

Leep Networks Water Limited



Statement of Assurance
Household Charges 2026-27
February 2026



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Leep Networks Water Limited

Statement of Assurance: Household Charges 2026/27

1. Introduction

This Statement of Assurance has been prepared for approval by the Board of Leep Networks (Water) Limited (LNWL) and for submission to Ofwat in accordance with the Charges Scheme Rules applying to household customers.

LNWL is a New Appointments and Variations (NAV) company operating under a relative price control, ensuring that household customers in each appointed area do not pay more than they would have under the previous appointee for equivalent services, and that levels of service remain at least comparable.

This Statement confirms that the Board has reviewed and approved the 2026/27 Household Charges Scheme and is satisfied that the Scheme complies with all relevant legal, regulatory, and licence requirements, including Ofwat's Charges Scheme.

2. Board Assurance

Following appropriate enquiries, the Board of LNWL confirms the following:

2.1 Compliance with Legal, Regulatory and Licence Obligations

The 2026/27 Household Charges Scheme has been prepared in accordance with legal obligations, including:

- Ofwat's Charges Scheme Rules (December 2022, effective from 1 April 2023);
- Expectations and guidance set out in Ofwat Information Notice IN 25/04 (2026/27 Charges Assurance).

2.2 NAV Specific Obligations

Across all LNWL appointment and variation areas, the Board confirms that:

- charges do not exceed those of the previous appointee for equivalent services; and
- charges remain consistent with commitments made as part of LNWL's appointment and variation applications.

2.3 Assessment of Bill Impacts

The Board has assessed the 2026/27 household bill impacts across all incumbent regions in which LNWL operates. In most areas, household bills are expected to increase by more than

5%, reflecting increases applied by relevant incumbents and driven largely by the outcomes of Ofwat's PR24 Final Determinations.

The Board has reviewed the implications for customers and approved appropriate handling and support strategies (see Section 4), in line with Ofwat's expectations for customers experiencing above 5% increases.

A summary of typical bill impacts is provided in Section 3.

2.4 Accuracy, Validation and Assurance

LNWL has robust systems and processes in place to ensure the accuracy and reliability of its Charges Scheme. These include:

- Independent validation within the Regulation team assuring accuracy in outputs and to confirm fitness for purpose;
- Senior management assurance; and
- Subsequent Board scrutiny and approval prior to publication.

2.5 Stakeholder Engagement

LNWL has consulted with the Consumer Council for Water (CCW) on its proposed Charges Scheme in a timely and effective manner. Any feedback received will be considered for incorporation into the final Charges Scheme and wider customer communications.

3. Summary of Bill Impacts

Household bills for 2026/27 are expected to increase by more than 5% across most incumbent areas in which LNWL operates. These increases reflect the outcomes of Ofwat's PR24 Final Determinations and the associated agreed infrastructure investment plans that incumbents are progressing over the 2025–30 period.

Customers with increases above 5% will be supported through the strategies outlined in Section 4.

4. Customer Support and Handling Strategies

Recognising the pressures on household finances, and reflecting Ofwat's expectations, the Board has approved the following support commitments:

- Enhanced customer accessibility to social tariffs and WaterSure;
- Flexible payment options, including payment breaks and tailored instalments, consistent with the Paying Fair Guidelines;
- Proactive identification of customers who may be eligible for financial support; and

- Clear, timely communications will be issued to notify customers of the price increases and to signpost the affordability support available, ensuring customers understand the changes and know where to access help if they need it.

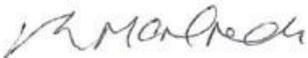
5. Accuracy, Validation and Internal Assurance

LNWL has followed its established charges assurance framework, including independent validation, version-control procedures, senior management review, and Board approval.

6. Publication

LNWL will publish the 2026/27 Household Charges Scheme and this Statement of Assurance in accordance with Ofwat's requirements and agreed timelines.

8. Board Approval

Signed: 

Louise Manfredi
Chief Executive Officer
Leep Networks (Water) Limited

Approved by the LNWL Board on: 20 February 2026

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Leep Holdings (Utilities) Ltd.

Level 2, Metro
33 Trafford Road
Manchester
M5 3NN

leeputilities.co.uk

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