

OUR C-19 PLEDGE



Making **OVER £1,000,000** of support available during the COVID-19 pandemic

This matches our commitment as one of the first signatories of the C-19 Business Pledge

SUPPORTING OUR PEOPLE



£250,000

of in-kind support through volunteering by more than 160 of our people, whose time has been gifted meaning ZERO colleagues unable to do their usual jobs will be furloughed

1,264

people working on site and in the field in line with Government guidelines to keep our water flowing and toilets flushing

2,760

Covid-19 safety checks carried out by our teams, ensuring tasks are completed in line with social distancing guidelines

1,590

people now working from home supported by investment in new technology

SUPPORTING OUR CUSTOMERS



1,700

extra customers signed up to our Priority Services Register to match our support to their circumstances

5,000+

households benefiting from a three-month payment break

14.6 million

bathtubs – or **1.2 billion litres** – of the best quality water supplied to customers every day

2,000

customers receiving bill reductions through being added to our Social Tariff and WaterSure schemes

SUPPORTING OUR COMMUNITIES



£165,000

funding to help environmental groups sustain their work

2,446

people accessing education resources since school closures, including new careers sessions delivered via Zoom

3,000

businesses helped to bounce back through taking a leading role in North East England Chamber of Commerce's plan for economic recovery

10,000 litres

of emergency water supplied to keep NHS teams hydrated, plus extra work to ensure resilient supplies to new and existing NHS sites