



Resilient business

In order to deliver the continuous service our customers expect, we must ensure that our business is designed to cope with disruptive events, especially those associated with increasingly common severe weather conditions.

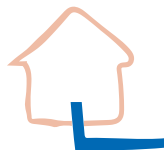
To meet this outcome...

We must ensure our assets are designed to cope with the most severe events, such as drought and flooding, especially as climate change will lead to an increasing frequency of such events.

Performance highlights:

- Completed AMP6 programme of capital projects to improve security and ensure compliance with government standards for operational assets at our water and water recycling sites
- Amassed more than 900 trained volunteers in Anglian Water Force, our quick response team
- Implemented business continuity plans to maintain essential services during Covid-19 outbreak
- Retained our certification to ISO 22301, an international standard in business continuity management
- Reduced the percentage of homes supplied by a single source from 46.9 per cent in 2015 to 24.1 per cent in 2020
- 27-strong team of restoration technicians trained to drive water tankers and use a variety of equipment and techniques to restore water supplies

Percentage of properties supplied by single supply system



Target by 2019/20:

24.7%

Actual:

24.1%

Interruptions to supply

This measures time lost due to water supply interruptions



Target:

12 minutes 00 secs
per household

Actual:

18 minutes 39 secs
per household

Service-level restrictions

Frequency of service-level restrictions such as hosepipe bans



Target:

Once every 10 years

Actual:

Once in last 10 years (2012)



Flooding, high winds and Covid-19 are some of the challenges we have faced as a business this year while we ensure the continuity of supply and service to our customers 24 hours a day, 365 days of the year. Events like these require meticulous resilience planning, and Anglian Water has well-rehearsed policies, plans and procedures to ensure we minimise any risk to customers. Ensuring we have extra pairs of hands, with the right skills and knowledge, when we most need them is a core part of our overall resilience strategy. We have more than 900 recruits to the Anglian Water Force, a team of volunteers from our business and our alliance partners who are ready to respond quickly in the event of an incident. We run a comprehensive in-house programme for training and exercising those likely to be involved in an incident.

Anglian Water continues to be certified to ISO 22301, an international standard in business continuity management, which recognises that we have the plans and systems in place to keep our business running. We also actively engage across our 13 Local Resilience Forums and the Multi-Agency Support Group for the East of England in planning and risk mitigation to ensure interdependencies are known and mitigations are prepared. Alongside the usual planning and exercising, we supported the response to severe flooding in our region in June 2019 and the response to the Covid-19 pandemic (see pages 10–11).

We collaborate with other water companies across the country through a national Water UK group, which meets to plan for and respond to events such as Brexit, severe weather and coronavirus.

We have completed our AMP6 programme of capital projects to improve security and ensure compliance with government standards for operational assets at our water and water recycling sites. Our ultimate aim is to increase our resilience as a business so that, no matter what, we keep taps running.

Protecting supplies

We've set ourselves the target of having no properties supplied by a single supply source by 2035 – key to building a resilient network. In 2015 we had 46.9 per cent of our customers on a single system, and by the end of AMP6 we have reduced this to 24.1 per cent. By the end of AMP7 we intend to reduce this further to 14.1 per cent.

Restore, repair, recharge

We have invested in technology to keep small numbers of properties on water during long-duration events, such as pumped collapsible combination boxes and power bowzers, mimicking what we would do in a large event, but scaled down to ensure all customer needs are met. We have also implemented line-stopping capability. This enables us to insert a line stop into a live water main, controlling the flow and pressure to allow repair teams to undertake maintenance and repair work without turning off our customers' water supply. We have also purchased large diameter 150mm overland hoses and trained Restoration colleagues to use them.

Leighton Linlade

Over the weekend of 13–15 December 2019, we faced an exceptionally challenging operational incident, with some customers off water for up to 53 hours. The incident was triggered by a faulty valve on a water main in Leighton Buzzard, and although we were able to fix the initial issue relatively quickly, air trapped in pipes as a result proved difficult and time-consuming to resolve. The work we carried out throughout the weekend – with more than 700 colleagues and alliance partners pitching in to help – meant the number of customers without water reduced steadily, but regrettably, some went the whole weekend without water.

We did everything we could to alleviate the situation, setting up three water hubs and distributing more than 190,000 litres of bottled water, including house-to-house deliveries of 36,000 litres to 1,474 customers on our Priority Services Register. We were also grateful to have many offers of help at our hubs, with community groups helping to load and deliver bottled water to vulnerable customers across the town. As a thank you for their support, we have donated £10,000 for a community investment fund.

Clearly there are lessons to be learned, both from the incident itself and our response to it. An incident like this is rare at Anglian Water, and we want to make sure that remains the case. We have carried out a detailed investigation and review of what happened, sharing our findings with customers in the town at a public meeting, attended by our CEO Peter Simpson and a number of his Management Board colleagues, in February 2020.

We are investing £250,000 in network improvements in the town to reduce the potential for any similar events in the future. A further four 18,000-litre tankers will be added to our clean water tanker fleet next year, taking it to a total of 22 tankers, ranging from smaller 9,000-litre tankers to navigate into tight spaces and narrow roads to 29,000-litre tankers for larger deployments.

Impact of climate change felt in Lincolnshire

Well over double the monthly average rainfall fell in parts of Lincolnshire from 10 to 12 June 2019. Around 600 homes in Wainfleet were evacuated and nearly 130 properties flooded when the River Steeping burst its banks. Autumn rainfall records were also broken in the county, with the previous records set in 2000. This led to increased customer workload and tankering operations in the Lincolnshire and Humberside region to protect customers from flooding and maintain service. Working alongside our colleagues in the Environment Agency, we were granted several exceptional Local Enforcement Permits to pump directly into the environment, highlighting the exceptional conditions.