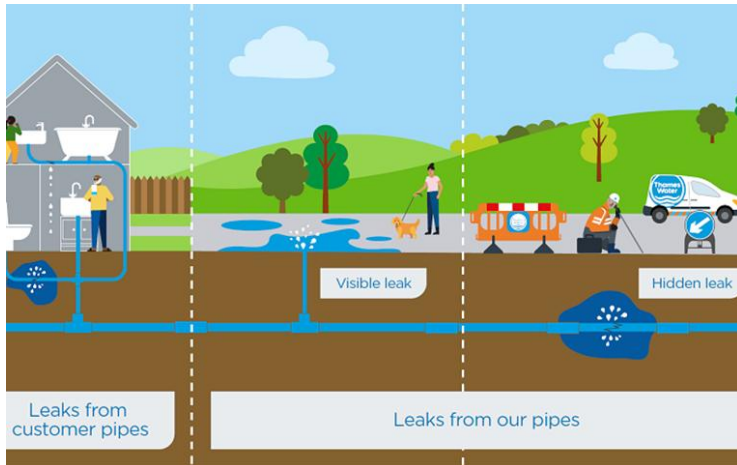
It's everyone's water

Our Leakage Performance



Reducing Leakage

Reducing leakage is an important part of protecting our water supply for the future. It is essential that we continue to deliver life's essential service so our customers, communities and the environment can thrive.



Types of Leaks

- Over 95% of leaks are never seen by our customers. They're often small, underground, and hard to find. Visible leaks – the ones that do reach the surface – are larger, but they don't normally lose as much water. Our field teams work day and night to find as many leaks as possible. We also use artificial intelligence to help us find and fix large leaks faster. Our customers help too. They often [report leaks to us](#) and we start to fix them soon after they appear
- Customer leaks aren't on our network, and it is the customers responsibility to fix these. You can read our step-by-step guide on [fixing a leak at your property](#).

What is Leakage?

- Leakage is lost water – that's all the water not making its way to our customers. Water leaks from ageing pipes or pipes that have been damaged on our network. Water is also lost on our customers' pipes and through unmeasured consumption
- We measure leakage in megalitres, or millions of litres, per day (ML/d). One megalitre is equal to around 12,500 baths, or 40% of an Olympic size swimming pool.

What causes Leaks?

- Old or weak pipes
- Natural wear and tear on pipes
- Sudden heavy traffic causing ground movement
- Temperature changes, which cause pipes to swell and shrink
- High pressure or sudden changes in pressure
- Weather – particular very hot or cold conditions.

*You can read about
[our wider plans to
look after water.](#)*



How do we fix leaks?

Here's our process

Locate

We'll find a leak, or it'll be reported to us (Report a leak).



Assess

One of our leakage teams will check what needs to be done to fix the leak and how urgent it is. We prioritise repairs based on the amount of water being lost, the effect on customers' water supply, the complexity, and the location.



Plan

We'll always plan the repair as quickly as possible, and in a way that seeks to minimise disruption to our customers. We'll also send letters to customers near the site, so they know what's going on. However, it's not just us who are involved in the process, and it can take time to plan the logistics.

We may need to work with the council or with other utilities. Sometimes we need to do the repair at night. Closing roads at night helps us to minimise traffic disruption and water supplies during the day.

Repair

Once the plan is in place, we'll send a repair team to fix the leak. This might involve turning off the water or redirecting water around other pipes. Sometimes the repair teams need to dig down to the pipe by hand to be safe, particularly if it's in a tricky position and surrounded by other utility pipes like gas mains. When the pipe has been fixed, we resurface the road which can take time to set safely.

Leakage

Facts and Stats

How we're doing

- Leakage reduction continues to be an essential part of our plan to secure a sustainable and resilient water supply. Over the last three years leakage decreased by 15.1% based on a three-year average (2023/24, 2024/25 and 2025/26) reduction against a 2019/20 baseline.
- Although the three-year average leakage has decreased since last year (13.2%) it has not reduced as much as we would like and we have fallen short of our regulatory target of a 21.3% three-year average reduction for the reporting year 2025/26.
- Operationally, we repaired around 20% more visible leaks in 2025/26 than the year before and continue to focus on “quality” of leaks rather than “quantity” so our leakage control interventions focus on gaining the most benefit.
- We recognise that our assets have deteriorated over time and have set an ambition to replace 200-250 kilometres of pipes per year by the end of AMP8 (2025-2030).
- We’ve increased our acoustic loggers, used to monitor flow and identify leaks, from 21,000 to over 70,000 over three times the number at the end of last year. We will continue increasing the number of these loggers prioritising areas with the highest level of leakage breakouts. Alongside AI analysis leak detection accuracy has improved from 35% in 2024/25 to 65% in 2025/26.
- We also use smart meter data to prioritise leakage activities and are able to provide advice to customers when leaks arise at their properties.
- We are committed to the delivery of leak cycle-time improvements and reduction in the average age of leaks. We will do this through innovation and actively utilising no dig technology where we can.



Reducing leakage

How can you help?

- You can help us find leaks and save water. If you spot a leak, please let us know through our [view and report a problem page](#) on our website
- You can also prevent leaks in your home by [being 'water smart'](#)
- You can also read our guide on [fixing a leak at your property](#). If you need help with plumbing work, we have a range of WaterSafe approved plumbers available
- We've also put together some [Water saving](#) tips to save water
- Please [get in touch](#) to share your feedback on the content of this report or to discuss how we may be able to make this report more accessible for you.





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