



Investing for tomorrow

Customers expect us to be prepared for future challenges. This means proactively maintaining our water and water recycling assets.

To meet this outcome...

We must plan for the long term, making timely investments to ensure intergenerational equity between current and future customers.

Performance highlights:

- Outperformed many of our targets and on track to be in an overall reward position against our Outcome Delivery Incentives (ODIs) for AMP6
- Achieved our 2020 carbon reduction targets, setting us on the right road to reach net zero carbon by 2030
- New enterprise alliance created to deliver Water Resources Management Plan commitments
- Innovate East event attracted 1,800 delegates from almost 300 organisations
- £2.2 billion AMP6 (2015–2020) programme of investment completed
- More than 110,000 new and replacement water connections and 132,000 water recycling connections across AMP6
- Winner, In-House Planning Team of the Year, Royal Town Planning Institute Awards for Planning Excellence 2020

Serviceability measures

These are the key measures of how we invest in our water and water recycling assets. Several measures are combined to come up with an overall red, amber or green rating for each



Serviceability: Water

Infrastructure:

Amber

Non-infrastructure:

Green

Serviceability: Sewerage

Infrastructure:

Green

Non-infrastructure:

Green



Our capital expenditure programme is focused on maintaining and improving our assets and services, ensuring we can deal with growth, and on meeting water quality and environmental standards. In AMP6, we completed a £2.2 billion programme of investment, delivered by our alliance partners, which will help provide our services until 2030.

Keeping our assets fit for purpose

A good service relies on well-maintained assets – pipes, pumps, works, equipment and buildings. Asset serviceability is the key measure used by Ofwat to monitor how water companies invest in the maintenance of assets.

Throughout the year, we have delivered good performance at our water treatment works and across our networks. This included just four works and six storage reservoir coliform failures.

The Environment Agency assesses the quality of the water we return to the environment at 718 water recycling centres (WRCs). Our performance is assessed against two measures. This year we had eight WRCs failing their numeric limits, an improvement both on 2018/19's figure and across the AMP. We carry out investigations to understand the root cause of failures to improve performance throughout our sites, raise awareness and share knowledge across our operational teams.

Sewer collapses

The number of sewer collapses and burst rising mains on our network continues to fall, with 201 incidents against a target of 520. An initiative that initially developed in our Innovation Shop Window on pressure monitoring of rising mains has proved to be successful, with 117 pressure monitors installed. These have highlighted 14 potential burst rising mains within our network and we've proactively prevented nine pollutions. We're able to understand our network and intervene before it has any impact to the environment, as well as gaining vital insight into how we can extend the life of an asset.

Securing supplies for the long term

Our Water Resources Management Plan looks 25 years ahead to manage and secure the water resources across the region. A vital element is an ambitious plan to create a series of up to 500km of interconnecting pipelines and associated infrastructure to move water from areas of surplus in Lincolnshire down to the drier south and east of our region.

The programme will also enable us to reduce the amount of water we take from the environment, as well as strengthening long-term resilience to climate change, population growth and drought.

The programme will be delivered via more than 20 discrete schemes of work by the Strategic Pipeline Alliance, a new enterprise alliance with construction and engineering firms Costain, Farrans, Jacobs and Mott MacDonald Bentley.

Driving progress through innovation

We constantly strive to make progress by investing in innovation. This year we went further than ever before, running a three-day innovation event, Innovate East, in partnership with Essex and Suffolk Water. Some 1,800 delegates from almost 300 organisations came together to find solutions to some of the most pressing issues facing the water industry, the eastern region and society as a whole. We also evolved our innovation programme, our Innovation Shop Window, centred around Newmarket. It goes beyond trialling and showcasing the latest technology by developing the best solutions for our challenges and then scaling up across the region.

When we started the Shop Window in 2017, our key focus was providing a platform for our supply chain to help us solve our challenges and create a vision of what a future water company could be. Now it is established – with over 150 partners on board and over 130 projects under way or completed – the focus has shifted to engaging customers and challenging our own staff to truly create the water company of the future, today.

Investing in optimisation

Our smart water systems project began life in the Shop Window and has delivered tangible outcomes. It is now part of a much larger programme within a dedicated optimisation team. In AMP7 we will install permanent noise loggers across more than half our network, increasing our ability to detect leaks. We will also optimise 60 per cent of our region using pressure management controllers and roll out high-frequency pressure monitoring across the whole network.

Supporting population growth

We are seeing exceptional growth across the Anglian Water region, with a year-on-year increase in water and water recycling connections, water main delivery and commissioning. Over the course of AMP6, more than 110,000 new and replacement water connections and some 132,000 water recycling connections have been made, delivering against Government housing targets – with more than 24,000 water connections in the past 12 months.

Preparing for AMP7

As we enter AMP7, we face an unprecedented set of challenges. However, the preparations we have made mean that we start from a strong position. We have realigned our operating model around three key functions – water, water recycling, and customer and wholesale services – aligning our asset management and information technology capabilities with our operational functions and ensuring decisions are made by those accountable for delivery. Our four key goals for AMP7 are:

- To make life better for our customers, every single day.
- To deliver our identified business priorities.
- To deliver our AMP7 Final Determination.
- To create a sustainable future for our region.