



ANGLIAN WATER AND YOU

BEDFORD



Through innovation and new ways of working we have built some of the most advanced treatment facilities in Europe

WELCOME TO ANGLIAN WATER'S BRIEFING FOR THE NEW PARLIAMENT

Here you can find the latest facts and information for you and your team on the water and water recycling company serving your constituents.

Over the next five years we have got some really exciting plans which will see us invest over £5 billion on essential maintenance and new equipment and in keeping our level of customer service the best in the water industry – and it's all focused on what our customers told us were their top priorities. This includes protecting local communities from more frequent extreme weather like floods and drought, cutting leakage to the lowest level in our industry and doing our part to help underpin the continued economic growth in the east of England.

Our regulator, Ofwat, recently agreed our new business plan for 2015-2020. At its heart are the priorities our customers told us are the most important to them. Over 50,000 people took part

in our biggest ever public consultation – and we were very grateful for the active help and support of many MPs too.

Against the backdrop of the biggest shake-up of our industry since privatisation, which includes the welcome introduction of competition for business customers, we have returned to customers over £235 million in efficiency savings; this year we are cutting bills by 7%, and to 2020 will keep them flat excluding inflation. We are spending £60 million on a war on leaks and increasing to £1 million a year the help we offer those who struggle to pay their bills.

We are also committed to connecting 95% of homes to a meter by 2020, putting customers in control of how much they use and how much they pay. In Bedford, 70% of homes are now metered and, while this is a great achievement, there is still more to be done.

Working together

We value and appreciate our working relationship with MPs, be it in the development of public policy or in dealing with individual issues brought to you by constituents. We are committed to driving economic growth, to job creation and to investing heavily in infrastructure, education and skills development.

We want to work with you to ensure that when issues do arise, we deal with them quickly and efficiently, and that we are always open and honest with you about all aspects of our business. We look forward to working with you.

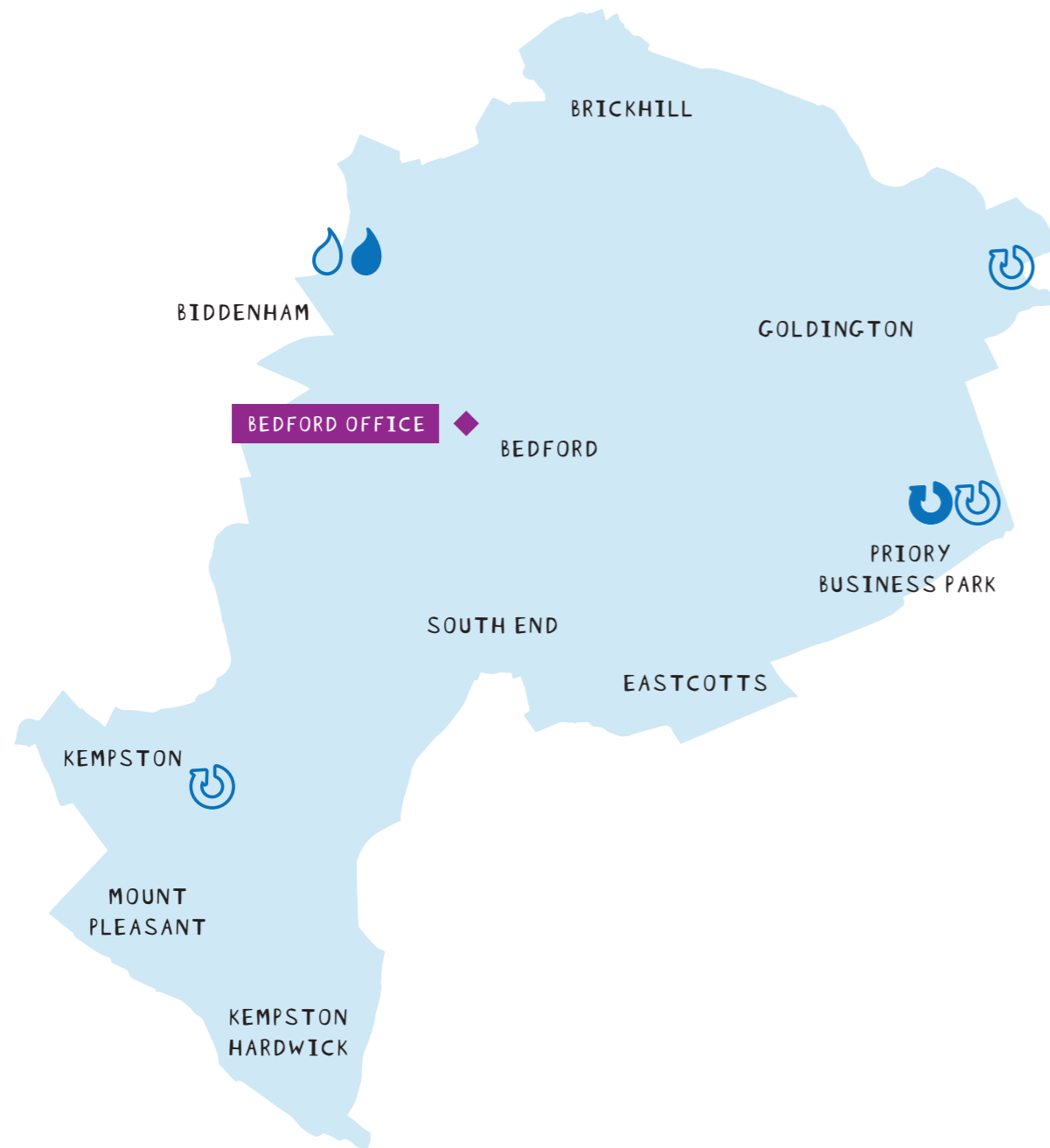
BETWEEN 2015 AND 2020 WE WILL SPEND

£69.5m

IMPROVING SERVICES FOR BEDFORD



BEDFORD



FOR EVERY
£100m
WE INVEST, AROUND
**2,000 JOBS ARE
CREATED** OR
SECURED ACROSS
OUR COMPANY AND
OUR SUPPLY CHAIN

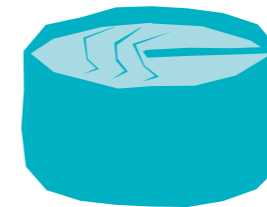


WE DIRECTLY
EMPLOY OVER
4,000
PEOPLE ACROSS OUR
REGION. **62 OF THESE
LIVE HERE IN BEDFORD**
AND 7,000 MORE
ARE EMPLOYED
THROUGHOUT OUR
SUPPLY CHAIN

WE CONTRIBUTE
AROUND
£115m
TO THE
REGIONAL ECONOMY
EVERY YEAR IN
DIRECT EMPLOYEE
SALARIES ALONE



WE RUN
26
OPERATIONAL SITES
IN BEDFORD



BETWEEN 2015 AND
2020 WE WILL SPEND
£1,026
PER HOUSEHOLD
IN BEDFORD

WE SERVE OVER
6 MILLION CUSTOMERS,
INCLUDING
45,138
HOUSEHOLDS
ACROSS BEDFORD



KEY

Your constituency

Water recycling centres (and population served)

- 0-1,000
- 1,001-5,000
- 5,001-10,000
- 10,001+

Recreational sites

Water treatment works

Planned projects

Water

Water recycling

Putting water at the heart of Bedford

We believe that businesses need to innovate and collaborate in order to transform the way they operate and deliver for their customers.

Over the next five years we have set ourselves, our partners and our suppliers tough goals to force step changes and drive efficiency. At the same time, we will continue to look for new, innovative ideas and ways of operating more sustainably.

Working with leaders from across the public and private sectors, we strive to inspire young people

and community groups to take positive steps towards achieving our vision of a sustainable future.

With these steps we will transform the way we work and deliver outcomes that provide for our customers, protect our environment and strengthen our regional economy.

By working together with local businesses, your constituents and with you, we will be able to achieve this vision and truly put water at the heart of a whole new way of living.

OUR CONTRACT WITH CUSTOMERS

OUR PROMISE ON THE COST OF LIVING

In 2015, we are reducing average bills by £38 - the biggest reduction of any water and water recycling company. Bills will then stay flat (before inflation) through to 2020.

EXTRA HELP FOR THE MORE VULNERABLE

We are increasing to £1 million each year the help available for customers who struggle to pay their bills. And, we have launched a new social tariff for customers in need of support.

MORE THAN £5 BILLION BEING SPENT ON CUSTOMERS' PRIORITIES

Running the business, looking after essential equipment, protecting communities from drought, flooding and a changing climate. We'll do all of this while helping the economy recover and the region grow.

£60 MILLION WAR ON LEAKS

We hate them as much as you do. We have fewer leaks than ever before, but we can do more. And we will, because we know it matters to our customers.

WATER METERS: PUTTING OUR CUSTOMERS IN CONTROL

We'll connect 95% of homes to a meter by 2020, putting customers in control of how much they use, and how much they pay.

SECURING THE FUTURE TOGETHER

Nearly £100 million is going to be spent protecting against things like fire, floods and drought. We don't want anything to get in the way of a safe, clean, reliable supply of water.

OUR FABULOUS ENVIRONMENT

We've spent more than £2 billion in the last 20 years to transform the quality of water in our environment and we will continue to play our part in protecting the natural environment.

WE KNOW HOW IMPORTANT IT IS TO MAINTAIN AND STRENGTHEN EFFECTIVE COMMUNICATIONS WITH YOU AND YOUR CONSTITUENCY TEAM.

If you have any questions, queries or ideas on how we can work better together, we'd love to hear from you.

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