
OUR ENVIRONMENTAL PERFORMANCE EXPLAINED

**NORTHUMBRIAN
WATER** *living water*

As a company, we are passionate about the environment. We have a strong track record protecting and enhancing our environment and are known to be leaders in this area.

Our own stretching targets include having zero pollutions relating to our assets by 2025 and, while we have already achieved the reduction in pollution numbers expected of the industry, our zero pollutions goal drives us to always strive for improvement.

We have also set ourselves a target of reaching carbon net zero status by 2027, three years ahead of the industry target and we are already more than 90% of the way there, compared with our position in 2009.

Our Environmental Performance



Our Environmental Performance Assessment (EPA) Rating

Our 2021 EPA performance saw us maintain our Four Star rating. This is the highest level possible.

It is a reflection of the hard work and dedication of the people who work in our business, and it is testament to their passion for the environment.

We know, however, that there is always more that can be done, not only to consistently achieve this high standard, but to ensure we always deliver the best possible outcomes for the environment.

The Road to Net Zero Carbon

- We are committed to achieving net zero emissions in 2027 and are already more than 90% there;
 - Since 2018, we have used 100% renewable energy, helping us reduce our carbon emissions from 250,000 tonnes in 2010 to just 22,000 tonnes in 2021.
 - Biomethane export has increased by more than 50% since 2018; enough to heat 11,000 homes with green gas.
 - Our emissions reporting has achieved ISO14064-1 accreditation – demonstrating accurate and transparent reporting;
 - We are leading the sector commitment to deliver net zero water industry in 2030 (along with Anglian Water and Yorkshire Water);
 - We plan to develop renewable energy generators at treatment works across the North East and South East to aid the transition to net zero, with seven new solar arrays being installed and commissioned in 2022.
-

Performance in EPA

Better than target

Slightly worse than target

Significantly worse than target

Metric	Performance	Green, Amber, Red
Total pollution incidents per 10,000km ² (actual)	23 (sector average 32)	Green
Serious pollution incidents (actual)	1 (sector total 62)	Green
Self-reported pollution incidents (%)	89% (sector average 77%)	Green
Discharge permit compliance (%) (failing sites)	98.3% (sector average 98.7%)	Amber
WINEP scheme delivery (%)	100%	Green
Supply Demnd Balance Index (SDBI) score	100	Green
