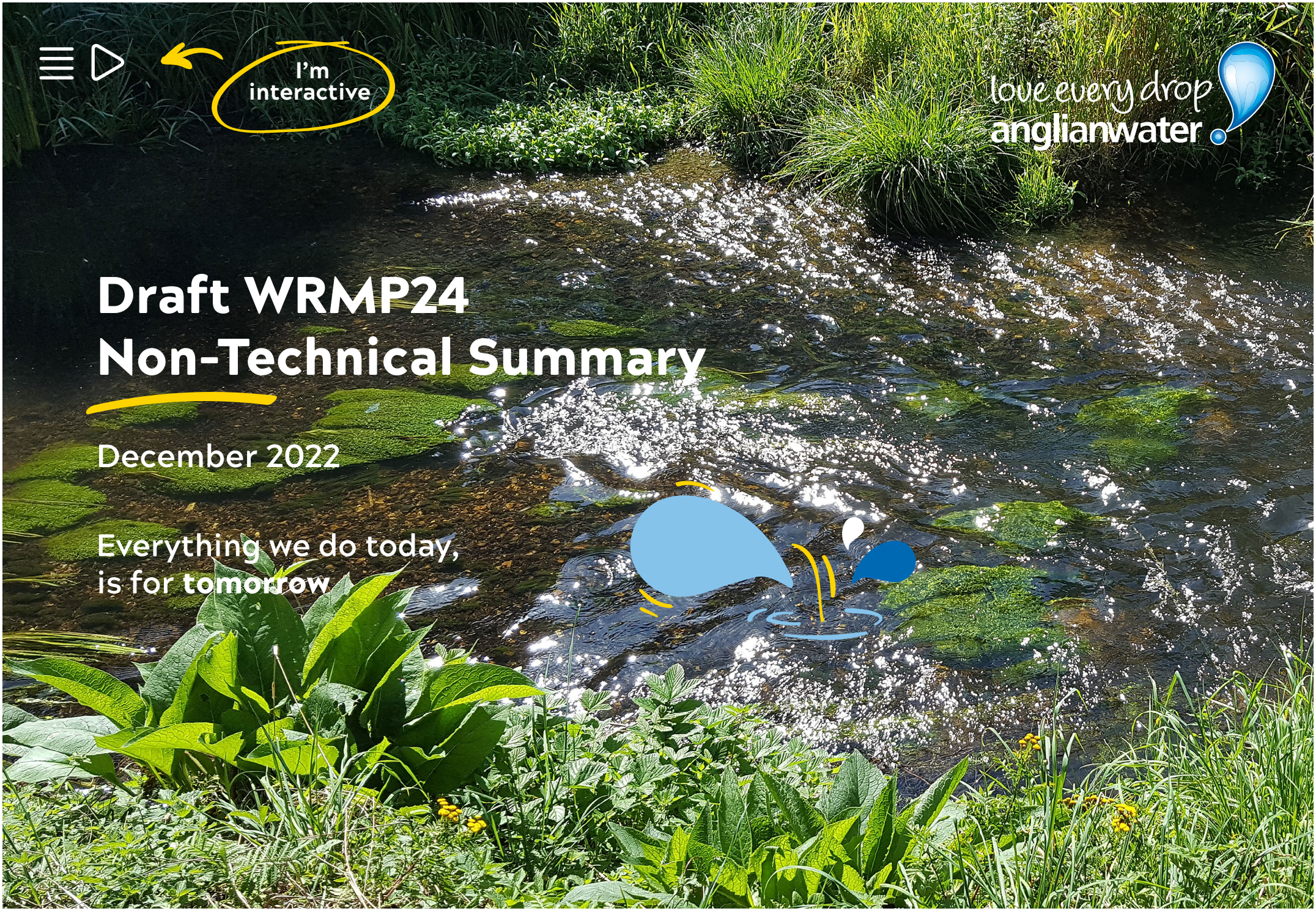
I'm interactive
love every drop
anglianwater
Draft WRMP24
Non-Technical Summary
December 2022
Everything we do today,
is for **tomorrow**

Contents

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The Jaws of Death – the point at which unless we take action to change things, we will not have enough water to supply our needs.

Sir James Bevan, Chief Executive of the Environment Agency, 2019

Here at Anglian Water we are updating our long-term strategy to ensure we avoid the 'Jaws of Death' and safeguard water supplies in the future for our communities, businesses and the environment.

This is an exciting opportunity for you to have your say and help shape our future water resources.

Introduction

We understand the challenges of water scarcity in our region. That's why we never stop looking for ways to invest in the future of water for our region and generations to come.

Our region is the driest area in England and over the past decade has had the highest level of population growth in the United Kingdom, so we must manage the water we have carefully. Our draft Water Resource Management Plan 2024 (WRMP24) sets out how we will achieve this, taking a 25 year view over the period 2025 to 2050.

This long-term strategy will ensure we maintain a secure supply of water to our customers, whilst continuing to protect and enhance the environment around us. It will also deliver wider societal benefit to our customers, whilst keeping bills affordable. We believe this is our 'best value plan' for the region.

Planning for the future

We have worked with our stakeholders and customers to develop our draft plan which we submitted to The Department for Environment, Food and Rural Affairs in December 2022. It is now open to public consultation for 14 weeks.

We want you to help shape our future strategy by telling us your thoughts on our plan. This will help make sure we are investing in the right areas. You can find out how to feedback at the end of this document.

Water Resource Management Plans

Every five years we develop a revised WRMP which sets out how we will manage the water supplies in our region to meet our future needs, ensuring our customers remain on resilient water supplies and preventing deterioration to the environment.

The aim is to present a best value plan, both in the short and long term, which will achieve, an outcome that increases the overall benefit to customers, the wider environment and overall society.

We work with other organisations to achieve these outcomes. Two of these are the regional planning groups, Water Resources East (WRE) and Water Resources North (WReN).

These regional planning groups coordinate of stakeholders that take water from the environment and produce a Regional Plan for managing their region's water resources. You can find out more about these groups at **wre.org.uk** and **waterresourcesnorth.org**

WRE's draft Regional Plan has determined the strategic supply-side options needed for the East of England. We have reflected this need in our WRMP24.

We adopted a twin track approach for WRMP19 (2020-2045), which examines demand management and increasing supply. Together these measures will ensure our customers have a resilient, safe supply of water.
By 2025, this will have:

- Helped our customers save water, and identified leaks quicker, by investing £31 million to roll out over 1 million smart meters by 2025.
- Built a strategic pipeline to move water where it's needed.
- Delivered the best leakage track record in the country (half the national average), repairing around 30,000 leaks every year, many within 24 hours.
- Restored 117 kilometres of chalk streams and sensitive rivers. These are across Norfolk, Suffolk, South Lincolnshire and Bedfordshire.
- Improved the environment within the Ant and Broads SSSI by keeping more than 4 million additional litres of water where it's needed, ensuring unique features and species can flourish.

What do we want to achieve?

What is a Best Value Plan?

The aim of a WRMP is to present a best value plan, both in the short and long term.

A key requirement of a WRMP is to ensure supply of wholesome drinking water for customers and protect and enhance the environment.

A WRMP will also consider factors alongside economic cost and seeks to achieve an outcome that increases the overall benefit to customers, the wider environment and society.

Our customers and stakeholders have helped to shape the goals they want us to achieve when developing our water resources management plan. These are the main outcomes we set out to deliver whilst meeting our long term challenges.

Supply Meets Demand

Deliver a secure and wholesome supply of water to our customers, businesses and other sectors

Optimise our available resource by reducing leakage at our treatment works and in our network. We will also work with our customers to promote water efficiency

Fair charges, fair returns

A plan that is affordable and sustainable over the long-term

Flourishing environment

Deliver long-term environmental improvement by reducing our abstractions from sensitive areas and improving biodiversity

Resilient business

Increase the resilience of our water systems by enhancing our drought resilience and having a diverse range of assets to withstand different challenges

Positive impact on communities

A plan that supports the views of stakeholders and customers, and takes into account social wellbeing

A plan which could help to alleviate flood risk to communities

Investing for tomorrow

A plan which can adapt to unknown future challenges

Challenges we're tackling to protect our water supply

The challenges we face for our region for the period 2025-50 are stark, and will mean significant water stress across much of our region. These challenges include the impacts of climate change, population growth and the need to protect the environment.

Climate change and drought resilience

We operate in the driest region in the UK, and are particularly vulnerable to climate change impacts. We use the latest climate change datasets to plan for future climate change, ensuring that we mitigate against its impacts.

We also need to achieve enhanced drought resilience. In WRMP19, we planned to be resilient to a one in 200-year drought (a 0.5% risk of occurring within the next year). For WRMP24, we will be resilient for a one in 500-year drought (a 0.2% risk of occurring within the next year) by 2040. This will ensure we can maintain supplies to our customers during times where water is scarce. Our customers told us that moving to one in 500 year drought resilience was a more acceptable level of risk.

Population and economic growth

Our region is one of the fastest growing in the country. Growth projections exceed 175,000 new homes over the next five years - without factoring in the proposed Oxford-Cambridge Arc. By 2050 the region's population may grow by nearly one million people. Coupled with the long-term effect of how society has changed since Covid-19 means there is an increasing demand for water.

Environmental protection and improvement

We are committed to reducing the amount of water we abstract from sensitive environments, and need to balance this with sustainable growth.

This will be achieved by implementing sustainability reductions, which are applied by the Environment Agency to our abstraction licences. This means we will take less water from sensitive groundwaters and surface waters, helping to protect the environment around us, mitigating the risk of deterioration.

We will also go beyond sustainability reductions, focussing on how we can implement further abstraction changes so we can protect and improve the many internationally significant habitats in our region. This is our environmental destination.

This environmental destination will be informed by investigations taking place between 2025 and 2030. These will determine where we can provide the most benefit by reducing our abstractions, ensuring a tailored response to our environment's needs.

Our Get River Positive Commitments

Discover more about our commitments, what they mean for our region's rivers, habitats and wildlife and how we can all work together to Get River Positive – **anglianwater.co.uk/get-river-positive**

What will we be protecting?

Chalk streams and rivers

The water in chalk streams and rivers comes from underground chalk aquifers and springs. This very pure water supports a wide variety of aquatic plants, invertebrates and fish in our region.

Wetlands

The wetlands in the east of our region are internationally recognised and are home to rare wildlife. They also help us with flood management and carbon capture and storage.

Half of the water we abstract to provide homes and businesses comes from our rivers and streams. The other half of our supply is stored in underground reservoirs called aquifers. With increased demand for water, it's vital we all understand just how precious water is, only use what we really need and love every drop.

Protecting our environment

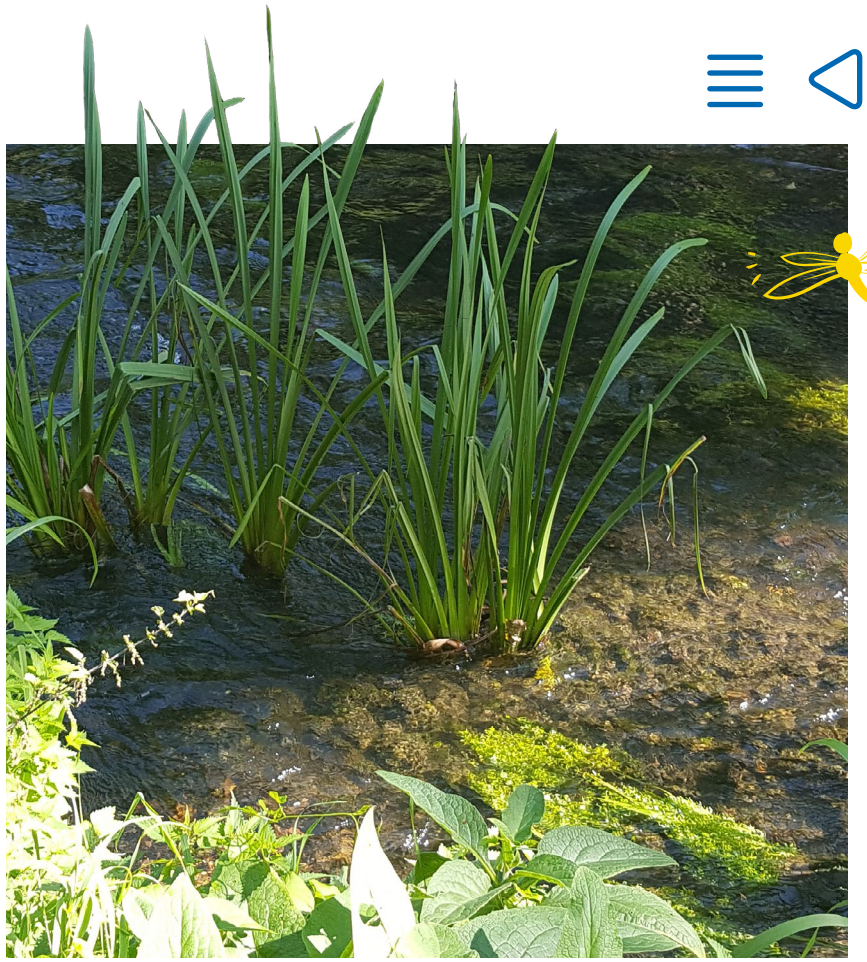
In our region, we are fortunate to have important environmental features such as:

- Chalk streams and long reaches of rivers with special protections, such as the River Wensum and the River Nar.
- Special wetlands with protections.
- Many Sites of Special Scientific Interests (SSSI), Special Areas of Conservation (SACs), Special Protection Areas (SPAs) which include environments such as marshes, meadows, fens, lakes and woods.
- Estuaries and coastal sites with special protections.

Our customers told us that achieving our environmental targets is crucial for the future of the planet. Our plan will help by reducing the amount of water we take from these sensitive environments, whilst enabling sustainable growth.

The South Lincolnshire and Fens reservoirs will provide opportunities for **wetland creation** as well as **providing habitats.**

They could also create an environment which will **enhance natural wildlife corridors.**

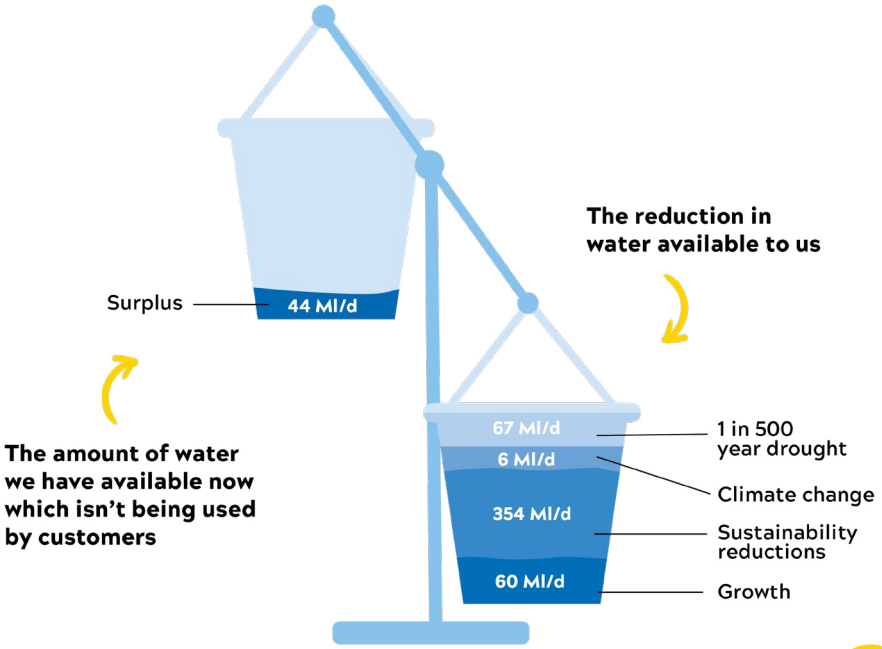


Did you know?

The Broads National Park, Britain's largest protected wetland, is in our region. It is the only water-based National Park and is home to more than a quarter of Britain's rarest plants and animals. It is also home to a thriving community and welcomes many millions of visitors a year who enjoy the landscapes and waterways.

The scale of the challenge

Our supply-demand balance is under significant pressure from population growth, climate change, sustainability reductions and the need to increase our resilience to severe drought. These challenges are acute in our region, which is characterised by low rainfall and is home to a significant proportion of wetland sites of conservation interest. The total impact to our supply-demand balance is 443 megalitres by 2050. We have broken this impact down, showing how each of the challenges contributes to us having a deficit of water.

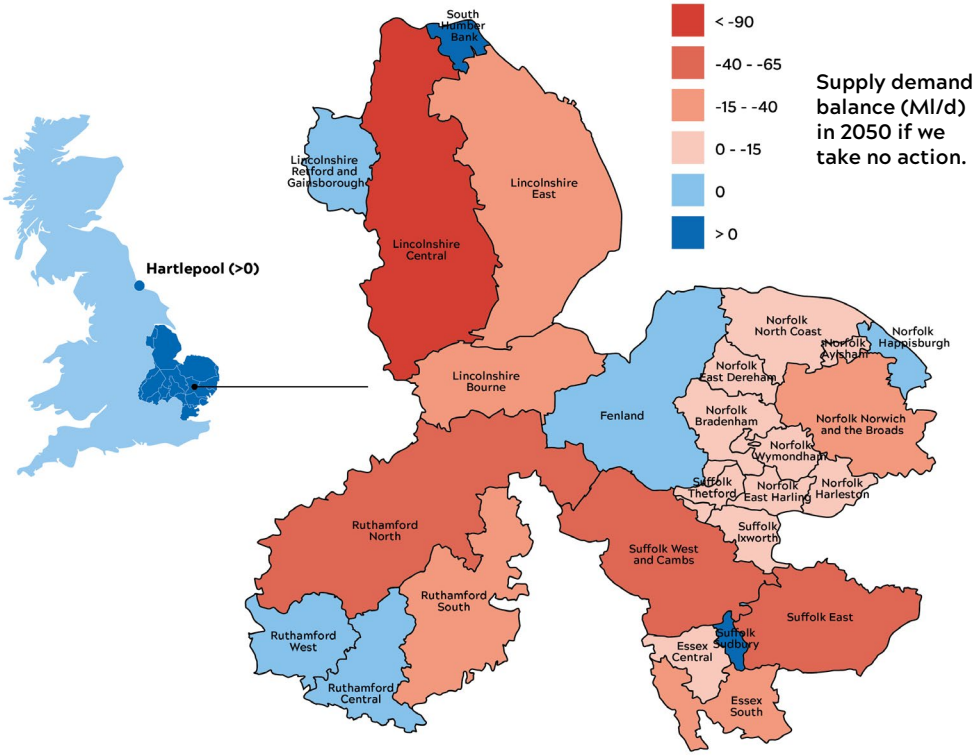


What is Ml/d?

A Ml is a megalitre, which is 1 million litres of water. This enough to supply approximately 7,000 customers. Ml/d represent the amount of megalitres we supply a day.

What is a Water Resource Zone?

The impacts of these challenges in 2050, and their effect on our water resource zones is shown on the map below. Water resource zones are how we plan our future water resources. Each zone has shared resources and all customers in it experience the same risk of losing water supply.



Our predicted total regional deficit by 2049 is

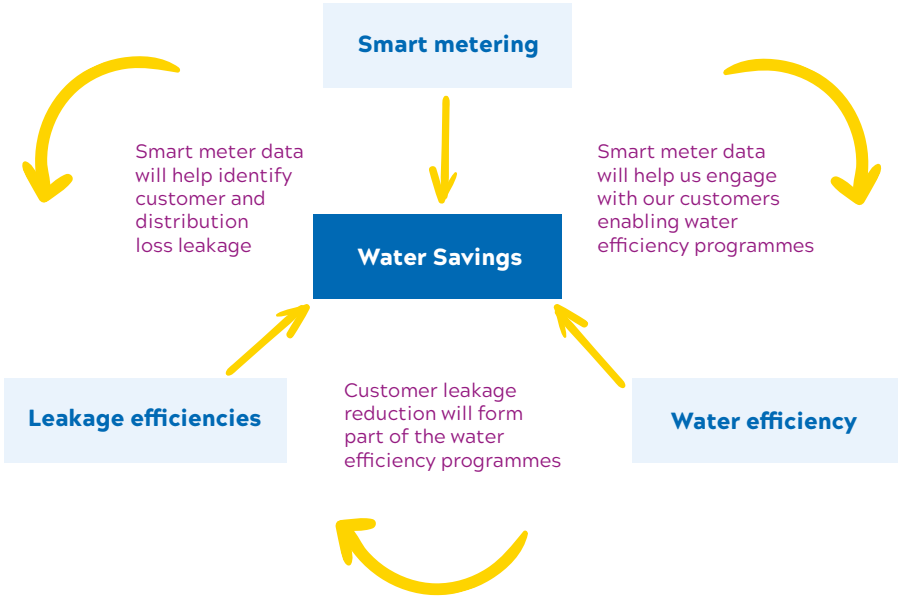
443 megalitres litres a day

That's the equivalent of **174** Olympic sized swimming pools

Our demand management strategy

Over the next twenty five years, we will continue to build on our existing demand management strategy. This means we will be able to accommodate sustainable growth at a water resource zone and regional level, whilst ensuring no deterioration for our environment.

Our customers have told us we should focus on utilising the resources we already have so we are continuing to build on our leading demand management strategy. This is our integrated approach for WRMP24:



We also continue to work with our retailers and their non-household customers, such as shops and factories, to understand how we can help improve their water efficiency

Our demand management strategy is adaptable, and we will look to respond to new innovative technology quickly. This will also help us manage any delivery risk in our programme.

Demand management is a cost-effective solution to love every drop and contributes to lowering our operational carbon footprint as we pump less water and have fewer vans on the road.

Our integrated approach to demand management for WRMP24 is designed to deliver 63 Ml/d of water savings by 2050. This saving is in addition to 55 Ml/d we aim to achieve between 2020-2025.

Smart meters will provide customers with next day water usage data, which will enable innovative and prompt communication with customers around water usage and how they can save water and money. Customers can access their daily, or even hourly, usage via MyAccount or MyApp.

With the cost-of-living at an all-time high, we know our customers care even more about making ends meet. Smart metering data can help us spot any spikes in usage (usually caused by a leak on the pipe to a customer's house or a leaky loo) and we can flag these with the customer sooner, as well as helping us to Love Every Drop.

Fixing leaks like these long lasting changes that will help our region's water usage.

Compulsory metering

Switching to a meter makes saving money and water simple. Most of our customers already have a water meter, so they only ever pay for what they use and not a penny more. The majority of our customers, almost 80% who have taken part in helping shape our plans, also agree that metering is a fair way to pay for water. Therefore, from 2025, all customers who have a meter now or in the future will pay on this basis and will be upgraded with a smart meter. Our customers also see the benefit of having a smart meter to help them be in control of their water use and bills. We will support eligible customers with our range of tariffs to help with affordability and through our Extra Care services.

Our supply-side strategy

To ensure a reliable supply of water for the future and no deterioration to our environment, we need to develop new supply-side options. These aim to store and provide the extra water we need for decades to come, so it is always on tap when our customers need it.

We already have limited sustainable water supplies above and below ground, and the sustainability reductions we are undertaking to protect the environment will further impact this. So, we have had to look at other supply-side options which are not reliant on our existing water sources.

Our customers told us that they prefer reservoirs and water reuse, rather than desalination.

Two of these new supply-side options are the new reservoirs, one in South Lincolnshire and another in the Fens. These are at the heart of our plan, and are a sustainable way of achieving secure customer supplies whilst achieving other benefits such as leisure facilities and improved habitats.

What is water reuse?

Water reuse is where used water from the sewer network is treated and cleaned to a high standard before redirecting it to a watercourse or reservoir where it is mixed with other waters. When the treated water entering the river is of a high-quality, it may help improve the local environment. Eventually the water is re-abstracted and treated to the same high class drinking water standards we supply directly to taps today.

What are reservoirs?

Reservoirs are manmade or naturally occurring lakes used as a source of water. Water is taken from rivers when there is excess water over and above what the environment needs. This water is stored in reservoirs before being treated for use.

What are transfers?

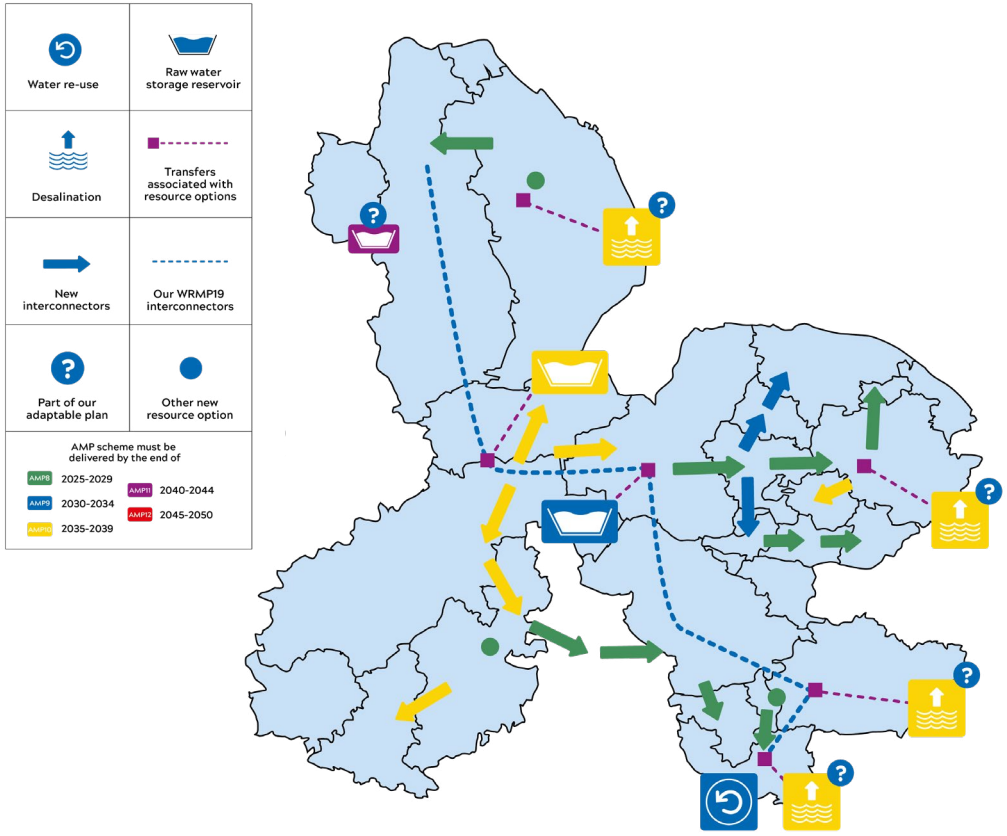
Transferring water is when we move water from areas where resources are superfluous to those that need it.

Why is it adaptable?

We want to ensure that we remain flexible if any new challenges arise. As we review our plans every five years, our options post 2040 remain flexible and will be implemented if required.

What is desalination?

Desalination is taking sea or estuary (brackish) water and treating it to remove the salt and other impurities, before treating it further to drinking water standard. It is a common method for providing drinking water internationally.



Investing in supply-side options

We are planning to build two raw water storage reservoirs to ensure resilient supplies for decades to come.

We have identified a need to build new infrastructure to store more water. The two new reservoirs – one in South Lincolnshire, and another in the Fens in partnership with Cambridge Water – could provide up to 250 megalitres of water a day to our customers. They will help protect our customers and businesses from future climate events, including hotter summers and potential future droughts. And in doing so, we will provide new habitats and areas for wildlife. Reservoirs also create great natural places to explore, and exciting new leisure facilities for people to enjoy.

The reservoirs will take flow from rivers sustainably and then store it before it is treated and supplied to our customers.

We are working with local partnerships to unlock the many benefits that these sustainable, lower energy water sources could provide to local communities, the environment and society.

Projected completion: mid to late 2030s

Why reservoirs?

We are planning for two reservoirs as we believe these will provide sustainable, lower energy water sources in comparison to desalination, which we have included later in our plan. These two major projects will secure a reliable supply of water and unlock new opportunities for the region to thrive.

The reservoirs could also deliver a wide range of environmental, social and economic benefits for our region, including:

Water resilience
Ensuring our customers remain on clean, reliable supplies.

Flood protection
Potential for reservoirs to help alleviate some flooding.

Biodiversity net gain
Creating habitats for our region's wildlife.

Public amenity
Providing facilities for people to improve their physical and mental well-being.

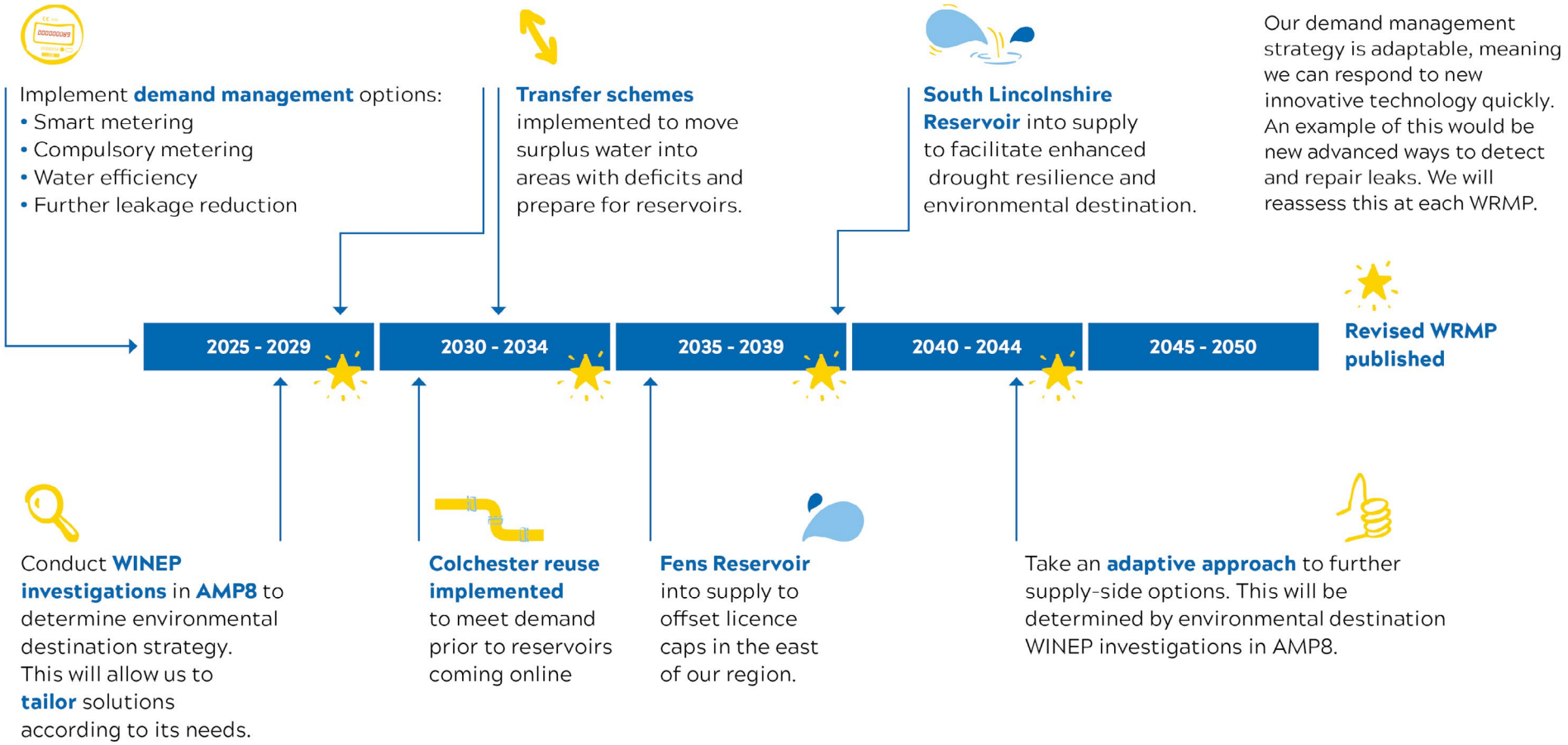
Multi-beneficiary
Working with other sectors such as agriculture to maximise benefit.

Socio-economic benefit
Providing socio-economic benefits to the local community.

Everything we do is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop. We are working closely with homeowners, landowners and communities that may be impacted by these proposals and are committed to working with all our stakeholders as the projects develop. To learn more about our strategic investments you can visit **anglianwater.co.uk/new-reservoirs**

A summary of our WRMP24

Here is a summary timeline of when the proposed demand management and supply-side investment options are planned to be delivered between 2025-2050.



How you can help continue shaping our strategy

We have worked with our stakeholders and customers to develop, inform and scrutinise our plan. This includes members of our reservoir partnerships, individual water companies, WRE stakeholders, regulators and catchment groups.

Help play a part in planning for your future resources by commenting on our draft WRMP24.

This can be done by emailing Defra at **water.resources@defra.gov.uk** or writing to them at:

Defra
Water Resources Management
Plan Water Services
Department for Environment, Food and Rural Affairs
Seacole 3rd Floor
2 Marsham Street
London, SW1P 4DF

Please state that your consultation response is related to Anglian Water's draft WRMP24.

You have until Wednesday 29th March 2023 to respond to the consultation.

We will then review all comments and feedback from customers and stakeholders before issuing a Statement of Response in June 2023, and a revised draft WRMP24 later in 2023.

Click here to visit our website **anglianwater.co.uk/wrmp** for further information on our draft WRMP24, as well as a dedicated consultation document.

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

love every drop
anglianwater