



Your water, your say “ ”

Anglian Water


As part of a national conversation about water, Ofwat – the water industry regulator – has asked every water company across England and Wales, to host a Your Water, Your Say meeting for their customers. Today's session will be run by an independent facilitator, appointed by Ofwat, and will give you a chance to hear about our plans for the future, and importantly, to ask questions about those plans too.

At Anglian Water, we already talk to our customers (a lot), because we want to know what's important to you. This gives us another opportunity to do just that.



About Anglian Water




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

We are geographically the
**largest water and sewerage
company** in England and Wales




Breadbasket of
England – **highly
agricultural area**


Serving
7 million
customers across the East
of England and Hartlepool

We operate and maintain
38,006km
of water mains.

Laid end to end, this is further
than a trip to Sydney and back!


And we operate and maintain
76,355km
of sewers


Laid end to end this is
almost **twice around the
earth's circumference**


**88% have
a meter fitted**

A household with a meter saves on
average over £100 a year on their bill
and uses up to

15% less water
than non-metered houses

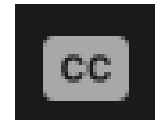
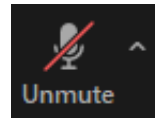

We pump less water into supply
every day now than we did in
1989, despite supplying
26% more properties

Since privatisation in 1989, Anglian Water has invested **£16.9 billion** improving services in our region.

Housekeeping

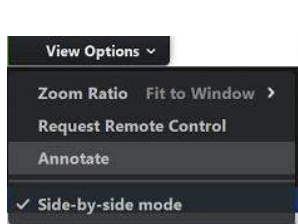
Zoom etiquette/accessibility

- Please **only unmute when asking questions** during Q&A, to avoid distracting background noise
- Automated live captions are available from the 'Show Captions' button – you can change the size from caption settings

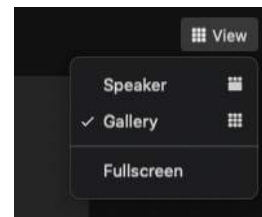


Zoom viewing options

View options at the top – select 'fit to screen' to see the presentation at its best



View menu top right



Ways to ask questions



- Any pre-submitted questions will be asked by a CCW (Consumer Council for Water) representative
- Raise hand function can be used to ask a question directly/from one of our sites
- Q&A function can be used to submit a text question
- If you don't have the Q&A function, you can put questions in the chat

- **Gallery view** – allows you to see other participants
- **Side by side** – allows you to see presentation and presenter – use the slider bar between these windows to make one side bigger/smaller
- **Speaker view** – makes highlighted speaker bigger



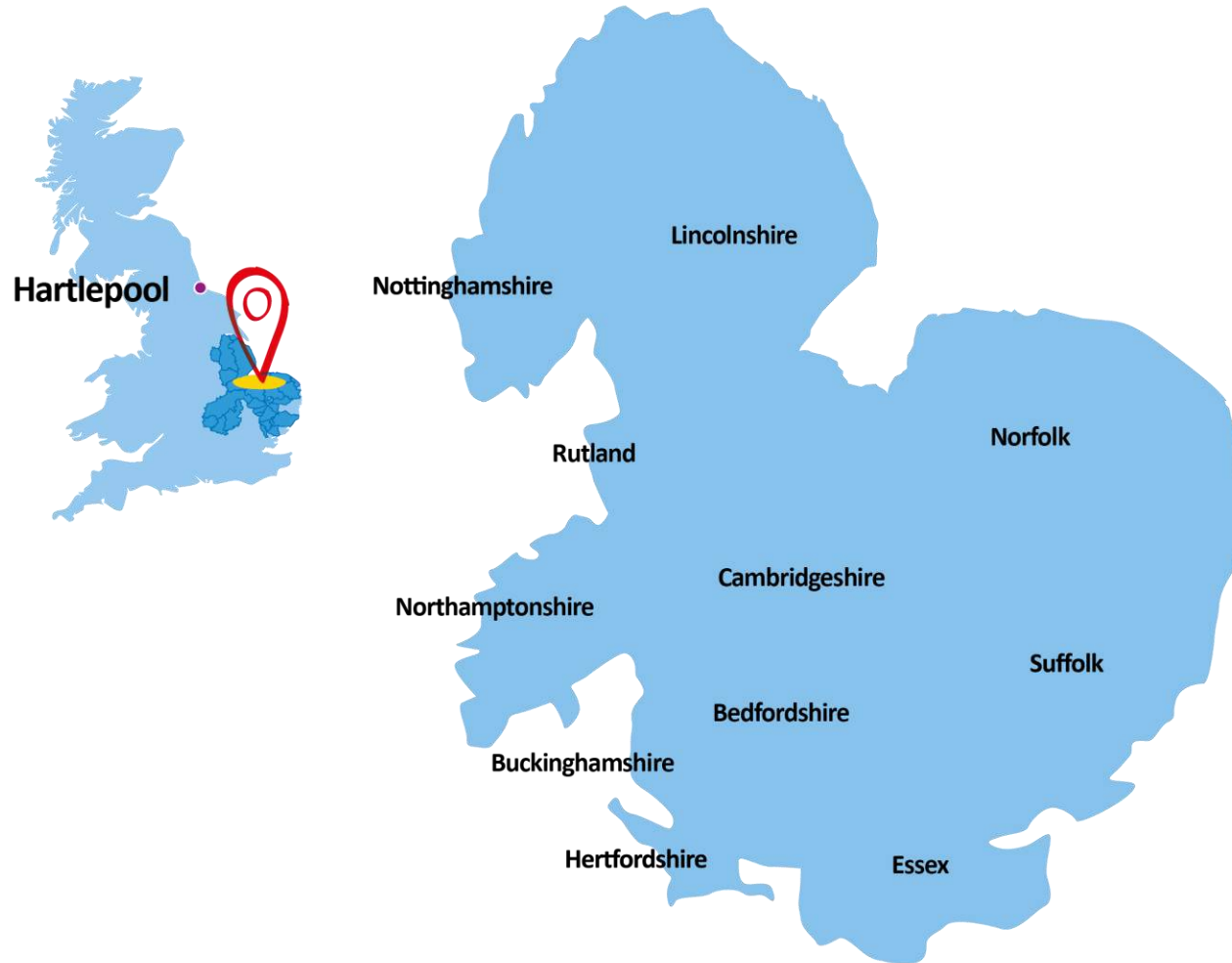
Peter Simpson

Chief Executive



Our vulnerable region

love every drop
anglianwater



Impact of climate change



A growing region



Supporting nature's recovery



Long-term thinking

You've told us what matters to you as we look ahead...



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.



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.

2017

2007



Ongoing engagement with our customers



Direct customer contact
(/week)

>20,000

Customer panels
(engagements/year)

~387

Customer survey feedback
(/year)

>101,000

Social media mentions
(/year)

>155,000

Partnership working –

150 different vulnerability partnerships, flooding and environmental partnerships, UKCLG

“Anglian Water's plan demonstrates an overall high quality, ambitious and innovative approach to customer engagement and participation and shows how customer views help shape the plan and ongoing business operations.”



Anglian Water Customer Engagement Forum Report - Response to Ofwat's Draft Determination on Anglian Water's Business Plan August 2019

What you are telling us today

love every drop
anglianwater



Safe, clean,
reliable water



"They're going to have to invest in new infrastructure, otherwise we'll be in the same position in 20 years"

Household customer

Happy customers
and communities



"It's critical that water remains affordable for everyone..."

Household Customer

Creating a flourishing
environment



"We have to protect the environment, that is our priority, because it's not only for us, but for everyone's future."

Household customer

A sustainable
business



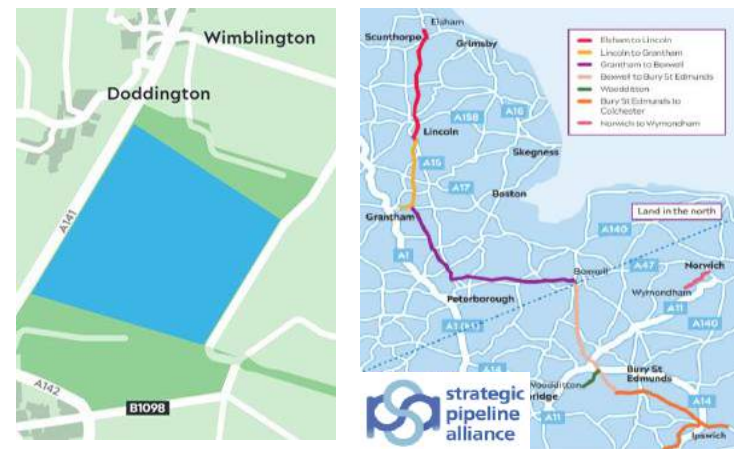
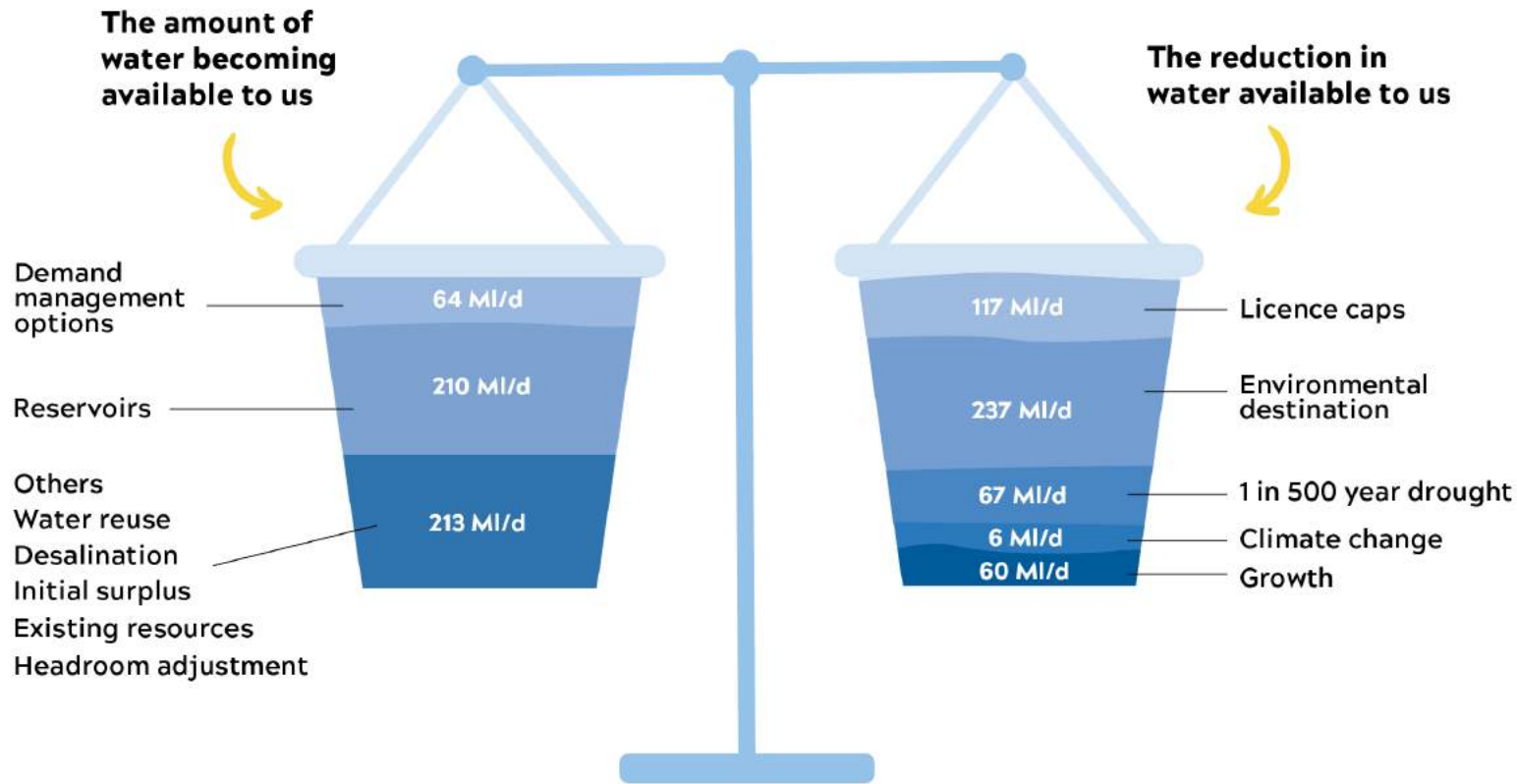
"They should...look at climate change resilience... They need to inform people on what the impact of climate change will be."

Household customer

Safe, clean, reliable water



love every drop
anglianwater



Happy customers and communities



Range of tariffs

Temporary instalment plans

Payment breaks

Back on track schemes

Assistance fund

LITE

WaterSure

Extra LITE

AquaCare Plus



ExtraCare team
We're leaders in the industry on helping customers access support they're eligible for.

£305 million

of direct support provided and we will build more into our plans.



Continued focus on partnerships to support our customers against the backdrop of the cost-of-living crisis...



Looking after the environment



Our Get River
Positive
Commitments

love every drop
anglianwater



Commitment 1



Ensure storm overflows and sewage treatment works do not harm rivers

Commitment 2



Create more opportunities for everyone to enjoy our region's rivers



Tetney Blow Wells

Commitment 3



Support others to improve and care for rivers

Commitment 4



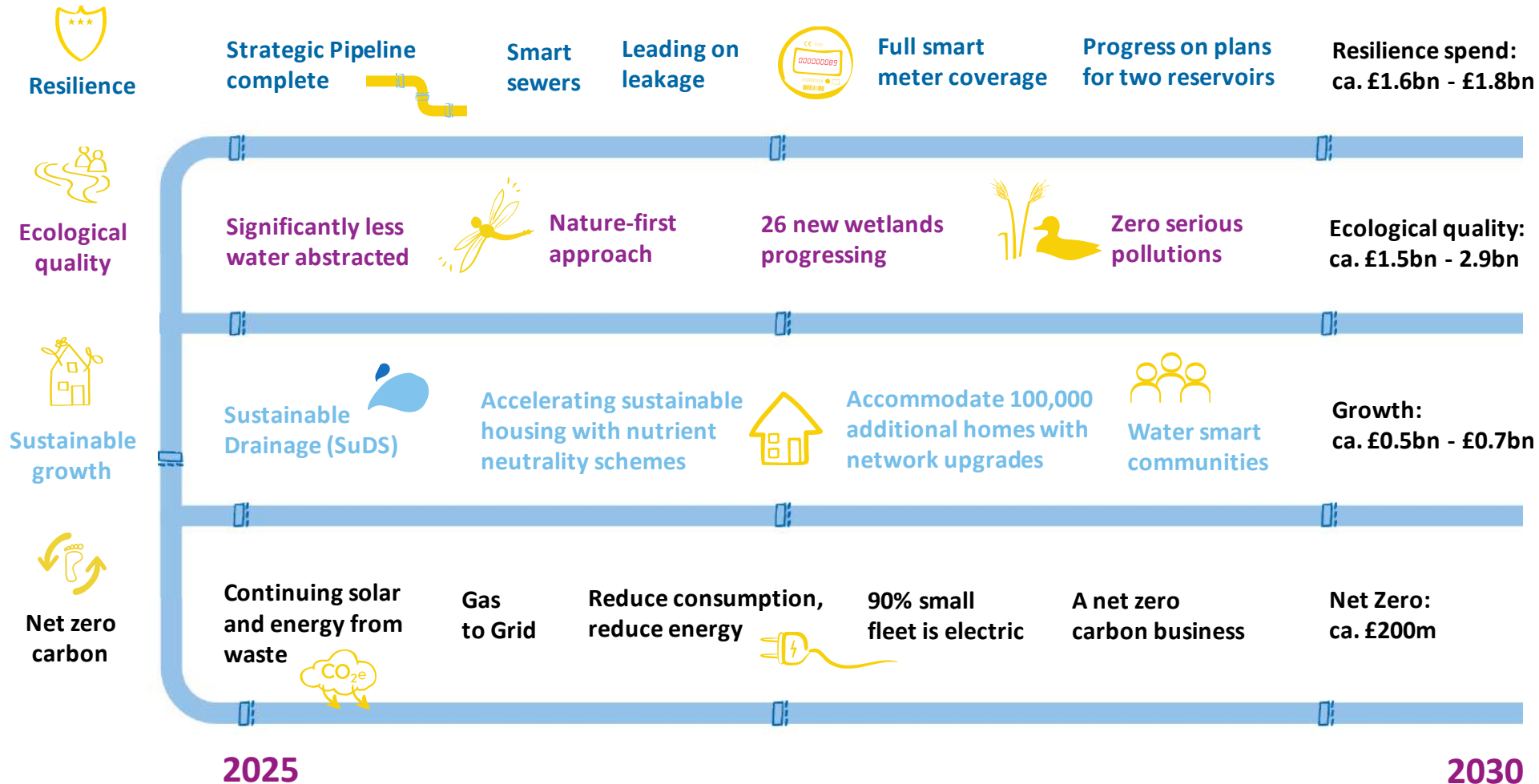
Enhance our rivers and create new habitats so wildlife can thrive

Commitment 5



Be open and transparent about our performance and our plans

Our plan for 2025-2030



2023-24

average
£1.35
cost
per day

2029-30

predicted
**£1.51-
£1.60**
cost
per day

Questions and answers



You can ask questions in the following ways...

Raise hand function
can be used to ask a
question directly/from
one of our sites

Q&A function can
be used to submit
a text question

Or you can
put questions
in the chat