

Safeguarding our future

Our Drainage and Wastewater Management Plan 2025-2050

Customer summary



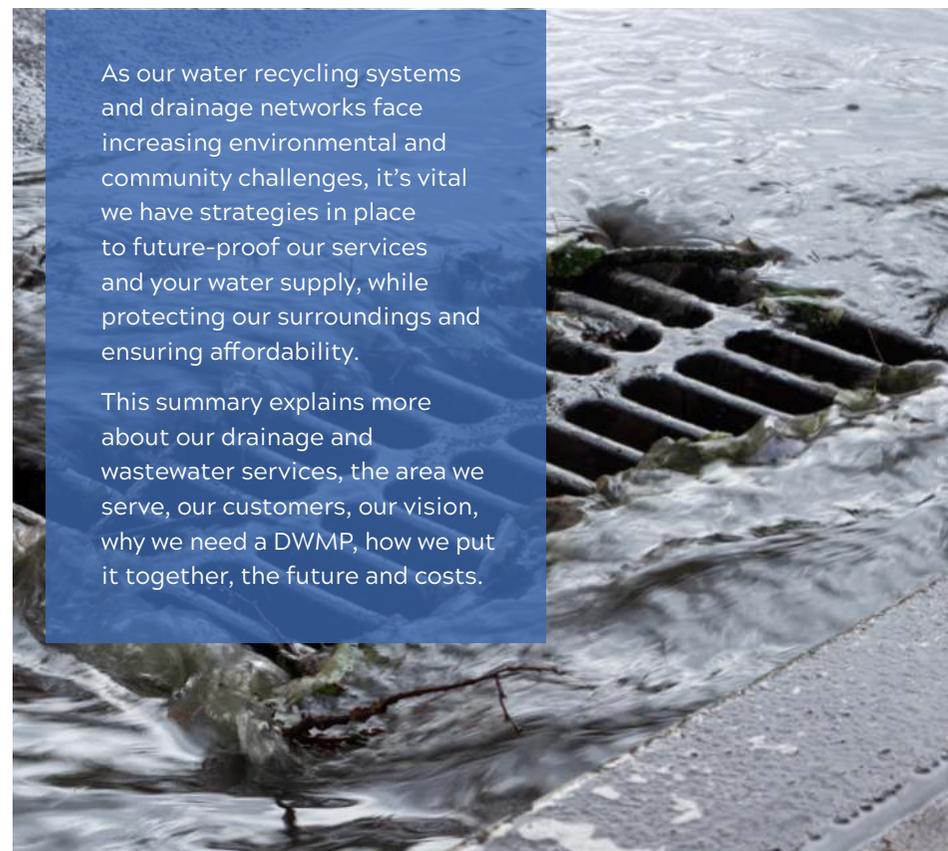


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Our Drainage and Wastewater Management Plan 2025-2050

Welcome to our Drainage and Wastewater Management Plan (DWMP). This DWMP outlines how our water recycling systems, and the drainage networks that impact them, will cope with a growing population and climate change over the next 25 years, from 2025 to 2050.



Our region and customers

We operate in the driest region in the UK, receiving only two thirds of the national rainfall each year.

We supply 4.3 million people with high-quality drinking water and collect used water from over 6 million customers across the region every day. Nearly one million additional people will live here by 2040; ensuring we can balance the amount of water available against demand, now and in the future, fundamentally underpins the regional economy.

As the largest water and water recycling company in England and Wales by geographic area, and driven by our purpose, we have invested millions in used water treatment processes, meaning that water in the 3,300km our rivers in our region is the cleanest it's been since the industrial revolution. 94% of our region's



coastal bathing waters in this region are 'good' or 'excellent'. The Anglian region is also home to the UK's only wetland national park, the Norfolk Broads and 47 sites of Special Specific Scientific Interest, with three new inland bathing waters designated in our region this year.

Our services

We're the **largest** water and sewerage company in England and Wales.



We are a **top four** Water and Sewerage Company, according to Ofwat's most recent performance assessment.



We collect around **927 million** litres of used water every day, from **76,000km** of sewers, which laid end to end, would be almost twice the earth's circumference.



We operate over **1,100** water recycling centres, collecting and treating used water from **2.5 million** households and **110,000** businesses.

Our ability to detect and tackle leaks in the UK is industry-leading.



Our vision

This DWMP supports our corporate vision which focuses on striving to do the right thing for our people, customers and the environment.

Our vision is based on three pillars: our purpose, our mission and our values, and collectively, they bring us together as a business to shape our strategies now and in the future.

Our purpose – to bring environmental and social prosperity to the region we serve through our commitment to 'love every drop'.

Our mission – water is our business, we handle with care and we don't cost the earth.

Our values – together we build trust, do the right thing and are always exploring.

These pillars are in the DNA of our DWMP, ensuring we think beyond the water we provide and sewage we treat, and consider how in the long-term we'll enhance our customers' experience and improve the environment.

All our plans and strategies set out our vision for the future and feed into our Strategic Direction Statement, which has four main ambitions.



Make the **East of England resilient** to the risks of drought and flooding.



Enable **sustainable economic and housing growth** in the UK's fastest growing region.



By 2030, be a **net zero carbon** business and reduce the carbon in building and maintaining our assets by 70%.



Work with others to **achieve significant improvement in ecological quality** across our catchments.

Why we need a DWMP

As the first water company to publish a 25-year Water Recycling Long Term Plan in 2018, we're well placed to understand the challenges facing our region; it's the driest in the UK, prone to flooding (due to low-level topography and vast coastline), and has a rapidly-growing population.

The next 25 years will bring significant population growth challenges, alongside more intense rainfall due to climate change, and 28% of our region being below sea level.

Given the uncertainties we face, a DWMP is crucial. Ours is adaptive, meaning we can change our investment timescales as required, enabling us to address the right risks at the right time. It also keeps your bills affordable and as we move forward, we'll endeavour to be innovative, using new technological solutions, where appropriate.



Our DWMP goals



1

To meet the challenges we face over the next 25 years.

2

Be strategic to minimise the risks we all face.

3

Take a catchment-based approach to risks and challenges.

4

Promote the use of nature-based solutions, especially for surface water removal.

5

Protect the environment through discharge improvements.

6

Demonstrate how we'll serve our growing population over the next 25 years.

7

Show what's needed to protect our assets and customers from the impacts of heavy rainfall due to climate change.

8

Identify partnership opportunities where matched funding can release benefits and resolve risks.

9

Align with other strategic plans.
[Click here to view our plans.](#)

10

Include all water recycling customers, regardless of water supplier.

Defra targets

Our DWMP will also help us meet Defra's storm overflow targets for 2035, 2040 and 2050, which were released in August 22.

These include:



Prioritising improvements, addressing overflows in areas with high ecological impact first.

Significantly lowering the amount of harmful pathogens from storm overflows going into or near designated bathing waters

Discharging no more than 10 spills (on average) per year, following heavy rain

All storm overflows to have screening controls

Storm overflows

Storm overflows release diluted excess water into managed drains and water bodies, such as rivers, reducing the risk of property flooding. Although, in our region, storm overflows have just a 1% environmental impact on the water quality of areas they flow into, we're keen to lessen the impact and work with others to improve river health.

Anglian Water is one of a few companies with an ambition to deliver 10 storm overflow improvement schemes to the region by 2025, bringing social, economic and environmental benefits.

In 2021 we launched our Get River Positive campaign which includes a commitment to:

Eliminate all serious pollutions by 2025

Reduce less serious pollutions by 45% and spills from storm overflows to an average of 20 per year, by 2025

As part of this campaign, we're investing more than £200 million to reduce storm spills across the east of England, and are beating our current



environmental programme goals by delivering a high number of schemes to reduce storm spills one to three years earlier than planned, helping protect the environment and improve our rivers. In 2022 we beat our target by achieving an average of 15 storm overflow spills

We know we have a huge challenge ahead, and in order to meet our goals at the lowest cost, with the

lowest carbon impact and to achieve the best outcomes, we'll work in partnership with drainage and wastewater stakeholders. We'll continue to monitor issues that may impact delivery, such as technology, population growth and climate change.

And to ensure we're investing in the right places at the right time, we'll review our DWMP in five years.

How we put our DWMP together



In the zone

To help us gather data and share results effectively, we identified three planning areas:

L1 (all water recycling facilities in our region)

L2 (mainly community-led Catchment Based Approach areas)

L3 (water recycling catchments)

Each was assessed against 10 planning objectives, grouped into three themes (escape from sewers, Water Recycling Centres (WRCs), performance and environment and wellbeing):

External sewer flooding

Storm overflow performance

Sewer collapse

Internal sewer flooding

Risk of flooding in a one in a 50 year storm

Pollution risk

WRC Dry Weather Flow compliance

WRC quality compliance

Green infrastructure

Amenity value

Having undertaken this exercise, we were ready to benchmark, score and agree these objectives with stakeholders and customers.

It's good to talk



Before drafting the DWMP, we shared our area breakdown and planning objectives with 117 organisations, including: country and district councils, Lead Local Flood Authorities, the Environment Agency, Internal Drainage Boards, River and Wildlife Trusts, Natural England, Ofwat, and local river and environmental groups.

We discussed the issues and how best we could resolve them, particularly medium or long-term concerns around growth, climate change and asset performance. Feedback suggested the highest threat was increased risk of flooding and pollution.

We also held three customer engagement sessions – two online platforms covering priorities and solution preferences, plus a focus group discussing storm overflows.

Feedback from stakeholders and customers helped us to:

- identify where risk is more than a water company issue
- prioritise where we should focus to find stakeholder partnership solutions
- gather information for our best value assessments
- shape our final strategies
- influence our response to the Storm Overflow Discharge Reduction Plan
- be confident in our final DWMP.

It was a huge team effort to produce this DWMP; to identify the issues we face now, and in the future, and the outcomes we want to achieve, so over a three year period we spoke with as many stakeholders and customers as possible to build a co-created plan.

Customer and stakeholder engagement

Introduction

We introduced stakeholders to the DWMP concept and started to shape the Strategic Context. Fed into Strategic Context

Strategic Context

We asked our stakeholders if we'd captured their ambitions in our Strategic Context consultation. Fed into Strategic Context.

We collaborated with stakeholders

We collaborated with our WRMP team as part of WRE to conduct qualitative research with our customers. We discussed their view of generic options. Fed into best value planning. We worked with stakeholders to understand generic option preferences. Fed into best value planning.



Consultation

Promotion of the Storm Overflow Discharge Reduction Plan with stakeholders and customers. Fed into the final DWMP.

Early views

Pre-consultation discussions with Ofwat and the Environment Agency. Fed into the draft DWMP.

2020

2021

2022

2023

Stakeholder concerns

We invited stakeholders to work with us in identifying catchment risks. Fed into RBCS, BRAVA and Problem Characterisation.



Identifying opportunities

We completed catchment workshops with interested stakeholders to identify any partnership working opportunities. Fed into solution development.

Consultation

Promotion of the DWMP with stakeholders and customers following draft publication. Fed into the final DWMP.



Your views

To understand what issues and areas you feel should be prioritised for short and long-term investment (and why), we shared our DWMP summary and asked you to complete a survey.

Over 170 of you responded with the majority saying reducing the risk of pollution, such as escape of sewage, was top priority. Equally important was reducing flood risk, a major impact on wellbeing and safety, and maintaining/protecting our assets (resulting in fewer incidents).

When asked about storm overflow improvement priorities, 54% felt we should cover as wide an area as possible, including rivers and designated bathing waters.

Many customers found it challenging to identify a specific priority, such as water recycling, and one of the DWMP take-home messages was you consider **all areas to be equally important**.



We also asked for feedback on the pros and cons of green and grey solutions. Most, **78%, opted for green and grey drainage solutions**, citing they'd provide greater long-term environmental benefits, including mitigating climate change, reducing flood/drought risks and supporting biodiversity. Advocates of grey solutions preferred 'tried and tested' methods that are cheaper to implement, particularly in the current financial climate.

Overall, feedback showed a mix is needed; while green solutions provide long-term benefits, grey solutions can deliver short-term value and in urgent situations.

Popular solutions to address the risk of sewage escape were: rainwater harvesting, Sustainable Urban Drainage Solutions, proactive maintenance and new wetlands.

Favoured ones to address the risk of WRC non-compliance were: new wetlands, proactive maintenance, process optimisation and increasing capacity.



We have a plan...

Having spoken to as many stakeholders and customers as we can, identified areas most at risk, assessed our proposed solutions and taken into account any complications, we opted to follow a 'best value' framework for our medium-term (2035) and long-term (2050) interventions. This makes us well-placed to meet our strategic ambitions, while recognising the need for flexibility when meeting affordability challenges.

This final DWMP – focusing on the risks to the water recycling system, where solutions are required and how we can adapt them in the future – gives us confidence to move forward with our Price Review 2024 (PR24) business plan. We've not only highlighted the correct risks, we have stakeholder and customer support for our proposed solutions.

The future

Following initial screening, almost 600 water recycling catchments were risk assessed to the year 2050; helping us understand the impact of future growth and climate change. We'll regularly monitor our suggested solutions, and timescales, across all catchments with stakeholders, to ensure we're taking the right action at the right time.

We identified 166 low risk catchments and will continue to monitor them in future DWMPs. The remainder of our assessed catchments had needs identified earlier than 2050.

Options to address the issues include, using, where possible, nature-based Sustainable Urban Drainage Solutions to focus on removing surface water from our network to mitigate the escape from sewers risk.

At our WRCs, we need to balance the extra load pressures put upon the region due to catchment growth, with meeting river water quality targets.

This requires various solutions, such as:

More customer education on the issues

Preventing groundwater entering the sewage system through broken/leaking pipes and reducing flows

Introducing more treatment processes (such as a wetland) and increasing capacity

Applying for new Environment Agency environmental permits

There's also potential to:

Rationalise WRCs by closing one and transferring flow to another

Build new WRCs

We looked at the all options to identify which was best for value, helping us meet our wider targets. Alongside our Get River Positive initiative, we're committed to achieving net zero carbon and reducing capital carbon by 70% by 2030.

Costs

Over the next 25 years, we'll invest up to £5 billion to address future risks, and fix some existing problems.

This value takes into account a medium level of risk acceptance, and includes:

A proportional view of local authority growth forecasts.

Most solutions responding to a two degree climate change temperature increase, and preparing for a four degree rise in some catchments.

Addressing flood and pollution risk in over 200 catchments.

Addressing WRC compliance concerns in almost 100 catchments.

Choosing scalable 'least regret' solutions to meet differing future scenarios.



Following an assurance process, this DWMP has been approved by our Board to confirm that it meets guidelines and its costs provide the right balance between what needs to be done and the potential impact on customers' bills. As with all strategic plans, we'll continue to monitor what's happening in our region and make changes when necessary, ensuring we invest in the right places at the right time.



[Click here to find out more about our DWMP.](#)

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