



CK Infrastructure Holdings Limited

長江基建集團有限公司

(Incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司)

12/F Cheung Kong Center
2 Queen's Road Central
Hong Kong
Tel : (852) 2122 3133
Fax : (852) 2525 3803
香港皇后大道中2號
長江集團中心12樓

Press Release

CKI's Northumbrian Water Garneres Multiple Industry Accolades **Recognizes as UK's Most Trusted Water Company** **Tops Customer Satisfaction and Experience** **Becomes First Water Company for ISO Innovation Management**

(25 June, 2026 – Hong Kong) CK Infrastructure Holdings Limited (“CKI”) today announced that Northumbrian Water, a United Kingdom (“UK”) water business under CKI, has garnered a suite of distinguished industry accolades. Among these achievements, Northumbrian Water has been named the UK's Most Trusted Water Company by the Consumer Council for Water, and has ranked top nationally for Customer Satisfaction and Customer Experience in water regulator Ofwat's industry-wide customer satisfaction league table. Furthermore, the company has been officially certified with an ISO (International Organisation for Standardisation) Kitemark accreditation for Innovation Management, making it the first water company in the world to receive this prestigious recognition.

Two Major Accolades for Customer Service Excellence

According to the latest Water Matters survey by the Consumer Council for Water, Northumbrian Water achieved the highest rating, securing the top position. Customers rated the company highly across key areas, including fairness and affordability, as well as how much it cares about the service it provides to customers. With its score outperforming the industry average and leading its peers, Northumbrian Water has been named the UK's most trusted water company.

In addition, in Ofwat's Customer Measure of Experience (C-MeX) league table for 2025/2026, Northumbrian Water ranked top nationally for both customer satisfaction and customer experience. This marks the second consecutive year Northumbrian Water has achieved this distinction, making it the only water company to have topped the table for two years in a row.

CKI's Andrew Hunter Commends Outstanding Performance

Mr Andrew Hunter, Co-Managing Director of CKI and Chairman of Northumbrian Water, commented, "These accolades demonstrate our commitment to making sure we do the right things to ensure that we deliver an outstanding service to our customers. The Board and I are delighted that Northumbrian Water's customer-focused value is firmly embedded across all its activities, resulting in the company consistently achieving the top industry position in this area."

Becomes World's First Water Company for ISO Innovation Management

Northumbrian Water has also achieved a significant breakthrough in innovation, becoming the first water company in the world to be awarded ISO 56001 Kitemark accreditation for Innovation Management by the British Standards Institution (BSI).

This accreditation recognises Northumbrian Water's commitment to turning new ideas into real benefits for customers, communities and the environment. This includes adopting new technologies, developing innovative platforms, using data-driven learning models and nature-based solutions. Notably, the company's annual Innovation Festival has generated approximately 300 new ideas over the past decade.

Northumbrian Water: A Key Profit Contributor to CKI in the UK

Northumbrian Water became a member company of CKI in 2011 and is one of the Group's major profit contributors in the UK. The company is one of ten regulated water and sewerage companies in England and Wales, with a water supply network extending approximately 26,400 kilometres and a wastewater network covering roughly 30,200 kilometres. Northumbrian Water's primary activities comprise the provision of water and wastewater services to a population of 2.7 million in the North East of England, as well as to over two million properties in Essex and Suffolk.

– End –

Image Captions

1. Northumbrian Water, a UK water business under CKI, is one of the ten regulated water and sewerage companies in England and Wales. The company has recently garnered multiple accolades, reaffirming its industry leadership position.



2. Mr Andrew Hunter, Co-Managing Director of CKI and Chairman of Northumbrian Water, commends the water company's outstanding performance.

