

Customer Statement 2024–25

Introduction

mua Water Limited is a licensed water and sewerage undertaker under the Water Industry Act 1991, operating in appointed areas across England. We operate as a NAV (New Appointment and Variation), providing an alternative to the regional incumbents for new housing and commercial developments. Our approach is to adopt completed infrastructure built by third parties and deliver services through accredited operational partners.

This statement covers the reporting period 1 April 2024 to 31 March 2025. As of the end of this period, mua Water had no connected customers, and therefore no customer-facing activity occurred. However, we remain fully committed to upholding the standards of a regulated water company and ensuring that appropriate systems, policies, and safeguards are in place to support customers once services go live.

Service performance and customer contact

During the reporting year:

- No customers were connected to mua Water networks
- No complaints were received
- No GSS payments were triggered or paid
- No water quality incidents, flooding or service interruptions occurred
- No developer disputes or escalations were recorded

Despite this, we have invested in our customer support systems and supply chain, ensuring all services will be fully operational upon first customer connection.

Pricing and customer support

mua Water is committed to the "no worse off" principle. Our household customers will not be charged any more than they would be under their regional incumbent water supplier. We will adopt the equivalent charging structure of the relevant incumbent and publish annual charging statements on our website.

Recognising the need for flexibility and support, we will offer:

- Social tariffs consistent with the incumbent's offering
- WaterSure tariff support for high-consumption households with essential needs
- Access to the Water Direct scheme for eligible customers receiving DWP benefits

We'll support customers in financial difficulty through a flexible, person-centred approach to billing and payment.

Vulnerable customers

Our Priority Services Register (PSR) is ready to be activated upon first occupancy. This will provide extra support for customers with medical needs, disabilities or other vulnerabilities. Households can register for our free support service online through our billing portal, by phone or via third-party referrals.

Complaints and customer satisfaction

We received no complaints in 2024–25, reflecting the absence of active supply. Once operational, customers will be able to raise queries through our contact centre, website, or email. All complaints will be logged and tracked in line with our complaints policy, which is modelled on Ofwat guidance.

Although no customer surveys were conducted this year, we plan to monitor satisfaction and proactively seek feedback as soon as connections commence.

Network performance

- **Unplanned Outages:** There were no unplanned outages or service interruptions on our network during this period.
- **Leakage:** All adopted infrastructure is newly constructed and tested prior to handover. Our target leakage rate is under 5%, significantly below the national average.
- **Per Capita Consumption (PCC):** All homes connected to our network will be compliant with current Building Regulations (125 l/h/d). We are committed to the long-term industry target of 110 l/h/d by 2050.

Water quality

Although no water was supplied this year, our water quality assurance framework is aligned with the Water Supply (Water Quality) Regulations. All supply arrangements will include sampling, reporting, and compliance measures as mandated by the Drinking Water Inspectorate (DWI). Our operational model ensures all systems are monitored and maintained by DWI-compliant contractors.

Drought management

A drought response strategy has been prepared in line with DEFRA guidance. While not triggered during the year, we remain ready to implement contingency planning should drought conditions arise in future.

Environmental and sustainability commitment

As part of our wider group, mua Water supports environmentally responsible practices. We commit to reducing environmental impact through efficient asset adoption, leakage control, digital monitoring, and responsible operational practices. Our sustainability roadmap is under development and will align with industry frameworks such as GRESB.

Looking forward

We anticipate that we'll connect our first household water customers in the 2025–26 reporting year. All service partners, systems and escalation processes are in place and ready to activate on first connection. We will continue to report annually on customer experience, performance and compliance, ensuring transparency and regulatory alignment.

For more information or to contact us

- Visit our website: muawater.co.uk
- Email us: developerservices@muawater.co.uk
- Call our 24/7 emergency number: 0800 011 4193

Signed on behalf of mua Water Limited by

Gregory Addison-Smyth
Managing Director