



Anglian Water's five-point plan for a green recovery

love every drop
anglianwater 

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Foreword



“ I am confident that by working together and making bold choices, we can move beyond straightforward recovery towards true environmental and social prosperity. ”

As supplier of a service which is so fundamental to a functioning society, we have always been acutely conscious of the weight of responsibility we bear, not simply to deliver fresh, clean water and to recycle it safely, but to protect and enhance our environment and to enrich our communities. That responsibility drives our purpose - to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop - and has been brought into even sharper focus by the Covid-19 pandemic. The advent of coronavirus has reshaped our societies almost overnight, with impacts ranging from devastating loss of life to deep recession and societal lockdown. But there have been more positive changes, including rapid adoption of flexible and remote working, better air quality and reduced carbon emissions - albeit temporarily - a resurgence and interest in nature and a welcome growth in community spirit.

The calls for a green recovery, and to use the crisis as springboard to a better future, have come from every arena of public life - from government, from business leaders, from media and even from royalty - and are no less valid for being almost universally expressed. If we can collectively achieve those goals and prepare ourselves more effectively to meet the looming climate crisis, that will provide

a measure of lasting positivity in the wake of the cataclysmic effects of the virus. However, to do so will take urgent action and meaningful collaboration across sectors, combined with a clear and considered long-term view. Well-meaning words and short-term thinking will not deliver the scale of change needed, nor - with global temperatures at risk of exceeding a 3° rise - the resilience that will be vital in the years to come.

By working in partnership we can ensure that as we collectively 'build, build, build', and work to accelerate existing plans to support the recovery, we build back smarter, with sustainability and resilience always at the forefront of our minds. Sustainable solutions don't need to be expensive ones. We've proved that at Anglian Water, where our 'reduce carbon, reduce cost' approach has delivered financial savings averaging 20 per cent versus traditional solutions. And where there is a need to invest for the long term, as we are doing through our ambitious strategic pipeline programme, we - and, crucially, our customers - recognise that acting now, rather than kicking the can down the road, makes sound financial sense.

Our customers' views are central to our business planning process and will be central to the green recovery. Our soon-to-be-launched social contract, a two-way dialogue

between us and our customers, will guide us as we develop our plans over both the short and the long term.

We embrace the joint challenge set out by the Government, the Environment Agency, the Drinking Water Inspectorate, Ofwat and CCW to use the water industry as a conduit for green growth and job creation. I am confident that by working together and making bold choices, both within our sector and beyond, we can move beyond straightforward recovery towards true environmental and social prosperity.

So here we set out not just the commitments we are making to support a green recovery, and the track record of sustainability that underpins them, but also the future we want to see. Our 'asks' are evidence-based and actionable. We stand ready with determination and a will to collaborate to make sure we secure the green future within our grasp.

Peter Simpson
Chief Executive Officer,
Anglian Water Group



Anglian Water's award-winning low carbon treatment wetland at Ingoldisthorpe in Norfolk

The challenge

As we begin to emerge from the Covid-19 pandemic, the role water plays in facilitating a successful economy, resilient communities and a thriving environment has never been clearer.

The will to achieve a green recovery from Covid-19 has highlighted both the need and the opportunity to accelerate the pace of action to deliver resilience to the challenges we face in the Anglian Water region, where water resources are scarce and the population is growing rapidly. Long-term planning and investment are crucial if we are to avoid reaching a tipping point where natural resources are no longer sufficient to meet the needs of the increasing number of people choosing to live in the East of England.

Our region is especially susceptible to climate change. Rising temperatures will reduce our scarce resources even further, with the threat of more frequent droughts. Yet at the same time, rising sea levels and more intense rainfall will also lead to more flooding. These challenges would be significant even with a static population, but our region is one of the fastest growing outside London, and it is clear government interventions in the housing market will seek to accelerate growth in the wake of the pandemic.

With growth most likely in the areas where supply is most stretched, the risk of flooding is greatest, and the environment most under pressure, the need to adapt to new climate realities was already acute, and has been amplified by the new challenges posed by Covid-19, and the opportunity presented by the green recovery agenda.

Responding to the climate emergency by reducing our carbon emissions and ensuring our infrastructure is resilient is already embedded in everything we do, and we are fully committed to reaching net zero carbon by 2030 (see pages 8-9).

Our investment plans for the next five years are directed at reducing drought and flooding (see pages 14-15), which are our key climate-related risks, while keeping bills affordable and protecting and enhancing our environment (see pages 16-17). We're also committed to scaling up our infrastructure to meet the challenge of population growth, as well as working to unlock future housing opportunities (see pages 10-11) and ensuring we have a diverse and skilled workforce to help us deliver (see pages 12-13).

Crucially, however, we don't simply think in terms of the next five years. Our challenges are set out in our 25-year [Strategic Direction Statement](#), which was refreshed in 2017. In it we set four long-term ambitions to help guide our planning.

Our strategic direction statement 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
-  Be a **net zero carbon business** by 2030
-  Work with others to **achieve significant improvement in ecological quality** across our catchments

To achieve a truly green recovery, we need not only to accelerate our short-term plans, working together across sectors to pool our thinking and our resources, but also to maintain and extend our focus on long-term planning.

Our five-point plan, set out on the following pages, spells out the commitments we are making to address our challenges and drive recovery across our region, along with the changes we want to see to help deliver a resilient, prosperous and environmentally sustainable region.

“The will to achieve a green recovery from Covid-19 has highlighted both the need and the opportunity to accelerate the pace of action to deliver resilience.”

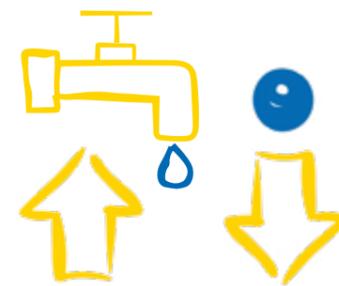
The **largest** water and water recycling company in England by geographic area



Serving almost

7 million customers across the East of England and Hartlepool

Demand for water will rise



but available water won't. In fact, we are significantly reducing our abstraction from sensitive water environments in the next five years

The driest region in the UK with

2/3

of the national average rainfall each year



but warm weather leads to heavy downpours and risk of flooding



One of the UK's fastest-growing regions, projected to grow by

175,000 homes by 2025 and **1 million** by 2040

Potential water shortage of

144 megalitres per day by 2045 if we took no action



Operating

38,185km

of water mains – laid end-to-end further than a trip to Sydney and back



employing more than

5,000 people

1/3

of our workforce is due to retire in the next decade

20% chance of global temperatures breaching

1.5° rise threshold in next 5 years



We are one of the largest energy users in the East of England. We generated

131GWh of green energy in 2019/20



Our region includes some of the **most challenging areas** in the UK for **social mobility**



UK unemployment rate projected to reach

7.5% in 2020 – almost double pre-Covid levels



Universal Credit claims rose

112%!! nationally between January and June 2020 to **2.6 million**



01 Becoming a net zero carbon business

We are committed to reaching net zero carbon emissions by 2030 and working with the whole sector to achieve this together.

Our track record

Our journey to net zero carbon really began in 2010 when we first set ambitious goals to reduce our operational and capital carbon emissions, at a time when measuring and managing capital carbon – the carbon in our assets and what we build – was unheard of.

With a committed leadership and a determined supply chain, by 2020 we had reduced capital carbon by 61 per cent from our original 2010 baseline, and operational emissions – the carbon produced in running the business day to day – by 34 per cent from a new baseline set in 2014/2015.

In delivering against our carbon targets, we have demonstrated the strong link between carbon and cost, achieving financial efficiencies in the investment programme of more than 20 per cent. In collaboration with our integrated supply chain, we have created a strong ‘reduce carbon, reduce cost’ culture, delivering innovation and financial efficiency through the reuse of assets, low-carbon materials, off-site build, low-carbon standard products and advanced 3D design tools.

Working with government and other leading businesses, we developed the world’s first standard for managing carbon in infrastructure (PAS 2080), which is now being used nationally and internationally. In another first, we pioneered the use of sustainable financing through Green Bonds among UK utilities, enabled by our commitment to carbon measurement and reporting.

We’ve also made huge progress on renewable energy, generating 131GWh in 2019/20 – enough to power 40,000 homes.

Our commitments

Our pathways to net zero include **technology-led solutions**: accelerating innovation in generating and storing renewable energy, understanding and reducing process emissions and decarbonising transport; **nature-led solutions**: using land in our region to capture and store emissions and planting trees; and **demand-reduction solutions**: reducing the use of grid electricity and fossil fuels, driving energy efficiency, leakage reduction and making the most of biogas from sludge on our sites. All of our efforts will help us prepare for and adapt to climate change (see pages 14-15).

Renewable energy:

We will source 44 per cent of our energy requirements from on-site renewable sources by 2025. To reach that goal we’re rolling out innovative solutions around solar energy and energy storage across more than 100 of our operational sites, creating the UK’s biggest subsidy-free solar and storage framework. This will help us reduce our energy costs, manage price volatility and improve our resilience.

Innovation and collaboration:

We will accelerate innovation around longer-term opportunities with hydrogen and ammonia, carbon capture and storage while releasing value around reducing transport emissions and investment in smart networks and treatment. We will explore further opportunities around heat generated by our sludge treatment processes and look to collaborate with stakeholders across our region in promoting the circular economy. For example, our ‘waste’ heat will be used to heat two of the UK’s largest greenhouses, in Norfolk and Suffolk, enabling them to produce 12 per cent of the UK’s tomato supply while reducing the carbon footprint of the produce by 75 per cent.

Designing carbon out of our investments:

In collaboration with our supply chain, we will continue to measure and design carbon out of all capital investment projects.

Energy efficiency:

We will use ‘systems thinking’ to improve energy efficiency day to day. We will continue to collaborate with a wide range of specialist companies through our supply chain and innovation networks to discover and implement new approaches and technology.

Process emissions:

We are working across the water sector to further understand the emissions from water recycling processes. Potential technologies to significantly reduce process emissions are embedded in our innovation research and development activities.

Transport emissions:

We will encourage the adoption of electric vehicles (EVs) and hybrid EVs by company car drivers and add to our existing 52 charging points. Within the next 12 months we will expand our electric van fleet to close to 100 vehicles. We will also invest in HGVs powered by biomethane to reduce our emissions.

Showing leadership:

We co-sponsor Water UK’s net zero carbon commitment with Northumbrian Water and Yorkshire Water and are working with colleagues and consultants across the water sector to develop the routemap to reach net zero by 2030. Our CEO Peter Simpson is playing a leading role in driving progress to net zero across British industry through his co-chairship of the UK branch of the [Corporate Leaders Group](#), whose members are committed to achieve net zero carbon emissions.

The future we want to see

- We feel there’s a real opportunity to drive down whole life carbon emissions in the delivery of major infrastructure projects. PAS2080 verification has played a significant role in our success in this area and we are happy to share our learnings with others on the journey to net zero carbon.
- We are keen to work in partnership with others to achieve greater energy and water efficiency. Retrofit schemes could be opened up to target water alongside energy and potentially be delivered in partnership with water companies. For example, we have proposed that water-efficient products, like taps and showers, should qualify for the Green Homes Grant, given 17% of household energy is used to heat water.
- We will judge all our investments according to their impact on the environment as well as their financial costs and benefits.
- We are working with the Environment Agency to promote catchment-based approaches as opposed to end-of-pipe solutions in their guidance to water companies. This could open the door to the development of catchment and natural capital solutions in preference over more capital-intensive options.
- The ambitious [Zero Carbon Humber](#) initiative is a model of the low carbon future we all want to see; we stand ready to collaborate with all those involved to make it a reality.



02

Accelerating sustainable housing and infrastructure growth

We will work to embed water and resilience at the heart of growth and development in the region.

Our track record

We serve nearly seven million customers in the East of England, in the driest and fastest-growing region outside the South East. Our region includes most of the one million homes envisaged for the Cambridge-Oxford Arc including on former military sites, such as MOD North Luffenham, RAF Alconbury and RAF Waterbeach. Each of these sites are being used to build whole new communities featuring thousands of new homes. These present an additional challenge to our water resources management plan but also a unique opportunity to deliver exemplary new homes that meet the highest standards of environmental sustainability.

Our Strategic Growth and Infrastructure Team places great emphasis on collaboration and enhanced communication with regional local planning authorities to minimise the environmental impact of development. This includes the development of joint positions on water efficiency in new development with the

Environment Agency and Natural England, and guides for stakeholders preparing Local Plans, Neighbourhood Plans and delivering nationally significant infrastructure projects. This approach has meant that 49 local planning authorities out of the 64 in our operational area have adopted, or are expected to adopt, the higher water efficiency standard (110l/p/d) in their Local Plans. You can view more at www.anglianwater.co.uk/SGI

While we are proud of our track record - we pump less water into our system today than we did in 1989, while serving more than 30 per cent more properties - we cannot rest on our laurels. We expect 175,000 new homes to be built in our area over the next five years, and the population to rise by over one million in the next 25 years. Therefore, it is critical that we embed water and resilience at the heart of growth and development moving forward.

Our commitments

Building water-efficient new homes:

Working with developers, planning authorities and environmental regulators, we will always seek to embed the highest water efficiency standards in new developments. We will also pursue joint action on water and energy efficiency retrofit programmes, and explore ways to standardise water efficiency requirements for developers in the East of England.

Accelerate new infrastructure through cross-sector collaboration:

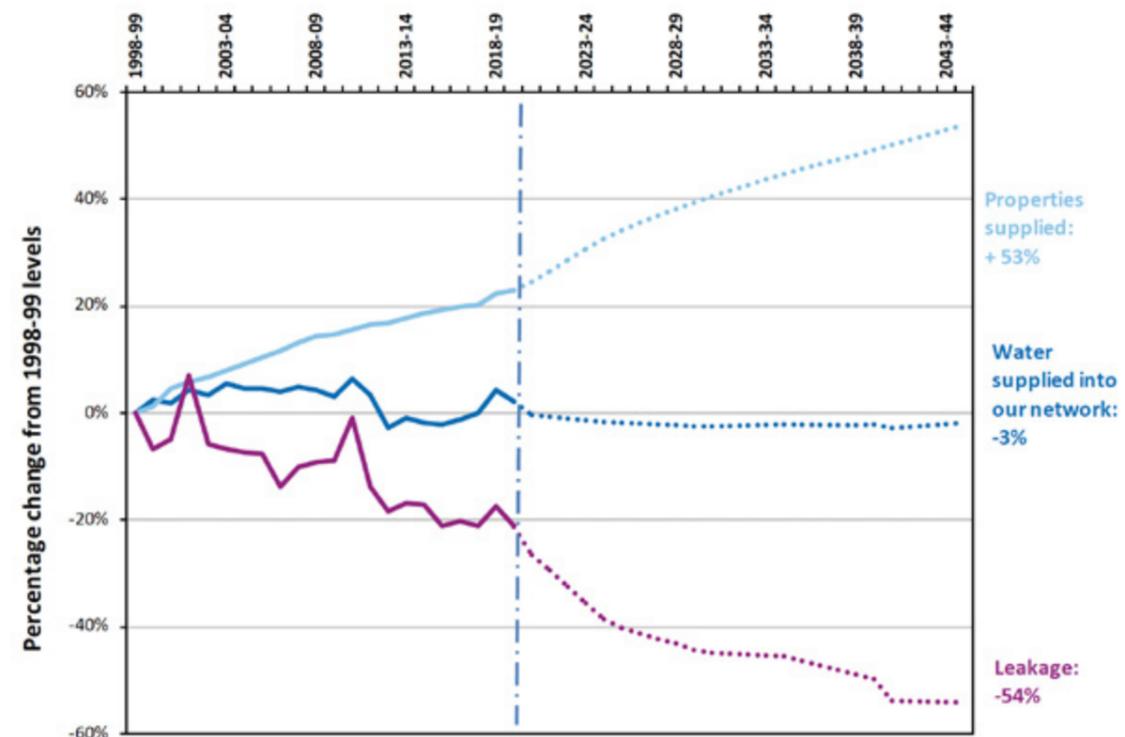
We are working with partners to establish a utilities alliance across the Ox-Cam Arc to create joined-up delivery plans to reduce costs and carbon, and minimise customer disruption. Together, we will explore opportunities to introduce exemplar technologies and approaches that are resilient to a changing climate and build natural capital. The alliance has been warmly welcomed by the Chancellor of the Exchequer as a positive step towards integrated utilities provision.

Creating sustainable places:

The development of our Future Fenland proposals (see pages 18-19) will make the case for climate change-resilient development and showcase innovative blue-green infrastructure. Elsewhere, we are working in partnership with South Cambridgeshire District Council and Cambridge City Council to support their vision for sustainable growth. The councils have recently published proposals for a new low-carbon district of North East Cambridge, which would require Anglian Water's Cambridge Waste Water Treatment Plant to be relocated. The new district could create 8,000 homes and provide space for 20,000 jobs over the next 20-plus years.

The future we want to see

- We would like to see new developments designed to be water neutral. The OxCam Arc, a high growth water-stressed area, offers the ideal opportunity to adopt this approach. Water neutrality means no additional water needs to be taken from the environment to serve new homes, achieved by first minimising on-site water consumption, including through water reuse/recycling, and then offsetting what remains through water efficiency retrofit programmes in local housing and other buildings.
- As mentioned above, we would like to see water efficiency measures that save energy included within the scope of building retrofit schemes like the Green Homes Grant.
- A future in which all new taps, showers, dishwashers and washing machines carry water efficiency labelling and are built to water efficient standards, helping households save water on a daily basis.
- Supportive Building Regulations which require all new homes to be fitted with appliances, fixtures and fittings that meet a minimum water efficiency standard. Minimum standards could then be tightened over time, so that new homes from 2022 use 100 litres per person per day (l/p/d) or less, falling to 85 l/p/d or less by 2030.





03

Creating green jobs and boosting skills growth

We are committed to creating opportunity and levelling up communities through upskilling and early careers development including apprenticeships.

Our track record

There is no Anglian Water without our people, and our commitment to supporting their safety and wellbeing has been brought to life during the pandemic. We took an early decision not to furlough any of our employees, and rapidly enabled 3,000 office-based colleagues - including our contact centre staff - to work safely and flexibly from home through our commitment to agile working practices. We've also provided additional support for wellbeing and created an Employee Assistance Fund from donations from senior leaders to support colleagues whose household has faced financial hardship, as well as offering financial advice and guidance through our partnership with Neybor.

Looking to the long term, we're mindful that a third of our workforce is due to retire in the next decade, and that our region includes many rural areas where job opportunities are hard to come by. Recognising the potential future skills gap in our industry and our commitment to support sustainable employment in our region has been key to the development of our apprenticeship and graduate programmes, as well as our ongoing partnerships with local colleges, including our role as lead sponsor of Peterborough University Technical College.

Unusually, we have made full use of our allocation of the Government apprenticeship levy, with a focus on areas where employment opportunities have been limited. Almost 7 per cent of our operational staff (250 people) are on apprenticeships, while close to 18 per cent are in eligible training. We also invest in hosting and sponsoring STEM (science, technology, engineering and maths) events and initiatives, including a recent Women in Engineering day for 200 students, to highlight the many opportunities available.

Upskilling, with a focus on sustainable skills, is key to our approach to developing our workforce. Our "Licence to Operate" scheme - cited as a benchmark standard by the Drinking Water Inspectorate - has been running for well over 10 years and we were the first water company to be accredited to the Energy and Skills [Competent Operator Scheme](#).

We are committed to playing our part and retaining our main contact centres within the region, as well as paying all our permanent staff at least the real Living Wage.

Our commitments

Recruitment:

We will continue to honour all job offers we've made since lockdown and to strive for an equal gender balance in our new recruits.

Through our Strategic Pipeline Alliance (see page 20), one of the largest infrastructure programmes ever seen in this region, we have already created well over 100 new roles. With hundreds more jobs to be created in a wide variety of roles over the next five years, the programme will be a key contributor to post-Covid recovery in the region.

Apprenticeships:

We will fulfil our apprenticeship levy again this year with 50 positions offered to start this October.

All our apprentices are offered permanent roles if they successfully complete their apprenticeship.

Support for supply chain:

We will continue to support and advise small and medium suppliers to access procurement opportunities, to offer improved payment terms, and to support staff in some supply chain companies who have been hit with pay reductions due to the pandemic.

Social mobility:

We are committed to increasing social mobility within our region and have signed up to the Social Mobility pledge to promote opportunities in local communities. Initiatives include our bespoke training programme in partnership with our supply chain alliances and four colleges in our region - the College of West Anglia in Wisbech, the Grimsby Institute, Milton Keynes College and West Suffolk College in Bury St Edmunds - through which participating students gain broad experience working in various vocational contexts for different employers.

Support for innovation:

We are committed to supporting small and medium enterprises to develop new ideas through our [Water Innovation Network](#), which has driven tangible innovation and broadened our supply chain over the past 10 years, with over 30 innovations implemented.

Investment in skills:

We will continue to invest in developing a skilled workforce through our membership of the Energy & Utility Procurement Skills Accord; through the Institute of Water, which supports career and training development across the water industry, and through our Licence to Operate scheme for competent scientists, which sees our scientists work towards Chartership of a professional body. Investing in skills and training has wider benefits for our region, too - for example structured training programmes for thousands of colleagues in water and water recycling are helping us towards our goal of zero pollutions.

Diversity and inclusion:

We recognise the importance of reflecting the diversity of our customers in our workforce and will continue to drive progress on this front.

Our Inclusion Community works across the region on Inclusion initiatives, supported by our Management Board.

We are committed to eliminating our gender pay gap; in 2019 our mean gender pay gap stood at 5.9 per cent versus a national average of 13.1 per cent.

Developing future leaders

We will identify and support high potential individuals in all areas of the business. Our Future Leaders Board (pictured left), sponsored by directors, plays an active role in future planning, innovation and decision making.

Building on Covid learnings:

We are undertaking a culture review to ensure the positive elements from lockdown are retained to become to be part of our long-term working practices across the whole of the organisation.

The future we want to see

- The continuation of the success that the apprenticeship levy has had in helping bridge the gap between young people leaving school with qualifications, career opportunities, and addressing social mobility and gaps in core skills.
- A longer-term vision for the future of the apprenticeship levy, perhaps through the publication of a ten-year levy strategy, to give greater certainty to businesses on the government's plans.
- We would welcome the opportunity for businesses to engage closely with government on future policy and funding changes. For example, this could include discussions on how companies can best strike the appropriate balance between continuing professional development and more traditional apprenticeship schemes.
- Joint work with government and local authorities to use major initiatives such as the Cambridge Waste Water Treatment Plant relocation project and our Strategic Pipeline Alliance to create additional local jobs and opportunities, and to leave a skills legacy in the communities where we work.



04

Delivering climate change adaptation and resilience

Our long-term ambition is to make the East of England resilient to the risks of drought and flooding. The management of climate change risks is embedded into everything we do.

Our track record

We first recognised climate change in our assessment of water resources in 1993 and set out our first company-wide climate-change risk assessment in 2005. In 2007 climate change was recognised as one of our two most fundamental challenges in our first 25-year [Strategic Direction Statement](#). By 2010 we had set up our Climate Change Steering Group, and the following year published our first Adaptation Report under the Adaptation Reporting Power of the UK Climate Change Act (2008).

This year we became the first organisation to publish its [Adaptation Report](#) as part of the third five-year reporting cycle. Our report identifies seven key risk areas - water supply, sewer flooding, flooding of our sites, risks to natural capital, transitioning to a low carbon economy, interdependencies, and managing risks to customer service - and sets out both the actions we have taken to date to address them and those we will take in the next five years and beyond.

The development and delivery of long-term plans in collaboration with others is the primary way in which we manage these risks. The climate change scenarios we have considered and the actions we are taking to protect our region's water supplies are defined in our most recent [Water Resource Management Plan](#) and [Drought Plan](#), while flood risk is addressed in our [Water Recycling Long Term Plan](#).

Our commitments

Our net zero carbon ambition (see pages 8-9) is fundamental to our activity on climate change mitigation, and is consistent with limiting rises in global temperatures to 1.5-2°C. However, recognising that the world is currently on course for a 3-5°C rise, we are committed to delivering a region that is 'fit for four' - that is where our assets and our infrastructure are resilient, and risks to environmental and social prosperity in our region are managed, even if there were a 4°C rise in global temperatures.

We have set out an ambitious twin-track strategy to safeguarding water supplies, constituting measures to reduce demand and investments to increase supply. We are also committed to reducing flood risk despite increasingly unpredictable rainfall in our low-lying region.

Reducing demand:

By 2025 we will install three quarters of a million upgraded water meters via a £180 million investment programme. The upgraded meters take regular remote readings, enabling customers to keep track of water usage daily and providing us with a much clearer picture of demand across the region.

Supply-side measures:

In one of the largest infrastructure projects our region has ever seen, we are creating up to 500km of interconnecting pipelines to move water from the north of our region, where supplies are more abundant, to areas of water shortages in the south and east of the region (see case study, page 20).

Collaboration on water management:

In partnership with Water Resources East, the Environment Agency and many regional partners we are developing an ambitious plan to manage land and water across the Fens. The Future Fenland strategy (see page 18) promises to deliver climate change resilience to nationally important agricultural areas and Fenland communities, unlocking economic growth, new housing and greater transport links.

We are working with North East Lincolnshire Council to explore creative water management strategies in Grimsby, aimed at alleviating flood risk in Grimsby and securing future supplies of non-potable water for use by industry.

Tackling leakage:

We invested £236 million in [leakage reduction](#) in the five years to 2020 and will continue to invest in this area to contribute to our goal of less than 10 per cent of treated water being lost in leakage by 2045. By creating a 'smart water network' using the latest technology, many issues will be identified and resolved before customers ever become aware of them.

Flood prevention:

We will increase our investment in flood reduction partnerships, contributing £12 million by 2025. Our [Water Recycling Long Term Plan](#) and forthcoming Drainage and Wastewater Management Plan include a 25-year view of [surface water management](#) and the use of [sustainable drainage systems](#) (SuDS) by developers and in our own programmes. We have begun work with Yorkshire Water and local authorities to deliver innovative place-based resilience across the Humber Estuary.

Investing in resilience:

By 2025 we will invest to reduce the number of customers supplied by a single source of water to 14 per cent (from 24 per cent in 2019/20).

The future we want to see

- Acceleration of the second phase of our smart metering programme, together with the installation of intelligent monitoring and control systems in key areas of our networks, would bring significant benefits to our region. We could deliver reduced leakage, improve the performance of our assets, and create high-skilled green jobs installing and building the associated radio networks and data systems.
- To help reduce flood risk and sewer overflows, we would like to see the automatic right for developers to connect surface water drainage to the public sewers removed. This would encourage developers to better manage surface water from new developments, and to incorporate sustainable drainage systems that meet the new water industry Design and Construction Guidance (DCG).
- We support increased collaboration with flood risk management authorities in the production of Drainage and Wastewater Management Plans. To be effective at preventing flooding, it will be crucial to work in close partnership with local authorities, Internal Drainage Boards and the Environment Agency.
- We would like to see even greater emphasis in the next Price Review (PR24) on the long-term investment needed to tackle climate change and build resilience in both water and water recycling infrastructure, with enhancement investment considered on a 25-year basis, not a five-year basis.



05 Enabling nature recovery

Our new Articles of Association commit us to delivering positive environmental outcomes. We will design and judge all our investments with the environment in mind and adopt natural capital approaches where we can.

Our track record

Working to protect and enhance the environment is fundamental to how we operate - so much so that it's legally enshrined in Anglian Water's [Articles of Association](#).

We have held the Queen's Award for Enterprise: Sustainable Development since 2015 and are proud that thanks to our longstanding focus on sustainability, all of our capital investment meets the strict environmental criteria required to access [Green Bond funding](#).

We own about 7,000 hectares of land, including 49 Sites of Special Scientific Interest, 99 per cent of which are judged by Natural England to be in favourable condition (in contrast with the average for the East of England of 49 per cent of sites being in unfavourable condition).

We care for our rivers and beaches and have partnered with Keep Britain Tidy since 2001 to empower communities to look after their local environment; 50 established [RiverCare](#) and [BeachCare](#) volunteer groups now look after stretches of river and beach across our region.

We also work proactively with farmers and landowners across our region to help them adopt catchment-based approaches and manage risks to water quality.

Our commitments

Protecting and enhancing the environment:

We will carry out the largest Water Industry National Environment Plan (WINEP) of any water company from 2020-2025, with double the number of commitments made and fulfilled in our 2015-2020 plan. We will seek to create up to 34 water treatment wetlands, building upon the learnings made at our award-winning low carbon wetland at [Ingoldisthorpe](#) (pictured left) in Norfolk. We continue to look for opportunities to work with environmental charities to restore, enhance and protect our unique chalk stream habitats across the region.

Biodiversity net gain:

We have made a voluntary commitment to 10 per cent [biodiversity](#) net gain in all our construction and land management activity from 2020. We have completed a biodiversity baseline study of all our operational sites in order to measure the increase we achieve.

Building natural capital:

We will assess the impact on natural capital of schemes and projects we deliver from April 2020 as part of our commitment to [six capitals thinking](#).

Pollution reduction:

We are committed to eliminating serious pollutions in our region by 2025, and to reducing the number of less significant pollutions by at least 45 per cent. Our [Pollution Incident Reduction Plan](#) sets out how we will achieve these goals through network investment, behavioural change campaigns, smart 'early warning' systems and staff training.

Nature conservation:

We support the government's plans to enhance the Biodiversity Duty. We will develop a land management strategy to further enhance our estate for biodiversity that is consistent with these new requirements.

Tree planting:

We are committed to play our part in reaching the water industry's target to plant 11 million trees by 2030. Doing so will contribute to our shared net zero carbon goal, help to enhance biodiversity, and manage surface water runoff.

The future we want to see

- Regulatory approval for 'amber' WINEP schemes: we have 241 schemes on hold subject to approval of River Basin Management Plans. An immediate decision to turn our 'amber' schemes 'green' would bring forward a £300 million investment in nature in our region, including dozens of new treatment wetlands and innovative river restoration schemes.
- The adoption of a national water savings target that addresses all water taken from the natural environment (incorporating household and non-household consumption, and leakage within water networks and customer properties) would be a significant positive step to help drive consistent measurement and tangible reductions in usage.
- We support the ambitions set out in the government's 'Health and Harmony' white paper including the removal of land-based subsidies for farming, replacing them with a system of 'public money for public goods'. Bringing together public and private funding sources for environmental improvement in each area would enable water companies and partners to play an important role in delivering shared natural capital objectives.
- We are keen to see Tier 2 and Tier 3 schemes within Environmental Land Management (ELM) designed with input from a range of local partners so that they are consistent with, and reinforce, local nature recovery strategies, water resources management plans, and local flood risk management strategies.
- We would like to see the forthcoming England Peat Strategy commit to ending peat extraction, and making lowland peat a net carbon sink by 2030. This will help the UK make progress on its 2050 net zero target.
- There is a strong case to apply extended producer responsibility to manufacturers of wet wipes that cause sewer blockages and blight rivers and beaches. Most wet wipes include plastic microfibres that mean they do not biodegrade, even those labelled as 'flushable'.
- We would like proposals for Nature Recovery Strategies in the Environment Bill to be broadened, enabling them to become true Local Natural Capital Plans covering the country. This would meet the ambition within the 25 Year Environment Plan and help to achieve water, carbon and nature restoration objectives together.

Delivering resilience for the East of England

Our Water Resources Management Plan looks 25 years ahead to manage the risks of climate change, population growth and pressures on the environment on the scarce water resources in our region.

Founded on a twin-track strategy, our plan contains an ambitious set of measures to both reduce demand and invest in new sources of supply. Over the next five years we plan an eight-fold increase in our investment in water resource management compared to 2015-2020. This is so that we can maintain supplies to an increasing number of customers whilst building greater resilience to climate change and drought. A third and very significant pressure is the need to leave more water in the environment for nature - so-called 'sustainability reductions' - whereby we agree to stop abstracting water from environmentally sensitive areas and supply water to communities from elsewhere.

A vital element of the strategy is our 'Strategic Pipeline Alliance', to be delivered over the next five years, which will create a strategic network of interconnecting large diameter pipes stretching up to 500km across the region. As well as the interconnecting pipelines we are installing new pumping equipment and upgrading water treatment works.

The new network - our biggest ever infrastructure programme - will allow us to move water more freely around the region in stages, from areas of water surplus in north Lincolnshire down to the south and east of the region, where it is less readily available.

The programme will allow us to reduce the amount of water we take from the environment, and reduce the chance of drought restrictions, as well as strengthening the resilience of supplies to customers by reducing the number of homes and businesses which rely on a single source of water.

Its delivery will help us meet some of our region's most pressing challenges, including climate change, environmental protection, population growth and drought.

It will also make a vital contribution to post-Covid recovery in the East of England, given the hundreds of jobs requiring a range in skills and experience being created to deliver it.

The programme will be designed to minimise its carbon and environmental impact and to safeguard and enhance biodiversity. The five Alliance partners have adopted a methodology they are describing as Deliberately Delivering Differently, to prompt all those involved to think differently about the solutions chosen, employing an outcomes-driven approach which encourages innovation and seeks to avoid building carbon-hungry infrastructure. Wherever possible, solutions will employ standardised design of assets which can be manufactured offsite to minimise carbon emissions.

Running in parallel with the physical infrastructure programme will be the development of a 'digital twin'. This is a detailed computer simulation of the pipeline and associated infrastructure that will help us to maximise the overall benefit of the network. It will connect Anglian Water's leakage pressure management modelling software with how we're monitoring and reducing demand using smart meters, using sensors to assess water quality and optimising energy use, providing vital insight to help further improvements in resilience.

The programme is being delivered via more than 20 discrete schemes of work by a new Strategic Pipeline Alliance comprising Anglian Water and construction and engineering firms Costain, Farrans, Jacobs and Mott MacDonald Bentley.

Work is already underway to identify routes and a full programme of engagement with stakeholders across the region - including customers, landowners, parish and local councils and regional authorities - has begun.



“ This is one of the largest strategic infrastructure programmes the UK has seen since the major gas pipeline installations in Wales during the 1990s.

Ours is the driest region in the UK. Carrying out this programme of work will enable us to safeguard water supplies in the East of England, preventing what would otherwise be a water shortfall of millions of litres a day. ”

James Crompton

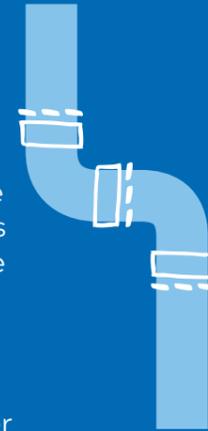
Director, Strategic Pipeline Alliance

Green recovery timeline

2020

- Anglian Water becomes first UK reporting organisation to publish Draft Climate Change Adaptation Report for the third round of reporting under the Adaptation Reporting power 
- Biodiversity net gain applied voluntarily in Anglian Water projects from April 2020, helping the region's wildlife to become more resilient to climate change
- Increased collaboration to protect our region through the establishment of multi-sector Natural Capital East initiative
- Start of Anglian Water's biggest ever Water Industry National Environment Programme, the largest in England, containing double the number of commitments delivered between 2015 and 2020 

By 2025

- £381 million investment from 2020 into creating up to 500km of interconnecting strategic pipelines to move water from areas of surplus in the north of the region to areas in the south and east where it is most needed 
- More than £100 million invested from 2020 in increasing capacity at water recycling centres and sludge treatment centres to accommodate growing population 
- £58 million invested since 2020 in additional treatment capacity at water treatment works to protect the environment
- £19 million invested in resilience to sewer flooding and pollution 
- At least £12 million invested from 2020 in flood protection partnership funding initiatives in the East of England to drive resilience to climate change
- Multi-million pound investment in fixing leaks from 2020, ensuring 22 per cent less water will be lost to leakage in Anglian Water region versus 2017/18 and helping us progress to our 2050 goal of half as much water lost to leakage versus the baseline 
- Risk of severe water restrictions in a 1-in-200-year drought eliminated for all Anglian Water customers by 2025
- Per capita water consumption reduced to 128.5 litres per day, a stepping stone on the way to our 2045 goal of 120 litres per day
- Proportion of Anglian Water's customers supplied by a single source reduced to 14 per cent
- Total of £1.4 billion invested in water resources and the environment since 2020

By 2030

- Water sector to reach net zero carbon emissions 
- Rate of sector-wide leakage reduction tripled since 2019
- Water sector to have prevented the equivalent of four billion plastic bottles ending up as waste since 2019 
- 95% of customers' properties in the Anglian Water region to be fitted with smart meters
- Zero serious pollution incidents in the Anglian Water region
- Bills affordable as a minimum for all households where water and sewerage constitutes more than five per cent of disposable income
- By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship 



If your organisation would like to work in partnership with us on any aspect of this plan, please get in touch with us via Public.Affairs@anglianwater.co.uk

love
every
drop.



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