



ESP WATER

ESPW CUSTOMER STATEMENT 2025-26



ESP Water Limited

July 2026

CONTENTS



DELIVERING EXCELLENT CUSTOMER SERVICE	03
INTRODUCTION	04
KEY PLAYERS IN THE WATER AND WASTE INDUSTRY	04
ESPW CUSTOMERS	05
• OUR CUSTOMERS • DEVELOPER SERVICES CUSTOMERS • INCUMBENTS RELATIONSHIP	
OUR 2025-26 SERVICE PERFORMANCE	06
• LEVELS OF SERVICE • WATER QUALITY • DROUGHT MANAGEMENT	
PLANS FOR 2026-27 & THE FUTURE	09
• OUR GROWTH • CONTINUED SUPPORT TO CUSTOMERS • WATER EFFICIENCY	
OUR VULNERABILITY STRATEGY	10
CUSTOMER FOCUSED LICENCE CONDITION G COMMITMENT	12
LINKS TO OUR REGULATORS	13
HOW TO CONTACT US	14

DELIVERING EXCELLENT CUSTOMER SERVICE

ESP Water (ESPW) is a NAV (New Appointment and Variation) company and are appointed to provide water and/or sewerage services to our customers on new developments in areas across England and Wales instead of the regional incumbent water and/or sewerage companies. We are strictly monitored by several independent regulators who ensure that we comply with the relevant laws and regulations that govern us, that customer rights are protected, and that customers are no worse off than if they were supplied by the regional incumbent water company.

This is our Customer Statement for 2025-26, which is a requirement under our appointment. It sets out how we performed as a water company over the last year (01 April 2025 until 31 March 2026) and includes our service level indicators and performance measures. We also explain how these targets will be achieved by our people and processes and summarise what we will focus on for 2026-27 and in the future. In February 2024, Ofwat introduced a customer-focused licence condition (G), and this statement also includes details on how we meet the expectations of this licence condition.

If you have any queries about this statement, please contact us on 01372 587500 or by emailing hello@espug.com. Further details around your water supply or sewerage can also be found in our Customer Code of Practice on our website www.espug.com or you can request a copy by calling 01372 587500.

INTRODUCTION

ESPW aims for the highest level of service for our customers, and it is one of our top priorities alongside our quality and environmental goals. This document provides an overview of how we performed over the last year, and our plans for the following year. We have also added some further detail on our multi-utility Vulnerability Strategy to this report which has developed over the last year.

This document covers the period between 01 April 2025 and 31 March 2026. ESPW was appointed in July 2022 and now has over 150 variations to our appointment as a Water and Sewerage Undertaker on new housing developments in England with sixty seven sites in supply providing water and wastewater services to customers.

KEY PLAYERS IN THE WATER AND WASTE INDUSTRY

PEOPLE, SYSTEMS & PROCESSES TO DELIVER EXCELLENT CUSTOMER SERVICE

ESPW is part of the ESP Utilities group which has been providing Gas and Electricity connections to properties for over 25 years. With over 1.2 million utility connections ESP is one of the UK's largest owners and operators of independent residential, and industrial & commercial multi-utility networks, now including heat networks. In this customer statement ESP Water and ESP Utilities Group are referred to as "ESP".

Figure 1 below describes the history of ESP. ESP Water was established in January 2021 and we gained our appointment as a Water and Sewerage Undertaker in July 2022. Further details on our company structure can be found on our website www.espug.com.

Our History

THE LARGEST ADOPTION ONLY NETWORK OPERATOR

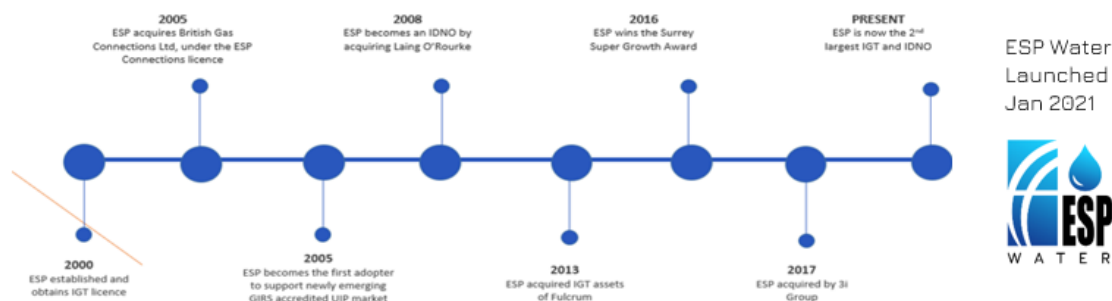


Figure 1 – ESP History

ESP ensures that customers receive a level of service that is at least equal to that offered by the regional incumbent (the "no worse off" principle) and our aim is to always seek to provide an enhanced level of service. Ofwat undertakes an annual assessment of our performance against this principle and further details of our plans to maintain this service are included in this document.

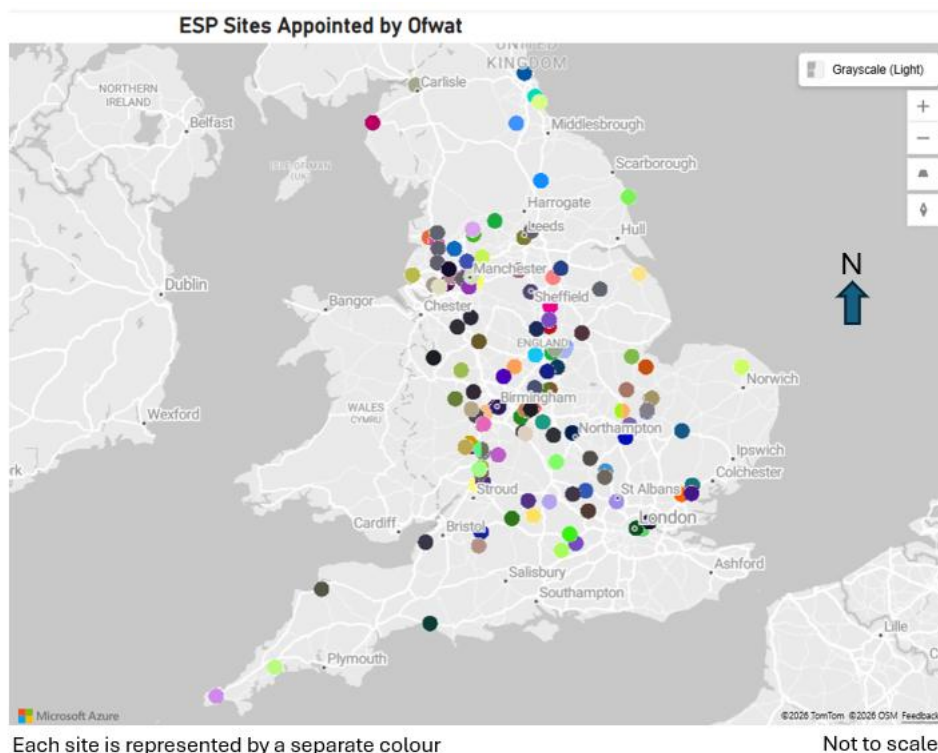
ESP team members have extensive experience and knowledge of working in the water and wider utility sectors and are focused on delivering excellent customer service for all our customers including those that are vulnerable.

ESP has robust systems in place for operational processes and customer service that ensure a high level of service to all our customers.

ESPW CUSTOMERS

OUR CUSTOMERS

As of 31 March 2026, we have 4198 customers on 67 sites in England. These are displayed below, with the majority being in their own water supply zone (WSZ):



Whilst the number of occupied properties is still relatively low our number of customers will increase as houses are built out and residents move into their new homes. ESP Water are a wholesaler only to non-Household (NHH) customers across England having exited the NHH retail market in March 2023 and at present there are only 15 NHH business customers on these 67 developments.

DEVELOPER SERVICES CUSTOMERS

We work closely with many housing developers across England and Wales on the delivery of water and wastewater connections often delivered as part of a multi-utility (water, wastewater, gas and electricity, heat networks) offering. This helps developers connect new houses faster and more flexibly and removes many of the bottle necks associated with the traditional provision of individual utility connections.

INCUMBENT RELATIONSHIP

ESP do not extract or treat water, nor do we treat effluent. We connect to the regional incumbent water and wastewater companies at the boundary of our sites for the provision of water and for the discharge of wastewater; we have bulk supply and bulk discharge agreements in place with United Utilities, Northumbrian Water, Severn Trent Water, Yorkshire Water, Anglian Water, Thames Water, South West Water, South Staffs Water, Wessex Water, Bristol Water, Affinity Water, Essex and Suffolk Water and South East Water for the sixty seven developments referred to in the map above. We have robust communication plans in place with these incumbent regional water companies to ensure the sharing of data on water quality, water resources and operational considerations.

CUSTOMER CONTACT CENTRES & BILLING

ESP has a dedicated contact centre that operates Monday to Friday 08.30am until 5.30pm to deal with customer calls, billing enquiries and any operational issues that may arise. In addition, we have a contact centre open 24/7

to deal with out of hour emergency contacts. If a customer needs to contact us at any time, they can call 01372 587500, selecting the appropriate option.

We also operate a Priority Services Register (PSR) for vulnerable customers. Further information on these services can be found in the vulnerability strategy section within this document, in our vulnerability strategy and on our website www.espug.com.

OUR 2025-26 SERVICE PERFORMANCE

GUARANTEED MINIMUM STANDARDS OF SERVICE PAYMENTS FOR 2025-26

Customers of water and sewage companies are entitled to guaranteed minimum standards of service (GSS), as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulation 2008 Amended 2025.

Should our customers experience an issue in their supply or in their interaction and communication with ESP, we will match the incumbent's GSS payments and schemes. For more information on our GSS payments, please go to the "Our Promises" document on our website.

In addition to the GSS standards, ESP are required to report on other regulatory performance standards. To ensure that we maintain the highest customer service levels and quality standards we have implemented a set of internal service indicators to monitor our performance.

ESP failed two of the guaranteed standards and we made payments in this financial year due to failing to notify customers of an extension following planned work. Table 1 below shows our service level indicators and how we performed in 2025-26 at the 66 sites that are in supply.

Table 1 – Levels of Service Indicators and Targets

Type of measure	Service	Detailed description	2025-26 Performance
GSS	Low Pressure (<7m static head for >1 hour on 2 occasions within 28-day period)	The number of properties that have received, and are likely to continue to receive, pressure below the reference level when demand is not abnormal.	£1590
Regulatory Reporting (Calendar year)	Water quality results– Measured by a Compliance Risk Index (CRI). ¹	Number of water quality sample failures from regulatory sampling programme measured using the CRI index.	0.767
Internal Target (Calendar year)	Water quality events – Measured by an Event Risk Index (ERI). ²	Number of water quality events measured using the ERI index.	0.686
Regulatory Reporting	Leakage ³	Estimated % of leakage per volume supplied. (34 sites)	0.3%
Regulatory Reporting	Internal Sewer flooding	The number of internal flooding incidents per year	0
Regulatory Reporting	External Sewer flooding	The number of external flooding incidents per year	0
Regulatory Reporting	No pollutions	Number of pollutions Cat 1 – 3 as categorised by the Environment Agency.	0
Internal Target	Water Efficiency -water use per person ⁴	Per Capita Consumption (l/h/d) (litres per head per day). (34 sites)	122.89
GSS	Billing Enquiries	Requests to change method of payment responded to within 5 working days.	100%
GSS	Written complaints	Written complaints responded to within 10 working days.	100%
Regulatory Reporting (calendar year)	Water Quality (WQ) Acceptability Complaints	Number of WQ complaints associated with the taste, smell or appearance of the water per 1,000 population	9

Internal Target	Meter readings	The % of properties receiving at least one bill in a financial year that is based upon a company actual reading	100%
Internal Target	Abandoned telephone contacts	The % of callers that hang up before they receive a substantive response	3.7%

¹CRI = Impact x Population x DWI assessment

²ERI = Impact x Population x Duration x DWI assessment

(Further information on these measures can be found on [DWI's website](#))

³Leakage = This excludes 33 sites that have >70% occupancy or are over 2 years old as these are calculated separately.

⁴PCC = This excludes 33 sites that have >70% occupancy or over 2 years old as these are calculated separately.

We will continue to publish how we are doing against these service level indicators annually in our customer statement and on our website www.espug.com. Further details on any of these performance measures can be obtained by calling us on 01372 587500.

PRICE & CUSTOMER SUPPORT

ESP are committed to ensuring that our customers are “no worse off” than if they were to have a water supply from their regional incumbent water company.

We understand that customers can sometimes find it difficult to pay their bills. Wherever possible ESP will seek to offer a flexible, personal process for customers facing payment difficulties. ESP provides the same social tariffs as those offered by the relevant regional incumbent water company and we also offer WaterSure tariffs to provide financial assistance to household customers who use large amounts of water for essential purposes. We can arrange for payments to be made directly from Department of Work & Pensions (DWP) benefits under the Water Direct scheme for eligible customers.

Our charging statements are available on our website and if you have any comments or need support, please contact us on 01372 587500. We also have a free phone number for our water customers, which is 0808 129 5790.

COMPLAINTS

We received 26 customer complaints in 2025-26, associated with low pressure and water quality and these concerns were addressed quickly. Customers can send us queries using several different channels including phone, email and via our website.

CUSTOMER SATISFACTION

Due to the small number of occupied homes, we did not carry out any customer surveys in 2025-26. As the number of customers connected to ESP networks increases, we will monitor customer satisfaction and seek customer feedback to further improve the service we provide.

UNPLANNED OUTAGES AND INTERRUPTION RESPONSE TIMES

During the past year we experienced only a small number of unplanned events and there was no impact to customers' water supplies. We are committed to keeping any disruption to a minimum through proactive action, by reacting promptly to problems when they do arise and through effective and timely communication with the incumbent water companies where issues arise on their networks which have the potential to impact ESP customers.

LEAKAGE

We are dedicated to keeping leakage in our water networks at the lowest possible level. All our supplies to customer properties are individually metered, as are the bulk water connections that take water from the upstream incumbent water company to serve our sites. Once a housing development is completely built out then unaccounted for water ("UFW") - the difference between the water metered at the bulk water meter and the sum of the individual customer meters – will principally be accounted for by leakage within the ESP mains water pipes on the site.

ESP have committed to limit this UFW to less than 5% for completed sites which is significantly lower than the incumbent water companies in England. We are confident that we will achieve this through the high quality of the design, adoption and operation of our networks and the fact that we only adopt newly constructed water and wastewater networks.

However, we recognise that during the build out phase of a development additional water is used for construction purposes and for "flushing" of the mains pipes to ensure a high quality of water supply and not all this water is metered. For sites still under construction our UFW figure is substantially higher than we would expect to see on a completed site and is not indicative of the underlying level of leakage. ESP closely monitor the quality of construction of our water networks through regular construction and pre-adoption inspections as well as analysis of meter data. We are confident that once the site has been built out and construction completed, we will achieve, or better, our leakage target.

PER CAPITA CONSUMPTION (PCC)

ESP only adopt new water networks designed to current Building Regulations, which requires future homes to be built to 110 l/h/d (litres per head per day); and we are committed to achieving the water industry target of 110l/h/d (litres per head per day) by 2050. We have published our Water Resource Management Plan (WRMP) for 2024, which summarises how we will ensure sufficient supplies of water for our customers over the next 25 years.

[Water Resource Management Plan](#)

Due to the small number of new customers supplied, ESP has calculated their per capita consumption (PCC) as 122.89 l/h/d. As we get more data, we will be able to present this information with more accuracy. We provide water saving advice on our website and on customer bills.

WATER QUALITY

The quality of the water supplied by ESP to our customers is regulated by the Drinking Water Inspector (DWI) and is compliant with the standards required under the Water Supply (Water Quality) Regulations. Water is regularly sampled and monitored against strict water quality measures and reported to the DWI. ESP currently has a CRI (Compliance Risk Index) score of 0686. This score is calculated by the Drinking Water Inspectorate and is made up of any failing samples that occur in the calendar year.

In 2025, we had 7 exceedances of the standards set in the Regulations. Three of these were Nickel sample exceedances due to fittings and fixtures at customers properties, all from new properties. On each occasion we advised the customer or developer, as some of them were show homes, to flush their tap before use or change the tap for a low Nickel-plated tap.

DROUGHT MANAGEMENT

In 2024, we published our Drought Plan 2022, outlining how we will manage supplies during a drought situation. We have just completed the public consultation of our Drought Plan for 2027, which will be published later in 2026.

[Final Drought Plan 2022](#)

We worked well with the Incumbents, Regulators and the wider water sector to improve communications between NAVs and Incumbent water companies during the drought of 2025. We issued Temporary Usage bans in line with two Incumbent water companies for 6 of our sites in 2025.

DELIVERY AGAINST ESPUG SUSTAINABILITY GOALS

ESP are committed to reducing our environmental impact and continually improving our environmental performance. Part of this commitment includes participation in the annual GRESB benchmarking process which is a global measure of sustainability and performance. Our sustainability strategy can be viewed at this link.

[Sustainability Strategy](#).

WHISTLEBLOWING

We have a Whistleblowing policy, which is updated annually by the Board and which we share with our staff and contractors. In 2025-26 we did not have any whistleblowing disclosures.

PLANS FOR 2026-27 & THE FUTURE

OUR GROWTH

ESPW has been appointed to more than 150 sites across England (as at July 2026) which will serve nearly residential properties. As a result of our position as a leading provider of utility connections to housing developers we expect this number to grow significantly over the coming years and we have a substantial pipeline of work that is either with Ofwat for appointment or will soon be submitted for their consideration.

CONTINUED SUPPORT TO CUSTOMERS

We will continue to support all our customers, including those that are vulnerable and those that are struggling to pay. For help and advice please go to our website at www.espug.com. We will continue to develop our 'Th!nk Customer' campaign, more detail on which can be found in a subsequent section along with updates on our vulnerability strategy

We have also embedded our CRM (Customer Relationship Management) system to ensure we manage customer communications. Our "Voice of the Customer" feedback tool and staff vulnerable customer training, continues to develop so that we can gather reaction to our customer service and learn how to make things better.

WATER EFFICIENCY

When new customers move into their home ESPW provide a welcome pack that includes guidance on water efficiency and tips on how to save water. All our properties are metered and we will continue to support customers in saving water and money by providing information and advice on bills and on our website. In May 2026, we released our draft Drought Plan 2027, which was open for a consultation period for public feedback. Our final Drought plan will be published in early 2027.

For more information view www.espug.com for our publications:

- Water Resource Management Plan
- Drought Plan
- Customer Code of Practice
- Ofwat Annual Return
- Pollution Incident Prevention Plan

OUR VULNERABILITY STRATEGY

In June 2025 we submitted our final Vulnerability Strategy to Ofwat, which is available from this link: [Our Vulnerability Strategy](#). This multi-utility strategy, which is for all those who may need extra help, is based on our 'Th!nk Customer' campaign, which is at the heart of what we do at ESP. A summary of our approach is below and these statements embody our wish to treat our consumers, our customers and colleagues as we would like to be treated.

Th!nk Customer Campaign

This campaign is based on our 5 core values, as detailed below, and sets out our commitments to customers under each of these values.



This Th!nk Customer Campaign focusses on the importance of having a customer centric mindset. This approach is designed to empower our employees, partners, and contractors to always consider the customers perspective. We aim to develop a mindset and culture which ensures everyone we deal with gets the best service for their specific needs. We recognise that in order to deliver the high level of service our customers expect, we must develop a culture of continuous improvement and empower our staff to provide the necessary support at the time and in the way it is most needed. This is embodied in the training we provide for our staff, which is regularly refreshed and takes account of the best practices that we identify from monitoring services in our own and similar sectors. It is also informed by engagement with regulators, consumer groups and learnings taken from experiences and incidents.

Our Vulnerability Strategy Promise

We will support all those that need extra help by understanding their needs, delivering our promises and following our Th!nk Customer principles.

PRIORITY SERVICES REGISTER

We continue to be committed to supporting vulnerable customers. Ofwat published new standards for water companies in England and Wales in March 2025 to come into force on 01 April 2025. This covered 5 areas:

- Definitions – All companies should maintain a Priority Services Register (PSR)
- Needs and Services – Companies should consider a variety of needs and outline what services these groups would be entitled to.
- Reach – Companies should make all reasonable endeavours to represent the needs of their customers and grow their PSR accordingly.
- Data Checking – Companies records should be kept up to date and as a minimum have contact with at least 35% of households on the PSR every two years.
- Registration – Should be simple and easy and customers should receive confirmation that they are on the register.

In July 2025, Defra published amendments to The Water Supply and Sewerage Services (Customer Service Standards) which came into force on 1 October 2025. These standards covered updated requirements to:

- Deliver an alternative water supply during supply interruptions
- Provide alternative formats of communication, such as braille, audio information and large print
- Allow an appointed person to manage a PSR customer's account on their behalf
- Confirm registration to the PSR within 30 calendar days, confirming the reason a customer has or has not been added, and the services ESP offers to PSR customers

ESPW have in place a Priority Services Register (PSR) for a range of needs, which meets the requirements listed above. You can fill in our form or find out more on our website www.espug.com or by phoning 01372 587500.

We can offer a range of services to meet your needs if you:

- Are of pensionable age;
- Are disabled;
- Have an illness which affects your day-to-day life;
- Have a mental health problem;
- Have a hearing or sight condition;
- Have a poor sense of taste or smell;
- Are unable to or have difficulties in communicating in English or Welsh;
- Have a cognitive impairment, learning disability, developmental conditions or dementia;
- Require additional showering or bathing due to a health condition;
- Need dialysis, or
- Have physical impairments.

The above list is not exhaustive so do speak to us if you believe you can benefit from PSR support. You can also sign up if your temporary situation means you need additional help. This includes if you:

- Are pregnant or have young children below the age of five
- Have experienced life changes such as bereavement
- Are recovering following hospital treatment
- Are a young adult (below 18) who is paying the bills

ONCE YOU JOIN THE PSR, WE WILL:

- Provide advance notice of planned interruptions.
- Offer proactive communications during both planned or unplanned interruptions to your supply.
- Give advice on how you can prepare for a planned interruption and manage in case of unplanned interruptions.
- Provide a password facility so you can check the identity of any teams that may need to visit your home – either at your request or in an emergency.
- Deliver alternative supplies during an interruption over 3 hours

Customer-focused LICENCE CONDITION G COMMITMENT

In February 2024, Ofwat introduced a dedicated condition in the licence of each water company in England and Wales to transform the care they give their customers, particularly those who need extra help with their water and wastewater services. It is known as the 'customer-focused licence condition'.

The licence condition has helped us increase customer focus and encourage the very best service for customers, while ensuring that Ofwat have the right mix of tools to effect change when service falls short. We consequently deliver the following objectives:

- Ensure our customers are well informed.
- When something does go wrong, affected customers have confidence we will put it right
- The full diversity of customers' needs is identified, understood and met by us in the services and extra help we provide

The condition sets out the following set of principles ('principles for customer care') which we meet:

- communicate proactively with customers, particularly during incidents
- be easy to contact
- provide support for customers when things go wrong and help to put things right.
- learn from past experiences, sharing these with others, and demonstrating continual improvement to prevent foreseeable harm to its customers.
- understand the needs of its customers and provide appropriate support, particularly for customers in vulnerable circumstances and during incidents
- provide support for customers who are struggling to pay and customers in debt.

It follows that we also:

- have policies and approaches to meet these principles and consult with the Consumers Council for Water (CCW), the statutory body representing customers in the water industry.
- follow these policies and approaches; and
- explain in an effective, accessible and clear way how we meet Ofwat's principles

At ESP we are committed to meet these obligations and hold ourselves to account to ensure they are met. We are compliant in all aspects of this licence condition.

If you would like further information on this customer-focused licence condition means you can find out more at this Ofwat page:

[Customer-focused licence condition - Ofwat](#)

LINKS TO OUR REGULATORS

ESP is a private water and wastewater services company, established in 2021. We operate right across England and Wales, providing services within specific areas in place of the regional (known formally as the Incumbent) water company. When we apply to do this, we are granted a New Appointment and Variation (NAV) licence.

Our licence governs the way we operate our business and controls how we can vary the charges we make our customers each year. We are regulated by:

The **Drinking Water Inspectorate (DWI)** a government department set up to ensure we meet the legal standards put in place for drinking water quality.

Drinking Water Inspectorate (dwi.gov.uk)



The **Environment Agency (EA)** ensures that our activities do not negatively impact the environment and that we plan appropriately to ensure there are adequate water resources for the future.

Environment Agency - GOV.UK (www.gov.uk)



Ofwat is appointed by the government and is our primary regulator. Its purpose is to ensure that customer interests are protected, and we comply with the conditions of our licence. It controls the changes we can make to our charges and approves the standards of service we must provide. It also provides guidelines for information we provide to our customers, one example being this Code of Practice

Home - Ofwat



We do not currently own and maintain any water treatment works, or wastewater treatment works; we source our high-quality water supplies from the incumbent water company and pass the used wastewater back to them for recycling.

We also work with Consumer Council for Water **CCW**, which is the water industry watchdog. It is the independent voice for all water customers in England and Wales.

CCW | The voice for water consumers, here to help you. (ccwater.org.uk)



HOW TO CONTACT US



YOU CAN WRITE TO US AT:

ESP Water Limited
First Floor, Kings Court
41-51 Kingston Road

Leatherhead
KT22 7SL



YOU CAN CALL US ON:

01372 587500
0330 123 4201 or 0333 000 0059
and freephone 0880 129 5790 (billing
enquiries)

Our office hours for queries are:

Monday - Friday 08:30 – 17:30
excluding bank holidays



YOU CAN EMAIL US AT:

For billing related enquiries:
billing@espwater.co.uk

For all other enquiries:
hello@espug.com



YOU CAN VISIT OUR WEBSITE AT:

www.espug.com



EMERGENCIES:

For any emergencies with your water or wastewater supplies please call our
24-hour emergency number on 0330 1234201