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- For the purposes of the financial promotions regime under the Financial Services and Markets Act 2000, this report is given on the basis of the exemption provided in Article 69 of the Financial Services and Markets Act 2000 (Financial Promotion Order 2005 as it relates to bonds which are already admitted to trading on a relevant market).
- A copy of this report may be obtained at www.keldagroup.com.

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1. General

The information provided in this report is sourced primarily from the audited Yorkshire Water Services Limited (“YW” or the “Company”) Annual Report and Financial Statements (“AR&FS”) and YW’s Annual Performance Report (“APR”) for year ended 31 March 2020.

2. Business overview

During the last year, YW has responded strongly to a period of unprecedented challenges and change, whilst continuing to focus on providing efficient and safe delivery of excellent customer services, and at the same time fulfilling environmental and social responsibilities.

During the year, the Company dealt with three major storms and consequent flooding events that had a significant impact on the lives of its customers and the communities it serves.

The opportunity was also taken re-set the Company purpose and ambition to prepare for the new five year Asset Management Period (“AMP”). The executive team was strengthened, and the Company outperformed planned improvements in operational performance and regulatory commitments in some important areas.

The financing of the Company was further aligned with its long term strategy, by issuing £750m in sustainability bonds, including the first sustainability bond issued by a UK corporate, from the Sustainable Finance Framework.

A robust assessment of the impact of Ofwat’s final determination (“FD”) on the Company, customers and Yorkshire’s resilience concluded that it could not be accepted. A redetermination by the Competition and Markets Authority (“CMA”) was requested and is currently in progress.

The sale and transfer of the business customer portfolios of both Yorkshire Water Business Services and Three Sixty (a sister company to YW that sits outside the regulatory ringfence) to the retailer Business Stream was completed. Around 85% of YW’s non-household revenues now come from Business Stream, which is 100% owned by Scottish Water. The transaction marked an exit from the retailer water market.

Covid-19

The rapid onset of the Covid-19 pandemic in the last months of the financial year meant that YW needed to make major and rapid changes to the Company’s operations to ensure that it could continue to provide an essential service whilst protecting the health and safety of colleagues and customers.

YW’s response to Covid-19 pandemic started in early March, with the Company’s Incident and Crisis Management Teams overseeing the process. Business Continuity Plans were enacted across all business units. Actions taken in response to the pandemic have included:

- Taking an early decision to switch to home working for as many colleagues as possible;
- Field teams stopped entering domestic customer properties other than for emergency work. New working practices were introduced to ensure that they could work safely and that the appropriate personal protective equipment (“PPE”) was available and correctly used;
- Customers were assured that YW colleagues had essential worker status and the Company made sure that it communicated clearly with them to explain why working in public spaces continued. The response to YW’s teams from customers has been superb;
- Providing support to customers financially impacted by Covid-19 who are struggling to pay their bills; and
- Introducing special measures to ensure instant payments for small and medium enterprises (“SMEs”). Around 250 of the Company’s suppliers have benefitted from this.

The longer-term impacts of the pandemic on YW’s operational performance remain largely unknown, and for now the Company’s priority remains protecting colleagues and customers and carrying on the delivery of the service expected of it. Data is being gathered that will give more indications of the impacts and this will be shared with the Company’s regulator at the appropriate time.

In terms of financial impacts, the Company has considered various scenarios by modelling the potential effects of Covid-19 on forecast profit and loss, balance sheet and cash flow for 2020/21 and 2021/22. The model also reviews the impact on available liquidity and key interest cover ratios. The model includes assumptions on revenue (household and non-household), inflation, operating expenditure, working capital, cash flow and capital expenditure.

The modelling includes best efforts to reflect the risks associated with:

- Known additional Covid-19 costs above business plan;
- Reduced savings in the original business plan as a result of delays to specific initiatives;
- Impact of Covid-19 related delays to capital schemes and change initiatives: lower capital payments, reduced capitalisation of costs and outsourced contract costs;
- Reduced debtor collections;
- Impact on revenue of increased household and reduced non-household consumption levels during and following lockdown;
- Changes in assumed inflation impacting 2021/22 revenues;
- Regulatory, environmental, or other fines plus associated legal costs;
- Interest costs;
- Debt service requirements; and
- Potential inability to raise new debt in 2020/21.

The modelling shows that, in all the scenarios considered, from a liquidity perspective YW would have significant headroom on facilities available to manage its business risks throughout the period reviewed.

In respect of interest cover ratios, an assessment of the above risks has been considered against forecast headroom to covenant thresholds and a range of available mitigating actions that could be taken to address any adverse financial impact in AMP7. These mitigating actions include cost cutting measures identified as part of transformational reviews, acceleration of operational efficiencies and the review and revision of financing arrangements.

The Company has completed one mitigating action by executing, on 3 July 2020, an amendment to the confirmed cash flows of seven index-linked swaps with a total notional value of £225.5m. The purpose of this amendment is to match more appropriately its profiles of revenues, collections and net interest costs during AMP7, which are likely to change as a result of the Covid-19 pandemic. This amendment resulted in a rephasing of receipts from future years out to 2027/28, such that net interest costs will reduce by £10.6m in 2020/21 and future receipts will reduce by £2m p.a. for the future years covered by the amendment. In addition, as a contingent measure, the executed amendment allows the choice to rephase further future receipts of the same swaps, totalling £11.8m into 2020/21 and £23.2m into 2021/22.

The covenant certificate published with this report shows the actual credit metrics for 2019/20 and those projected for the next five financial years. These projections reflect the Company's current view of:

- the known impact of Covid-19 on the Company's performance and financial results for the first quarter of 2020/21;
- the potential financial impact when assessing Covid-19 risks; and
- the available mitigating actions.

It is recognised that the impact of Covid-19 remains highly uncertain, particularly the medium-term consequences of the pandemic on the UK economy and the duration of actions taken by the UK Government to support it or any actions that will be taken by Ofwat for the water sector. If there is any material change to the Company's current view of the projected credit metrics then an update will be provided to investors at the earliest opportunity.

3. Business strategy

YW's strategy is to serve Yorkshire today and long into the future with safe, reliable and affordable water, wastewater and environmental services. YW is regulated by three main authorities to act in the best interests of the society that the Company serves: The Office of Water Services ("Ofwat"); the Environment Agency ("EA"); and the Drinking Water Inspectorate ("DWI"). Whilst highly regulated, the strategy is to go beyond compliance

and further support Yorkshire by working in partnership to champion healthy living, thriving livelihoods and sustainable economic growth.

YW uses five year and long-term plans to help define and deliver strategy. The Company operates in five year AMP cycles. For each AMP a five year plan is developed through extensive assessment, planning and customer engagement. These plans are set in the long-term context of a 25 year strategic direction that is regularly updated.

Within the five year plan, the regulatory regime in which the Company operates includes a process for setting Performance Commitments (“PCs”) and Outcome Delivery Incentives (“ODIs”). The PCs define the levels of service that YW strives to achieve on a range of activities which customers and regulators confirm are a priority. Reputational and, in many cases, financial ODIs accompany the PCs. If the Company under/over performs against the PCs, the financial ODIs come into effect.

2020 is a year of transition as AMP6 closes out and AMP7 starts. AMP6 covered the five year period ending 31 March 2020. In AMP6, YW’s plan included 26 PCs themed around seven Customer Outcomes. There were 14 PCs that had a reward or penalty attached to them (i.e. ODIs). YW’s net reward from the AMP6 ODIs is £63.7m.

YW’s AMP7 plan includes 43 PCs, more details of which will be provided in future Investors Reports. These PCs go well beyond those of AMP6, and 28 have ODIs attached.

Future Investors Reports will provide more details of the Company’s new PCs as it enters AMP7.

Refresh of YW’s Strategy and Values

Being a monopoly provider water and wastewater services means balancing:

- Provision of one of life’s most essential services;
- Social and environmental impact that our services and actions have on the communities we serve; and
- Operating as a commercial organisation.

Only by taking into account and balancing all three of these factors together can YW consider itself as the best it can be for Yorkshire.

YW has spent a lot of time talking to customers and colleagues about what that sense of purpose means and how it should best articulate it for the period ahead. The Company also looked at how that purpose could be translated into a set of behaviours, setting out how to act, both as an organisation and as individuals.

This process has resulted in a simple, but profoundly important restatement of what YW stands for, now known as “Our Big Ambition”:

- Our purpose (why we’re here): we’re proud to play water’s role in making Yorkshire a brilliant place to be, now and always
- Our ambition (what we’re aiming for): to put people at the heart of everything we do
- Our behaviours: we own it, we’re always learning, we’re better together and we have heart

It is appropriate that this exercise was completed in the midst of the significant challenges that have been set out elsewhere in this report. The lessons learnt from those challenges about the character of YW’s colleagues has shaped the purpose, ambition and behaviours and they have become reference points in how to act in all decisions, whether routine or in the midst of incidents.

Resilience and sustainability are imperatives within YW's strategy

Central to YW's strategy is the need to ensure long-term resilience and remain adaptable to changing circumstances. Our business fundamentally relies on natural, social and financial resources, and we understand that there are major challenges to the resilience of our services from factors such as climate change, population growth and resource constraints.

To address these challenges YW has:

- Adopted transparent integrated annual reporting, based on the Global Reporting Initiative, that addresses clearly how the business supports the UN's Sustainable Development Goals;
- Embedded its leading 'Six Capitals' approach, which considers the resources we both rely on and impact to help expand the organisation's understanding of risk and value and drive better decision making that considers social and environmental impacts as well as financial; and
- Launched a Sustainable Finance Framework, which aligns the Company's financing with its broader corporate strategy and allows investors to see how their money goes towards achieving our sustainability goals via annual impact reporting (see section 11. Financing for more details).

YW believe these business-led initiatives will lead to greater resilience and more optimised decision making that helps underpin financial returns and the Company's long term financeability.

4. Operational performance

The Company reached the 31 March 2020 year end on target to meet 22 of the 26 PCs made to customers. Leakage is a key measure, and a position of 270.89 ml/day was achieved well ahead the regulatory target of 287.1 ml/day. The measure used to show how long customers experienced interruptions to their supply also fell from 10 minutes 28 seconds to 7 minutes 34 seconds and was 4 minutes 26 seconds below the regulatory target of 12 minutes. The fall in supply interruptions was driven by a change in the way that restoration teams are managed. The new way of working means that customers' supplies are restored much more quickly.

Improvements in leakage performance largely came from the application of acoustic and satellite technology in the distribution network combined with smart network management techniques. The large-scale deployment of 40,000 acoustic listening and logging devices in the top 20% poorest performing leakage areas generates volumes of data that can be used to speed up the identification of leaks and more effectively direct fix resources. Satellite images are over-laid onto the network mapping to show where wet patches might be leaks.

Wastewater performance has also been strong. Internal sewer flooding is a specific challenge for Yorkshire given the number of cellared properties in the county compared to the rest of England and Wales. The number of times this happened to customers (1,602 incidents) was lower than in the previous year (1,692 incidents), despite the weather challenges, and below the regulatory target (1,919 incidents).

The period between November 2019 and February 2020 brought a series of extreme weather events that had a significant impact YW's customers and widely affected the Company's assets. Heavy rain in South Yorkshire in early November caused widespread flooding in the Don Valley. Although the Environment Agency is the lead for river flooding, YW's operational colleagues played a full part in the multi-agency response. Over 40 of the Company's assets in the area, ranging from pumping stations through to major wastewater treatment works were affected, and although many continued to operate despite the inundation, damage was extensive.

In February, two storm events in quick succession – Storms Ciara and Dennis – caused widespread flooding in the Calder Valley, with particular impact on Hebden Bridge. This was also the centre of severe flooding in 2015. YW's reservoirs above Hebden Bridge had been kept at lower than normal levels (90%) to provide some additional flood attenuation although the scale of the rainfall sustained across the two events meant that capacity was soon reached.

YW is working with the local authority and other agencies in Calderdale to create a partnership similar to the 'Living with Water' project in Hull, which brings together YW with the Environment Agency and two councils. Multi-agency partnerships such as these, which help joint working and enable the complementary development of both natural and civil engineering solutions, have a big part to play in managing flood risk. YW is also in the early stages of discussion with potential partners in the River Don catchment to create a similar project in South Yorkshire.

5. Financial performance

The key financial performance indicators for the year ended 31 March 2020 are as follows:

	Year ended 31 March 2020	Year ended 31 March 2019	% change
Revenue	£1,063.4m	£1,059.2m	0.4
Operating costs	£842.9m	£795.3m	(6.0)
Adjusted EBITDA ¹	£553.2m	£570.6m	(3.1)
Exceptional items	(£8.1m)	(£34.4m)	76.5
Covid-19 related costs	(£6.4m)	-	-
Net interest payable ²	(£142.0m)	(£132.0m)	(7.6)
Capital expenditure	(£485.2m)	(£500.2m)	(3.0)

¹ Adjusted EBITDA (earnings before interest, tax, depreciation, amortisation, exceptional items and Covid-19 related costs).

² Net interest payable excludes fair value charges. Includes interest on inflation linked swaps.

Key financial performance highlights include:

- Revenue marginally increased due to the inflationary annual price increase, partly offset by a shortfall in billed income for both household and non-household due to income tariff assumptions, such as consumption and new customer connections. Ofwat allows this difference to be collected from the 2021/22 financial year onwards though adjustments to future tariffs.
- Operating costs continue to be tightly managed. Total costs were in line with plan, except for £5.7m additional bad debt provision which has been included at March 2020 to reflect the impact of Covid-19 and the resulting lockdown on the wider economy.
- Adjusted EBITDA decreased in the year due largely to the income tariff assumptions mentioned above.
- The net cost of exceptional items was largely associated with extreme weather events: the severe flooding in Yorkshire in November 2019 (£3.0m); the subsequent impact of storms Ciara and Dennis in February 2020 (£1.3m); and continued operational mitigation for assets damaged in the December 2015 floods (£3.7m). In addition, a review of activities and structures of support functions resulted in £2.4m severance costs. Legal and advisory related costs of £1.1m have been incurred in relation to the decision not to accept Ofwat's FD. Offsetting the costs is a £3.4m exceptional profit on the sale of the non-household retail business to Business Stream.
- Net interest payable increased largely as a consequence of securing pre-funding for the 2020/21 financial year.
- Capital expenditure in the year to 31 March 2020 was £485.2m (2018/19: £515.5m). The programme of investment to drive Upper Quartile performance in leakage, supply interruptions, water quality and pollution continued. Other key areas of investment included the continuing SAP project, Anaerobic Digestion ("AD") plants, and the refurbishment of a sludge treatment facility at the Company's wastewater treatment works in Hull.

6. Regulatory update

Ofwat published its FD for AMP7 on 16 December 2019. The YW Board took a unanimous decision to reject the FD and to request a referral to the CMA for redetermination. This decision was based on analysis that showed the FD would compromise our core purpose, impact long-term resilience, and push the costs of resilience and climate adaptation onto future customers.

Factors considered by the YW Board included:

- Ensuring YW's infrastructure is fit to meet the future challenges from climate change and population growth;
- Unacceptable disconnection of cost and outcomes from Ofwat's expectation of concurrently achieving upper quartile service and across the board efficiency;
- Increased risk to service delivery and of financial penalties from accepting Ofwat's allowed costs;
- Introduction of inter-generational unfairness as near-term bill reductions would force a short-term approach, reducing long-term investment, with higher costs in the long run to be recovered from customers;
- Strong customer support from a significant engagement in 2018 to help shape long-term strategy and 86% approval for YW's proposed stable bills for AMP7; and
- Regulated utilities require a stable business model to attract long-term capital to fund ongoing investment.

YW was one of four water companies that had requested a referral for redetermination. A redetermination is a full review by the CMA of the FD and is not necessarily limited to a set number of issues. Since the requests for referral, the four water companies and Ofwat have made formal submissions regarding the FD and these can be found at <https://www.gov.uk/cma-cases/ofwat-price-determinations>, along with submissions from third parties.

Currently, the CMA's published timetable shows its intention to publish its provisional findings in September 2020 and to conclude its review for December 2020, such that any changes could be reflected in charges to be published for 2021/22. In the meantime, YW continues to deliver its AMP7 plan in line with the allowed revenues set out in the FD for 2020/21 and this has been assumed as basis for the credit metric projections for the rest of AMP7, as set out in the covenant certificate published with this report.

This is considered a prudent approach, as it does not include any potential upside on allowed revenues from the review process. Whilst the CMA challenge could also potentially result in downsides, it is clearly the YW Board's view that the referral for redetermination would result in a beneficial outcome.

7. Director changes

Liz Barber, previously YW's Director of Finance, Regulation and Markets, stepped up to the role of Chief Executive Officer in September 2019 following the announcement of Richard Flint's retirement. Liz remains a director of YW, Yorkshire Water Services Holdings Limited, Yorkshire Water Services Finance Limited ("YWSF") and Yorkshire Water Finance Plc ("YWFPlc"), (together the Yorkshire Water Financing Group, "YWFG").

After more than nine years as YW's Chief Executive Officer and sixteen years in total as a member of YW's Board of Directors, Richard stepped down as a director of YW, YWSF, and YWFPlc.

In September 2019 David Gregg was appointed as Interim Chief Financial Officer. David was previously Head of Corporate Finance, and prior to that, Interim Head of Tax & Treasury. David was not appointed as a director of any company within the YWFG.

On 1 June 2020 Chris Johns was appointed as Chief Financial Officer and an executive director of YW. Chris joins YW having been most recently the CFO of Northumbrian Water since 2013, and previously Finance Director of Northern Gas Networks.

In November 2019 Nevil Muncaster was appointed as Chief Strategy & Regulation Officer, having been Director of Asset Management since 2013. Nevil remains a director of YW.

In April 2020 YW appointed Mark Horrobin as Chief Operating Officer. Mark has extensive transformation experience and has previously worked on large scale change for The Post Office, Eurostar and Everything Everywhere. Mark has not been appointed as a director of any company within the YWFG.

In August 2019 YW appointed Andy Haywood as Chief Technology & Information Officer. Andy was previously Director of IT at Asda, Halifax Bank of Scotland and Boots. His two most recent appointments were as Group

Chief Information Officer at the Co-Op and then as Group Chief Operations Officer at N Brown. Andy has not been appointed as a director of any company with the YWFG.

8. Permitted Subsidiaries acquired pursuant to a Permitted Acquisition

There were no Permitted Subsidiaries acquired pursuant to a Permitted Acquisition during the year to 31 March 2020.

9. Regulated capital investment

YW invests significant capital expenditure to add to, replace, maintain and enhance its assets. The price limits set by Ofwat every five years consider the level of capital and operating expenditure expected to be incurred during the relevant period together with the associated funding costs.

YW has continued to govern the effective and efficient delivery of its investment programme to protect and enhance the services that the Company provides to its customers and to improve the water environment in which the Company operates. YW continues to enhance its investment approach by integrating its management of both operational and capital expenditure via a 'Six Capitals' approach.

In 2019/20 the Company completed a £72m project to build an AD plant at its Knostrop site in Leeds, which is able to convert most of the sludge waste produced in the Leeds area into renewable energy. The energy produced helps power the adjoining treatment works. The Company has also started working on a £40m project to build a similar AD plant in Huddersfield. When completed, the vast majority of YW's sludge waste will be converted into renewable energy.

The Company started the first year of its regulated investment period on 1 April 2020, and plans to spend £2.1bn over the course of AMP7 to meet its FD allowance provided by Ofwat.

10. Outsourcing

YW continues to monitor and comply with its Outsourcing Policy as detailed under the Common Terms Agreement which states, amongst other things, that YW will act as a reasonably prudent water and sewerage undertaker and operate in accordance with good industry practice.

In August 2019, YW announced a £1 billion Civils Frameworks for AMP7, covering the full range of civil engineering requirements across its clean and wastewater assets. In total, 18 agreements have been awarded to 14 partners after a 12-month procurement process.

The five year frameworks come with optional extensions of up to three years, covering design and build projects, renewal and replacement of assets, and specialist works, including:

- Complex Civils – design, build and refurbishment of treatment assets including reservoirs and pumping stations;
- Minor Civils Lot 1 – new build and upgrading works to treatment assets with limited design; and
- Minor Civils Lot 2 – specialist works to water retaining structures.

In October 2019 YW completed a 12 month procurement process to award £1 billion MEICA Framework for AMP7 to cover mechanical, electrical, instrumentation, control and automation needs for both clean and wastewater assets. A total of 14 agreements were awarded to 11 partners.

The agreements are for an initial period of five years and have a provisional three year extension period for the following:

- Complex MEICA – design, build and upgrades to treatment and network assets; and

- Minor MEICA – minor and replacement works on treatment and network assets with limited design requirements.

In December 2019 YW awarded Clean & Waste Infrastructure and Customer Focussed Infrastructure frameworks with a combined value of £650m, including:

- The £400m Infrastructure Networks framework covering the delivery of infrastructure pipeline projects for both clean and wastewater assets; and
- The £250m Customer Focussed Infrastructure Works framework involves the delivery of programmes of work including internal flooding, lead replacement and minor works packages.

Both frameworks last for four years with options to extend for an additional four years, and were awarded to a total of nine partners across 12 framework agreements after a 12-month procurement process.

In June 2020 YW opened the tender for a new eight year Solar Framework agreement covering the construction, operation and maintenance of solar photovoltaic arrays. The framework covers the ambitious development of bespoke solar photovoltaic arrays across 150 YW sites to generate electricity under a long-term private power purchase agreement, with surplus exported to the grid. The first phase of the project is expected to begin in early 2021/22 and will include the construction of 30 solar power sites. Once the first phase sites are fully operational the electricity generated will reduce energy costs by c.£800k p/a, save approximately 6,000 tonnes CO2 equivalent per year and enhance biodiversity.

YW is currently procuring an eight year £800m replacement of its Repair and Maintenance Framework for the Clean Water Network, currently known as the 'water services agreement' or 'WSA'. The procurement is broken down into five lots (emergency reactive; planned reactive; developer services; metering and innovation).

YW is also currently procuring a replacement of the Specialist Modelling and Monitoring Frameworks. The Modelling Framework covers professional services for modelling our network to inform investment decisions and has an anticipated spend of £22m in AMP7. The Monitoring Framework covers placement of monitors in the network, and reporting of information from the monitors with an anticipated spend of £9m in AMP7.

Additionally, YW is seeking to outsource elements of its bio-resources programme with a view to promoting an innovative, market-led approach and driving value from its bioresources operations. This includes sludge thickening and dewatering services, the provision and management of efficient sludge treatment capacity and the outsourcing of biogas management.

11. Financing

During the year to 31 March 2020, YW completed the following transactions:

- In April 2019, YWFPlc listed its first sustainability bond on London Stock Exchange's dedicated Green Bond Segment. The £350m Class A, 2.75% issuance had a tenor of 22 years, due to mature in April 2041.
- In November 2019, YWFPlc issued its second sustainability bond and a tap of its existing 2041 sustainability bond. The £300m Class A, 1.75% new issue had a tenor of 7 years, due to mature in November 2026, and the £100m tap had the same terms as the existing April 2041 bond.

Over the last decade, the sustainable investments universe has grown rapidly globally. The debt capital markets have simultaneously had to evolve to meet the needs of both issuers looking for capital to finance their projects and an ever-increasing investor base with ever more diverse needs.

Our leading Sustainable Finance Framework allows YW to issue a variety of sustainability labelled debt instruments, all under the Company's securitised financing arrangements, to finance the majority of our capital

and operational expenses. We are able to adopt this broad approach to sustainable finance due to our pioneering Six Capitals work that embeds sustainability into most of what we do and the decisions we make.

As demonstration of being a sustainable Company, will be releasing an updated “Our Contribution” report later this year, and annually thereafter. This report will demonstrate how YW interacts with the communities it serves and environments it manages across the ‘Six Capitals’, and will use natural capital accounting methodology to estimate the total impact of our operations. We believe our approach to sustainable finance and the flexibility of debt instruments the framework affords will allow YW to keep taking advantage of the huge demand for sustainable assets now and in the foreseeable future.

On 1 July 2020, the Company executed an amendment to the confirmed cash flows of seven index-linked swaps, with a total notional value of £225.5m. This action helps mitigate, in severe modelled scenarios, a breach in interest coverage covenants. The amendment resulted in a rephasing of payments to the Company from future years out to 2027/28, such that net interest costs will reduce by £10.6m in 2020/21. In addition, the executed amendment allows the choice of rephasing further future payments to the Company, totalling £11.8m into 2020/21 and £23.2m into 2021/22.

As at 31 March 2020, the net fair value of YW’s derivatives portfolio was a £1,967.6m liability (31 March 2019: £1,976.9m). The maturity profile of YW’s derivatives and debt portfolios is shown in the Appendix to this report.

Security Trust and Intercreditor Deed (“STID”) Proposal

For the FD, Ofwat adopted a new approach to achieve bill smoothing in AMP7 by introducing a new “revenue re-profiling” line in revenue build-up tables for individual price controls. Historically, Ofwat achieved bill smoothing in AMP6 by making adjustments to the pay as you go (PAYG) and regulatory capital value (RCV) run-off rates.

This change affected the calculation method for interest cover ratio (“ICR”) covenants, updated by a STID proposal in 2015 for AMP6. This update addressed Ofwat’s use of accelerated or slowed revenues, including reprofiling for bill smoothing, by disregarding revenue adjustments achieved by adjusting PAYG and/or RCV run-off rates. Ofwat’s new approach for AMP7 was not captured by this calculation method and needed to be incorporated for ICR covenant calculations in AMP7 and beyond.

On 18 March 2020, YW launched a STID proposal to introduce new re-profiled ICRs as a technical change to the Finance Documents, which would reflect the revised approach adopted by Ofwat. The STID Proposal also included setting existing interest cover ratios at such levels so they would no longer be relevant.

The purpose of the changes was to ensure reported ICRs for AMP7 would be calculated for individual years on a stable basis, as intended by the update made in 2015, and would be comparable to those reported in AMP6. The nature of the changes by Ofwat meant the impact on average ICRs for AMP7 were negligible.

The proposal required a simple majority of Class A investors to vote to vote in favour, with a quorum of 20%. On 20 April 2020, the Company announced that Majority Creditors had voted in favour of the STID Proposal with creditors holding 88.1% of outstanding Class A debt casting their votes and 96.3% of these voting to pass the changes.

12. Ratings

YW and its financing subsidiaries have credit ratings assigned by three rating agencies, Fitch Ratings (“Fitch”), Moody’s Investors Service (“Moody’s”) and S&P Global Ratings (“S&P”). The latest published ratings in relation to the YWFG are shown in the table below:

Rating Agency	Class A rating	Class B rating	Corporate Family Rating	Date of publication
Fitch	A (stable)	BBB (stable)	n/a	12 June 2020
Moody’s	Baa2 (negative)	Ba1 (negative)	Baa2 (negative)	13 March 2020
S&P	A- (negative)	BBB (negative)	n/a	25 February 2020

Following their respective reviews of the impacts of Ofwat’s FD, all three rating agencies released the following updates on YW:

- On 25 February 2020, S&P affirmed its Class A and Class B ratings, however the outlook was moved from stable to negative.
- On 13 March 2020, Moody’s downgraded the Class A rating by one notch to Baa2 and maintained a negative outlook on all ratings.
- On 12 June 2020, Fitch downgraded the Class A and Class B ratings by one notch to A- and BBB respectively, and returned outlooks for both ratings back to stable from negative.

The credit rating reports for all three of the rating agencies that assign credit ratings to the YWFG can be found within the ‘Investors’ section of the Kelda Group website at www.keldagroup.com.

13. Surplus

YW’s Board and ultimate shareholders are committed to ensuring compliance with its covenanted financial ratios and, where possible and appropriate, to maintaining its current ratings via, amongst other things, the retention of distributions and other balance sheet strengthening measures as and when it is prudent to do so.

There were no dividends paid by YW in 2019/20 for onward distribution to its ultimate shareholders. For AMP6, such dividends paid by YW totalled £45.4 m and were paid in only one year out of five.

For AMP7, as set out in YW’s business plans for PR19, dividends will be determined in line with the following policy:

- Deliver a base dividend recognising the management of economic risks and capital employed.
- Adjust the base dividend to reflect and recognise:
 - Company performance and benefit sharing from service and efficiency performance, particularly performance beyond or below that assumed in the determination of price limits;
 - the continuing need for investment of profits in the business and the funding of employee interests.
- Transparency in the payment of dividends and clear justification for payment in relation to the factors outlined above.
- Where it is foreseeable there will be sufficient profits available for distribution and, subject to appropriate financial resilience testing, to continue to pay dividends consistent with the policy.

This policy is being applied now and will remain in force for AMP7.

14. Bank and liquidity facilities held by the YWFG

YWFG had available a combination of available cash and committed undrawn bank facilities totalling £749.7m at 31 March 2020. This comprised £500.2m undrawn committed bank facilities, and as a consequence of pre-funding the business for 2020/21, £249.5m of cash and cash equivalents (excluding cash collateral received).

As at 30 June 2020, YWFG had available a combination of cash and committed undrawn bank facilities totalling £702.0m, comprising £500.2m undrawn committed bank facilities and £186.6m of cash and cash equivalents (excluding cash collateral received).

At 31 March 2020 and 30 June 2020, £240m was undrawn on the Company's £560m revolving credit bank facility.

On 27 March 2020, YW renewed its Operating & Maintenance Liquidity Facility at £90.1m (2018/19: £85.1m) and Debt Service Reserve Liquidity Facility at £170.1m (2018/19: £189.0m). Both facilities are twelve-month standby bank facilities for the funding of YW's operating and maintenance expenditure, and debt service expenditure.

At 31 March 2020, there were no amounts drawn on either of the Company's Operating & Maintenance Liquidity Facility (31 March 2019: nil) or Debt Service Reserve Liquidity Facility (31 March 2019: nil).

15. Non-Participating YWSF Bond Reserve Account

The balance on the Non-Participating YWSF Bond Reserve Account at 31 March 2020 was £1.4m.

16. Authorised Investments

Authorised Investments at 31 March 2020 were:

	Money Market Deposits	Liquidity Funds	Non-Participating YWSF Bond Reserve	Swap Collateral (Money Market Deposit) ¹	Total
	£m	£m	£m	£m	£m
Aberdeen Standard MMF (LVNAV)	-	24.8	-	-	24.8
Bank of China	20.0	-	-	-	20.0
BNP Paribas	20.0	-	-	-	20.0
Commonwealth Bank of Australia	60.0	-	-	-	60.0
Goldman Sachs MMF (LVNAV)	-	8.2	-	-	8.2
HSBC	25.0	-	-	-	25.0
HSBC MMF	-	19.1	-	-	19.1
Lloyds	15.0	-	1.4	-	16.4
MUFG	20.0	-	-	-	20.0
National Australia Bank	-	-	-	14.3	14.3
Santander UK	20.0	-	-	-	20.0
State Street MMF (LVNAV)	-	28.0	-	-	28.0
Total	180.0	80.1	1.4	14.3	275.8²

¹ YW has entered into ISDA documents with various counterparties. These are one way in respect of cash collateral, with YW receiving collateral on valuations in its favour.

² Available cash facilities and cash equivalents at 31 March 2020 was £249.5m (Authorised Investments of £275.8m, less £14.3m collateral received, less £12.0m net negative bank balances due to outstanding payables).

17. Ratios

The YWFG confirms that in respect of the Calculation Date on 31 March 2020, by reference to the most recent financial statements that the YWFG is obliged to deliver in accordance with Paragraph 1 (Financial Statements) of Part 1 (Information Covenants) of Schedule 4 (Covenants) to the Common Terms Agreement, the Ratios are as detailed in the table below.

Date	31/03/2020 Actual	31/03/2021 Forecast	31/03/2022 Forecast	31/03/2023 Forecast	31/03/2024 Forecast	31/03/2025 Forecast
Class A RAR	69.9%	70.3%	69.6%	68.7%	67.9%	70.5%
Senior RAR	77.8%	78.2%	76.5%	75.4%	74.5%	77.1%

Test Period	31/03/2020 Actual	31/03/2021 Forecast	31/03/2022 Forecast	31/03/2023 Forecast	31/03/2024 Forecast	31/03/2025 Forecast
Class A ICR	3.52x	4.45x	4.19x	4.14x	4.18x	4.06x
Class A Adjusted ICR	3.52x	4.45x	4.19x	4.14x	4.18x	4.06x
Senior Adjusted ICR	3.15x	4.03x	3.81x	3.81x	3.85x	3.74x
Class A Average Adjusted ICR	4.05x	4.26x	4.17x	4.12x	4.12x	4.12x
Senior Average Adjusted ICR	3.66x	3.88x	3.82x	3.80x	3.80x	3.80x
Conformed Class A Adjusted ICR	1.43x	1.30x	1.56x	1.61x	1.45x	1.37x
Conformed Senior Adjusted ICR	1.28x	1.17x	1.42x	1.48x	1.34x	1.26x
Conformed Class A Average Adjusted ICR	1.43x	1.49x	1.54x	1.48x	1.48x	1.48x
Conformed Senior Average Adjusted ICR	1.29x	1.36x	1.41x	1.36x	1.36x	1.36x
Re-profiled Class A ICR	3.52x	4.58x	4.08x	3.99x	4.20x	4.17x
Re-profiled Class A Adjusted ICR	1.43x	1.43x	1.46x	1.46x	1.48x	1.48x
Re-profiled Senior Adjusted ICR	1.28x	1.30x	1.33x	1.35x	1.36x	1.36x
Re-profiled Class A Average Adjusted ICR	1.44x	1.45x	1.47x	1.47x	1.47x	1.47x
Re-profiled Senior Average Adjusted ICR	1.30x	1.32x	1.34x	1.36x	1.36x	1.36x

The format of the above and subsequent tables has been updated since the last investor report to include the new re-profiled ICRs introduced by the STID Proposal, as covered in Section 11.

YW continues to ensure that its capital structure is appropriate and maintains the maximum flexibility to cope, both financially and operationally, with any unforeseen events. This is evidenced by the fact that the YW Board and its ultimate shareholders are committed to ensuring compliance with the YWFG covenanted financial ratios and, where possible and appropriate, to maintain its current ratings.

As noted earlier in this Report, the annual projected ratios from 2020/21 to 2024/25 reflect the Company's current view of:

- the known impact of Covid-19 on the Company's performance and financial results for the first quarter of 2020/21;
- the potential financial impact when assessing Covid-19 risks; and
- the available mitigating actions.

The ratios contained within the tables above are based on the current forecast that no dividends will be paid by YW through to its ultimate shareholders from 2020/21 to 2024/25. It should be noted that distributions from YW will continue to be made to fund (i) inter-company interest payments to YW; (ii) external interest payments due on debt issued by Kelda Finance (No.2) Ltd; and (iii) Kelda Group Limited corporate costs.

The YWFG confirms that each of the above Ratios has been calculated in respect of each of the relevant periods for which it is required under the CTA and has not breached the Trigger Event Ratio Levels and has not caused Paragraph 17 (Ratios) of Part 2 (Events of Default - Non-YWH) of Schedule 6 (Events of Default) to the CTA to be breached.

For information, the computations of the ratios are as follows:

Test Period		31/03/2020 Actual	31/03/2021 Forecast	31/03/2022 Forecast	31/03/2023 Forecast	31/03/2024 Forecast	31/03/2025 Forecast
Class A Debt	£m	5,120.4	4,926.6	5,116.6	5,239.6	5,297.9	5,533.6
Less Cash Balances	£m	(262.4)	0.0	0.0	0.0	0.0	0.0
Class A Net Debt	£m	4,858.0	4,926.6	5,116.6	5,239.6	5,297.9	5,533.6
Class B Debt	£m	549.2	550.8	506.9	511.1	515.5	520.0
Senior Net Debt	£m	5,407.2	5,477.4	5,623.5	5,750.8	5,813.4	6,053.6
RCV	£m	6,950.5	7,007.3	7,349.2	7,628.6	7,808.0	7,850.9
Class A RAR	%	69.9%	70.3%	69.6%	68.7%	67.9%	70.5%
Senior RAR	%	77.8%	78.2%	76.5%	75.4%	74.5%	77.1%

Test Period		Year ending 31/03/2020 Actual	Year ending 31/03/2021 Forecast	Year ending 31/03/2022 Forecast	Year ending 31/03/2023 Forecast	Year ending 31/03/2024 Forecast	Year ending 31/03/2025 Forecast
Net Cash Flow divided by	£m	544.8	596.8	624.9	644.3	619.7	611.8
Class A Debt Interest	£m	154.7	134.2	149.3	155.7	148.3	150.8
Class A ICR	times	3.52	4.45	4.19	4.14	4.18	4.06
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less CCD and IRC	£m	0.0	0.0	0.0	0.0	0.0	0.0
Adjusted Cash Flow divided by	£m	544.8	596.8	624.9	644.3	619.7	611.8
Class A Debt Interest	£m	154.7	134.2	149.3	155.7	148.3	150.8
Class A Adjusted ICR	times	3.52	4.45	4.19	4.14	4.18	4.06
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less CCD and IRC	£m	0.0	0.0	0.0	0.0	0.0	0.0
Adjusted Cash Flow divided by	£m	544.6	596.8	624.9	644.3	619.7	611.8
Senior Debt Interest	£m	172.9	148.1	164.0	169.3	161.1	163.8
Senior Adjusted ICR	times	3.15	4.03	3.81	3.81	3.85	3.74
Year 1 Class A Average Adjusted ICR	times	3.52	4.45	4.19	4.14	4.14	4.14
Year 2 Class A Average Adjusted ICR	times	4.45	4.19	4.14	4.18	4.18	4.18
Year 3 Class A Average Adjusted ICR	times	4.19	4.14	4.18	4.06	4.06	4.06
Class A Average Adjusted ICR	times	4.05	4.26	4.17	4.12	4.12	4.12
Year 1 Senior Average Adjusted ICR	times	3.15	4.03	3.81	3.81	3.81	3.81
Year 2 Senior Average Adjusted ICR	times	4.03	3.81	3.81	3.85	3.85	3.85
Year 3 Senior Average Adjusted ICR	times	3.81	3.81	3.85	3.74	3.74	3.74
Senior Average Adjusted ICR	times	3.66	3.88	3.82	3.80	3.80	3.80

Test Period		Year ending 31/03/2020 Actual	Year ending 31/03/2021 Forecast	Year ending 31/03/2022 Forecast	Year ending 31/03/2023 Forecast	Year ending 31/03/2024 Forecast	Year ending 31/03/2025 Forecast
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less Depreciation	£m	(212.5)	(264.8)	(276.3)	(287.9)	(296.8)	(301.2)
Less IRE not already deducted in the calculation of Net Cash Flow or Depreciation	£m	(123.8)	(135.3)	(92.2)	(83.9)	(87.5)	(87.7)
Fast/Slow Adjustment	£m	12.0	(22.7)	(23.1)	(21.6)	(19.8)	(16.9)
Adjusted Cash Flow divided by	£m	220.6	174.0	233.3	250.8	215.5	206.0
Class A Debt Interest	£m	154.7	134.2	149.3	155.7	148.3	150.8
Conformed Class A Adjusted ICR	times	1.43	1.30	1.56	1.61	1.45	1.37
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less Depreciation	£m	(212.5)	(264.8)	(276.3)	(287.9)	(296.8)	(301.2)
Less IRE not already deducted in the calculation of Net Cash Flow or Depreciation	£m	(123.8)	(135.3)	(92.2)	(83.9)	(87.5)	(87.7)
Fast/Slow Adjustment	£m	12.0	(22.7)	(23.1)	(21.6)	(19.8)	(16.9)
Adjusted Cash Flow divided by	£m	220.6	174.0	233.3	250.8	215.5	206.0
Senior Debt Interest	£m	172.9	148.1	164.0	169.3	161.0	163.8
Conformed Senior Adjusted ICR	times	1.28	1.17	1.42	1.48	1.34	1.26
Year 1 Conformed Class A Average Adjusted ICR	times	1.43	1.30	1.56	1.61	1.61	1.61
Year 2 Conformed Class A Average Adjusted ICR	times	1.30	1.56	1.61	1.45	1.45	1.45
Year 3 Conformed Class A Average Adjusted ICR	times	1.56	1.61	1.45	1.37	1.37	1.37
Conformed Class A Average Adjusted ICR	times	1.43	1.49	1.54	1.48	1.48	1.48
Year 1 Conformed Senior Average Adjusted ICR	times	1.28	1.17	1.42	1.48	1.48	1.48
Year 2 Conformed Senior Average Adjusted ICR	times	1.17	1.42	1.48	1.34	1.34	1.34
Year 3 Conformed Senior Average Adjusted ICR	times	1.42	1.48	1.34	1.26	1.26	1.26
Conformed Senior Average Adjusted ICR	times	1.29	1.36	1.41	1.36	1.36	1.36

Test Period		Year ending 31/03/2020 Actual	Year ending 31/03/2021 Forecast	Year ending 31/03/2022 Forecast	Year ending 31/03/2023 Forecast	Year ending 31/03/2024 Forecast	Year ending 31/03/2025 Forecast
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Profiling Adjustment	£m	0.0	18.5	(15.8)	(23.0)	3.8	17.2
Re-profiled Net Cash Flow divided by	£m	544.8	615.3	609.1	621.3	623.4	629.0
Class A Debt Interest	£m	154.7	134.2	149.3	155.7	148.3	150.8
Re-profiled Class A ICR	times	3.52	4.58	4.08	3.99	4.20	4.17
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less Depreciation	£m	(212.5)	(264.8)	(276.3)	(287.9)	(296.8)	(301.2)
Less IRE not already deducted in the calculation of Net Cash Flow or Depreciation	£m	(123.8)	(135.3)	(92.2)	(83.9)	(87.5)	(87.7)
Fast/Slow Adjustment	£m	12.0	(22.7)	(23.1)	(21.6)	(19.8)	(16.9)
Profiling Adjustment	£m	0.0	18.5	(15.8)	(23.0)	3.8	17.2
Adjusted Cash Flow divided by	£m	220.6	192.5	217.5	227.8	219.3	223.2
Class A Debt Interest	£m	154.7	134.2	149.3	155.7	148.3	150.8
Re-profiled Class A Adjusted ICR	times	1.43	1.43	1.46	1.46	1.48	1.48
Net Cash Flow	£m	544.8	596.8	624.9	644.3	619.7	611.8
Less Depreciation	£m	(212.5)	(264.8)	(276.3)	(287.9)	(296.8)	(301.2)
Less IRE not already deducted in the calculation of Net Cash Flow or Depreciation	£m	(123.8)	(135.3)	(92.2)	(83.9)	(87.5)	(87.7)
Fast/Slow Adjustment	£m	12.0	(22.7)	(23.1)	(21.6)	(19.8)	(16.9)
Profiling Adjustment	£m	0.0	18.5	(15.8)	(23.0)	3.8	17.2
Adjusted Cash Flow divided by	£m	220.6	192.5	217.5	227.8	219.3	223.2
Senior Debt Interest	£m	172.9	148.1	164.0	169.3	161.0	163.8
Re-profiled Senior Adjusted ICR	times	1.28	1.30	1.33	1.35	1.36	1.36
Year 1 Re-profiled Class A Average Adjusted ICR	times	1.43	1.43	1.46	1.46	1.46	1.46
Year 2 Re-profiled Class A Average Adjusted ICR	times	1.43	1.46	1.46	1.48	1.48	1.48
Year 3 Re-profiled Class A Average Adjusted ICR	times	1.46	1.46	1.48	1.48	1.48	1.48
Re-profiled Class A Average Adjusted ICR	times	1.44	1.45	1.47	1.47	1.47	1.47
Year 1 Re-profiled Senior Average Adjusted ICR	times	1.28	1.30	1.33	1.35	1.35	1.35
Year 2 Re-profiled Senior Average Adjusted ICR	times	1.30	1.33	1.35	1.36	1.36	1.36
Year 3 Re-profiled Senior Average Adjusted ICR	times	1.33	1.35	1.36	1.36	1.36	1.36
Re-profiled Senior Average Adjusted ICR	times	1.30	1.32	1.34	1.36	1.36	1.36

Under the terms of the CTA, Compliance Certificates are completed for the whole YWFG and therefore certain adjustments are required to be made to the financial information contained within the financial statements of YW when calculating the current period ratios as reported in the above tables. The tables below detail these adjustments.

Net debt	Reference	31/03/2020 Actual
		£m
YW net debt at 31 March 2020	Note 17 to YW's AR&FS	4,378.2
Net amounts owed in relation to loans to parent companies	Note 17 to YW's AR&FS	957.5
Fair value adjustment of bonds	Note 17 to YW's AR&FS	(145.9)
Unamortised issue costs	Note 17 to YW's AR&FS	13.6
Intercompany loans from other members of the YWFG	Note 17 to YW's AR&FS	(19.5)
Discount on RPI accretion on inflation linked swaps	Note 18 to YW's AR&FS	223.3
Senior Net Indebtedness		5,407.2
<i>of which Class A Net Indebtedness</i>		4,858.0

Adjusted Cash Flow	Reference	31/03/2020 Actual
		£m
YW EBITDA excluding exceptional items	YW's AR&FS – Strategic report	546.8
Tax Paid	Note 9 to YW's AR&FS	(0.0)
Changes in working capital	Table 1D line 5 of YW's APR	(2.0)
Net Cash Flow		544.8
Less Depreciation	YW FD (inflated to outturn)	(212.5)
Less IRE not already deducted in the calculation of Net Cash Flow or Depreciation:		
- FD allowance	YW FD (inflated to outturn)	(136.4)
- IRE already deducted	Note 26 to YW's AR&FS	12.6
		(123.8)
Fast/Slow Adjustment	YW FD (inflated to outturn)	12.0
Profiling Adjustment	YW FD (inflated to outturn)	0.0
Adjusted Cash Flow		220.6

Class A / Senior Debt Interest	Reference	2019/20
		£m
Net interest paid	Table 1D line 10 of YW's APR	117.3
Interest received on subordinated intercompany loans	Note 7 to YW's AR&FS	49.6
Interest payable on inter-company loans to fund interest payments on exchange bonds held by subsidiary companies	Note 17 to YW's AR&FS	6.0
Senior Debt Interest		172.9
<i>of which Class A Debt Interest</i>		154.7

Above totals may not agree due to roundings

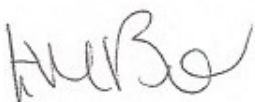
The YWFG certifies that on 31 March 2020 the Annual Finance Charge for the twelve months to 31 March 2021 is forecast at £152.2m. The Monthly Payment Amount is forecast at £12.7m.

This Investors Report also confirms that:

- (a) no Default or Potential Trigger Event is outstanding; and
- (b) that YW's insurances are being maintained in accordance with:
 - (i) the CTA; and
 - (ii) the provisions of the Finance Leases.

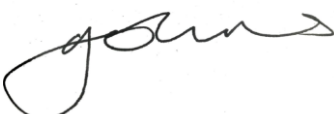
Yours faithfully

For and on behalf of
Yorkshire Water Services Limited



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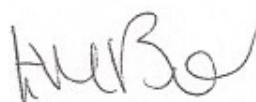
Liz Barber
Chief Executive Officer



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Chris Johns
Chief Financial Officer

For and on behalf of
Yorkshire Water Services Finance Limited



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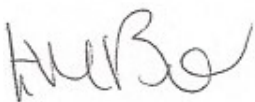
Liz Barber
Director



.....


Kathy Smith
Director

For and on behalf of
Yorkshire Water Finance plc



.....

Liz Barber
Director



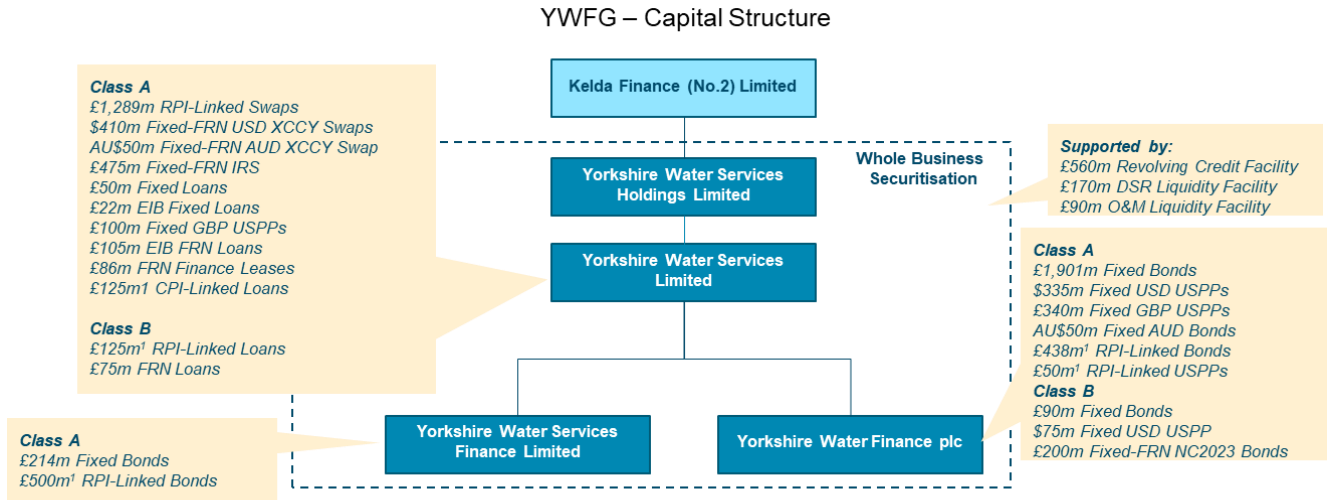
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Kathy Smith
Director

Appendix

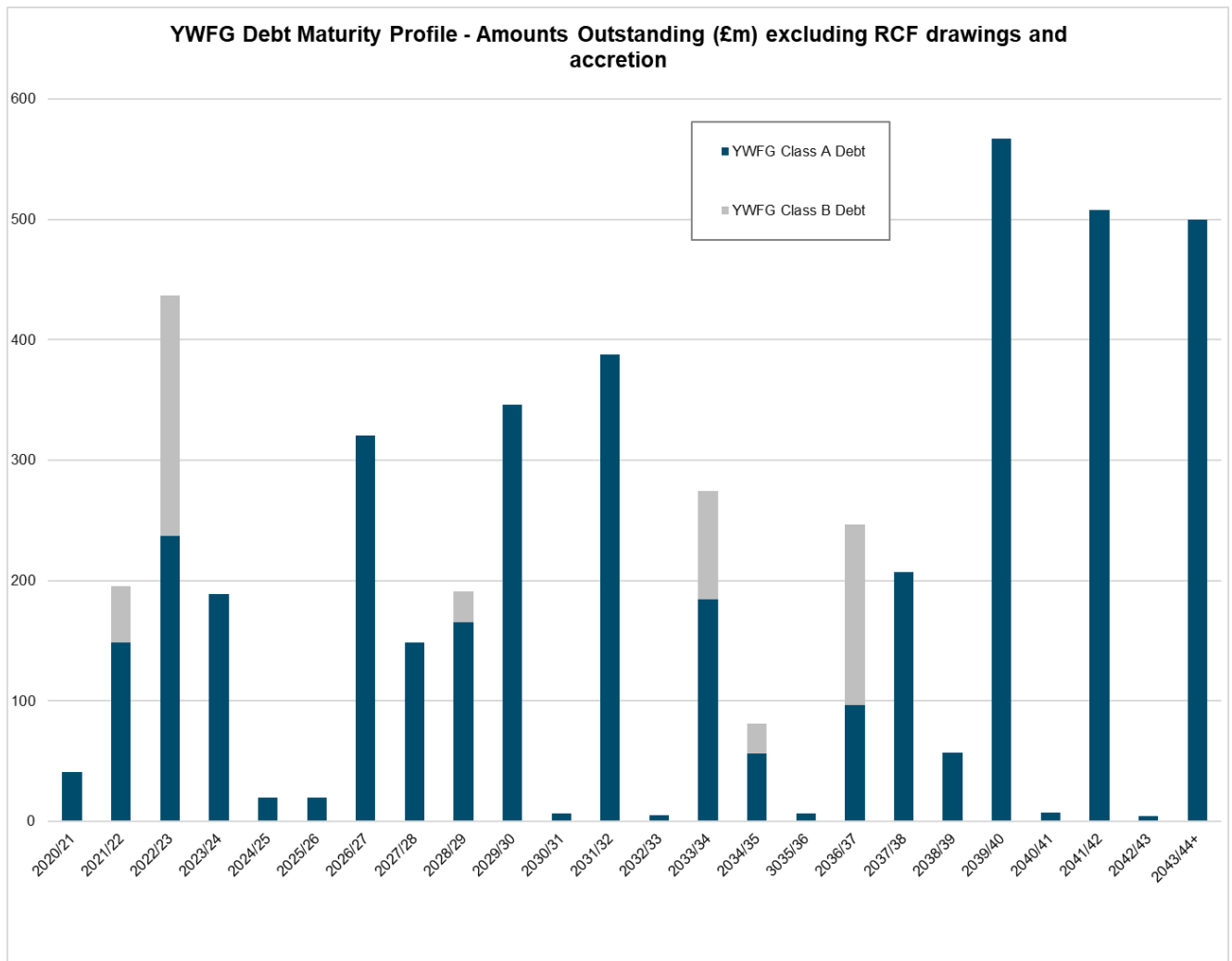
Yorkshire Water Financing Group (“YWFG”) Capital Structure & Maturity Profiles

Capital Structure



1. Outstanding at time of issue

Debt Maturities



Swap Portfolio

Index Linked Swaps - Maturity Profile		Notional Value
With Breaks (break date)	PAYG	£m
2023	N	103.9
2023	Y	47.6
2025	N	23.4
2030	N	117.5
Sub total - IL Swaps with breaks		292.5
No Breaks (maturity)	PAYG	£m
2026	N	176.9
2038	N	28.6
2038	Y	115.9
2041	Y	15.4
2043	N	272.1
2043	Y	46.5
2048	Y	225.5
2063	N	115.5
Sub total - IL Swaps with no breaks		996.5
Total IL swaps		1,289.0

Interest Rate Swaps (no breaks) - Maturity Profile	Notional Value
by Type	£m
Floating to Fixed Vanilla Swaps	45.0
Fixed to Floating Vanilla Swaps	430.0
Total £ vanilla swaps	475.0

Cross-currency swaps (no breaks) - Maturity Profile	Notional Value
by Maturity	US\$m
2021(December 13)	15.0
2022 (January 5)	40.0
2022 (January 5 - Class B)	75.0
2023 (December 13)	150.0
2024 (January 5)	30.0
Total US\$ cross-currency swaps	455.0
by Maturity	AUD m
2023 (April 26)	50.0
Total AUD cross-currency swaps	50.0

Yorkshire Water Financing Group

Investors Report

For the period ended 31 March 2020

For further information regarding this Investors Report please contact us:

debtIR@keldagroup.com