

Water Demand Management Policy



Water is at the heart of what we do and we are acutely aware that it is a fundamental resource which we need to manage and conserve. We have detailed and robust plans to sustainably manage water resources in our region, ensuring there is enough for customers and the local environment now and long into the future. We also realise as a responsible business the importance of playing our part to conserve water across our business and in our operations.

With uncertainty around the impact of climate change and population growth on water demand and availability, it is more important than ever that we manage this precious resource to ensure that we are able to supply our customers and play our part in reducing our own use.

Part of our approach will be to focus on **managing**, **measuring** and **reducing** our own water footprint.

Our water policy complements our environmental policy and our Water Resources Management Plan. Water management is also part of our Business Principles which are the commitments we have made to act responsibly and which shape the way we do business.

We will:

Manage

- Produce a Water Resource Management Plan setting out our proposed strategy for water resources and demand management across the North West
- Manage water leakage from our network
- Give clear accountability for water management across the company
- Review this policy every two years

Measure

- Actively monitor our water consumption and control its use
- Publicly report our water management policy and water consumption

Reduce

- Implement measures to reduce our water consumption
- Invest in water efficiency projects focused on our own water use and water used by customers
- Raise awareness of the need for water efficiency amongst customers and with our employees
- Influence our supply chain to manage and reduce their water use

A handwritten signature in blue ink, appearing to read 'SMogford', written over a light blue circular stamp.

Steve Mogford
Chief Executive Officer
March 2015