



County Water Annual Performance Report 2024-25

1. Introduction

This is our Annual Performance Report (APR). It's where you can find out more about how we've performed during the regulatory period 2024/25 (1 April 2024 to 31 March 2025) against the targets we have agreed with our regulator, Ofwat.

2. Who We are

County Water is a single entity limited company (09873279) licensed by the Water Services Regulation Authority (Ofwat) to provide waste water removal and treatment services here at Heyford Park and beyond.

We're linked to the Dorchester Group by common ownership which was founded in 1996 and has become one of the UK's leading and most successful property investment and development companies, specialising in the successful regeneration of many landmark projects – including Heyford Park.

The County Water team is focused on, and committed to, providing you with the best possible, efficient, effective and environmentally-friendly service and best value. To achieve that we bring fresh thinking and innovation to what we do with waste water, to provide you with a continuously improving offering.

Much of what we do is set down in government legislation and regulation. However, we strive to go far beyond those stringent requirements to be as cost effective, easy to deal with and highly responsive as possible to your needs, as we work to provide you with a waste water system that simply works.

3. Governance

County Water Limited operates a strategic board which meets 3 to 4 times a year. We have two Executive Directors (Paul Silver and Gavin Angell) who have common interests with the Dorchester Group. We also have one Non-Executive Directors (William Lilly) who bring expertise of the water and sewage industry and provide strategic advice on operations.

4. Strategic and Operational Planning

County Water inherited an ageing treatment plant at Heyford Park. It has been working with the Dorchester Group over the past 5 years to upgrade the works to improve the capacity and operational efficiency of the works to support future growth at Heyford Park. During the year, Dorchester have contributed to install two new rotating biological contactor (RBC) which has provided the capacity to meet the current pipeline of new homes at Heyford Park. A further tertiary treatment is planned in 25-26 to enable County Water to improve its effluent treatment and meet tighter Environment Agency consents. County Water is working closely with the developers to align this work with the sewage treatment capacity at the plant with 3 further RBCs planned in the next 5 years to facilitate further capacity improvements required to enable strategic housing growth at Heyford park. This work guarantees the operation of the plant for the future and ensures an uninterrupted service for all customers at Heyford Park.

Further to the above, we are working with the developers to draw up s104 agreements for the adoption of the newly built assets and expect to complete this adoption in the coming year.



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5. Value for Money

County Water works on a “no worse off” principle. Its rates are benchmarked to Thames Water (the regional previous appointee).

The company meets its requirement under the Guaranteed Standards Scheme (GSS). There have been no applications under this scheme during 2024-25 and therefore no failures or compensation paid.

6. Dividend Policy

No dividend was declared during the period. No dividend will be declared until County Water has positive reserves. No dividend will be declared until the related party loan has been repaid. Any dividend would need to be approved by the board following a review of the commitments of the company and to ensure that funds were available for at least 12 months to enable the company to continue trading as a going concern.

7. Executive pay and performance

There is no performance related pay or bonuses. Non-executive directors' pay is based on a service agreement at a day rate. There is no executive director remuneration.

8. Principles of Customer Care

We maintain an office on site which makes us easily accessible to all of our customers at Heyford Park in addition to the usual methods of communication. This is particularly helpful for the most vulnerable or those with disabilities as we are able to offer face to face communication for any issues.

Following our vulnerability strategy, we have launched the Water Sure Tariff for those with medical conditions who may require additional support. We also launched SewerageSupport for those on the lowest incomes. We coordinate with the local housing associations who operate at Heyford Park to identify the most vulnerable customers or those at most risk of financial hardship. We arrange payment plans for residents in arrears and spread payments over the next 6-12 months.

In the next year (25/26) we plan to host a public information event for all residents at Heyford Park to ask any questions and to raise awareness of the work of County Water.