love every drop
anglianwater

Pollution Incident Reduction Plan 2026

Introduction and context

In 2026, our commitment to reducing pollution incidents remains at the heart of everything we do. As custodians of our environment and a trusted service provider to our customers, we recognise that every incident prevented represents a healthier ecosystem, a more resilient network, and greater confidence from the communities we serve.

The annual Pollution Incident Reduction Plan (PIRP) reflects on our progress over the past year, and also gives us the opportunity to share the innovative and ambitious plans we are putting in place to drive further improvements.

Our focus is clear: to protect and enhance the environment, reduce pollution incidents year on year, and deliver the high-quality, reliable service our customers expect. Through collaborative working, continuous learning, and driving operational excellence, we are determined to deliver meaningful, measurable change.

Over 2026, we will be investing in smarter technologies, strengthening our root cause analysis capability, and embedding proactive, data-driven interventions that target pollution risks before they become events.

Statement of approval from our Chief Executive

I, Mark Thurston, Chief Executive Officer of Anglian Water, hereby confirm that I have personally reviewed and approved this Pollution Incident Reduction Plan (PIRP) for the calendar year 2026, in accordance with the requirements of Section 205A of the Water Industry Act 1991, as amended by the Water (Special Measures) Act 2025.

This document sets out our plan of how we intend to reduce the occurrence of pollution incidents that are attributable to our system, including:

- The frequency, seriousness, and causes of pollution incidents attributable to our systems during the 2025 calendar year.

- The steps taken to maintain our systems and reduce pollution incidents.

- The additional measures we intend to take, continue and maintain in order to reduce the occurrence of pollution incidents, their expected impact, and the sequence and timing of delivery.

I confirm that this plan has been prepared having regard to the guidance issued by the Environment Agency and reflects our commitment to transparency, regulatory compliance, and continuous improvement in environmental performance.

Mark Thurston | Chief Executive Officer

Mark Thurston

Date: 24th March 2026

About our region

Anglian Water is the largest water and water recycling company in England and Wales by geographic area. From the Broads of Norfolk to the hills of the Lincolnshire Wolds, fast-growing cities to the dramatic Suffolk coastlines, our region is highly diverse. It is important that we understand the influences of our geography and topography on our performance.

We operate over 1,200 Water Recycling Centres, more than 100,000 kilometres of pipes and sewers, all of which are underground, and many hundreds of water storage points and storm tanks.

We recycle over 95% of wastewater sludge to agricultural land as biosolids.

We operate 1,471 storm overflows, a number which is steadily decreasing.

We require more drainage assets than any other UK water company.

A flat, heavily drained region with long, narrow watercourses.

Water and sewage must be pumped over vast distances to dispersed communities.

Flat terrain increases the risk of pollutions spreading over long distances.

28% **28% of land is low-lying with 1,200km of coastline.**

50% **50% of the region experiences groundwater issues.**
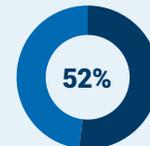
52% **52% of the region is in high-risk flood zones.**

Many assets run under farmland, increasing the risk of third-party damage.

Rural locations make monitoring more challenging.

75% of land in our region is used for agriculture and we are home to water-intensive industries such as food processing, defence and green energy.

75%

Welcome to our 2026 Pollution Incident Reduction Plan

As a business, we enter 2026 with a clear focus: delivering sustained, credible improvements in pollution performance while protecting and enhancing the environment across our region. Our commitment to preventing pollution remains steadfast, and this year's Pollution Incident Reduction Plan sets out a pragmatic, risk-based and operationally grounded approach to achieving that.

Anglian Water operates in one of the most complex and geographically diverse regions in the country. Our flat landscapes, dispersed catchments, rising main dependencies and ongoing asset deterioration all create significant operational pressures. These challenges are well understood across our teams, and the progress made throughout 2025 demonstrates what is possible when we apply discipline, data-driven decision-making and collective accountability.

Over the past year, we strengthened our operational controls, expanded our capability at pumping stations, increased monitoring across priority assets, and embedded new ways of working that have already delivered measurable improvements.

We have had two independent reviews on the outcomes of our Pollution Reduction Programme, which confirm our pollutions risk at treated assets has reduced, with further recommendations, which we are progressing. These are not standalone activities; they represent a shift towards earlier detection, faster response and deeper understanding of root causes.

They also reflect the mindset I see every day: people asking the next question, challenging assumptions, and striving to do the right thing for our customers and the environment.

One of the things I am most proud of is the way teams have come together. Our success in reducing risk has been built through partnership across operational, tactical, analytics and frontline colleagues. It has been, in every sense, a team-of-teams effort — something that has been evident throughout the year and consistently celebrated across our organisation.

This PIRP sets out how we will continue that momentum in 2026:

- targeting interventions where they will have the greatest impact,

- strengthening resilience across high-risk assets, and

- embedding organisational learning into the way we work.

It is important to acknowledge the evolving landscape, including changes in definitions and the introduction of new metrics. We recognise that these adjustments mean our performance and drivers will need to be re-baselined over the coming period.

It also reflects our ongoing commitment to transparency, continuous improvement, and delivering the right outcomes. I want to thank everyone who contributed to the progress we have made so far. Your work really does make a difference every day.

Looking ahead, I am optimistic. There is genuine opportunity to go further and faster, and I'm confident that with the capability we have built — and the dedication I see across our teams — we can deliver another year of meaningful improvement. I'm excited to see what 2026 brings for all of us.

**Emily Timmins,
Director of Water Recycling**

About this Pollution Incident Reduction Plan

The Pollution Incident Reduction Plan sets out Anglian Water's pollutions performance over 2025 and our strategic, long-term approach to reducing pollution incidents through strengthening operational resilience.

Its purpose is to provide a transparent, evidence-based plan that identifies where and why pollution occurs, how risks are being managed, and what specific actions will deliver measurable and sustainable reductions.

The PIRP forms part of Anglian Water's broader commitment to environmental protection, customer trust and regulatory compliance – and pollution reduction remains a central priority.

2026 marks the first year that Pollution Incident Reduction Plans across the water sector are a statutory requirement, following the publication of the final guidance from the Environment Agency and Natural Resources Wales in December 2025.

This guidance defines how water companies must prepare, structure and publish their Pollution Incident Reduction Plans, forming the basis for compliance with the Special Measures Act. The new framework also requires companies to demonstrate transparent performance forecasting, robust root cause reporting, and clear descriptions of the expected pollution-reduction impact of planned measures.

Statutory PIRPs represent a significant regulatory shift: the plans are now formal deliverables subject to legal review, external assurance and increased scrutiny. Anglian Water has responded to this change by strengthening its governance, commissioning independent legal and subject-matter review where required, and aligning its action plans and narrative with the regulatory intent of the new framework.

The 2026 PIRP represents a clear statement of our ambition to reduce pollution incidents through sustained, systemic improvement across our networks, pumping stations, rising mains, and treatment works.

Regulatory changes

The guidance, which came into effect on 1 January 2026, is designed to broaden the scope of pollution reporting metrics.

At the time of reporting (March 2026) the UK water industry continues to evolve and adapt to regulatory change. The introduction of Water Industry Regulation Incidents (WIRI) guidance (Guidance for reporting and assessing water industry regulation incidents), has a material impact on the way we measure and report pollutions going forward. This is due to broader compliance metrics encompassed within the definition of pollution events This will, for example, see the additional inclusion of the number of dry day and no-impact events in our overall pollution reporting figures.

The Environment Agency (EA) published new guidance 'Guidance for Reporting and Assessing Water Industry Regulation Incidents (WIRI guidance) replaces the "16_02 Operational Instruction" and sets out how water companies are expected to report and record pollution incidents.

For Anglian Water, this new approach will influence reporting expectations. Alongside the revised guidance, the EA has released an updated methodology for the Environmental Performance Assessment (EPA) covering 2026–2030. Future assessments of Anglian Water's environmental performance will use eight metrics to determine an overall rating, ranging from 1 (worst) to 5 (best).

Although numbers and ratings for total pollution incidents will continue to be included in the EPA, they will not contribute to the rating. Instead, this data will be collected over two years to allow performance to be re-baselined across the sector, allow for the issue of new guidance, and support target setting in 2028 – at which point total pollution incidents will again count toward the newly established rating system.

This PIRP has been written in line with new section 205A of Water Industry Act, inserted by the Water Special Measures Act.

Key features of the guidance include:

- **Incident reporting**: Captures and records all pollution events clearly and consistently to meet statutory PIRP reporting requirements.

- **Regulatory appeals**: Provides a structured process to review and challenge incident classifications in line with regulatory expectations.

- **Asset-based self-reporting**: Uses tailored asset guidance to ensure consistent, accurate self-reports that evidence maintenance and performance.

- **EA permit compliance**: Reflects how the Environment Agency assesses compliance so PIRP measures and reporting align with regulatory scrutiny.

- **'No-impact' and third-party incidents**: Ensures all incidents – regardless of source or impact – are logged and assessed to maintain full transparency across the sector.

- **Information gathering**: Strengthens evidence collection through improved monitoring and investigation to ensure robust PIRP submissions.

Will this impact Anglian Water's performance reporting?

Implementation of the new guidance will lead to several changes; most notably, we will see an increase in the number of reported pollution incidents.

Uplifts are expected due to:

- Removal of Category 4 'no-impact' claims for incidents that have reached a watercourse (with the exception of cases of discharges of raw water or potable water that may have no impact on the receiving water).

- Inclusion of reporting of dry day spills – particularly relevant in areas with infiltration challenges and ground water affected networks.

- A stricter bar on the assessment of third-party incidents, meaning it is likely that fewer incidents will be recorded as being the responsibility of a third party.

- A standardisation of sampling practices by specifying parameters and distances that should be sampled.

The changes will increase the number of reported pollution incidents, regardless of actual deterioration in the water environment.

We do not expect the changes to significantly affect the classification of the most serious Category 1 and 2 incidents, with the exception of the upward pressure created by potential unsuccessful third-party claims.

However, the EA anticipates that widespread use of Event Duration Monitoring (EDM) across storm overflows will identify many events that previously went undetected. As a result, there will be a significant increase in recorded Category 3 incidents, as pollution incidents that reach water (that have no impact on the water environment) will no longer be downgraded to a Category 4 'no-impact' Category.

Meeting regulatory requirements from Ofwat

The Environment Agency guidance advises that interventions should also deliver against Ofwat Performance Commitment Levels (PCLs). The PCL framework is a set of economic incentives that aims to encourage improved performance by water companies. The PCLs are not in and of themselves environmental compliance standards.

In our Business Plans we propose the levels we can achieve for each PCL alongside the costs required to achieve those, bearing in mind what customers have told us about their willingness to pay for particular outcomes. Performance against PCLs does not, in isolation, reflect the overall quality of service a company delivers.

In AMP8 (2025-2030), enhancement allowances are ring-fenced to specific activity by Price Control Deliverables (PCDs) set by Ofwat, and water companies are largely free to optimise their base expenditure to meet the various competing pressures of asset maintenance, operational costs and improving performance. In the case of pollution incidents, there is no specific enhancement funding provided by Ofwat to improve pollution performance, and no associated PCDs.

All water companies have financial and reputational drivers to improve performance. However, this improvement may be achieved at a different pace to Ofwat's PCL, which may not be economical nor achievable within AMP8.

Anglian Water did not accept Ofwat's PR24 Final Determination and referred the matter to the Competition and Markets Authority (CMA) for a full redetermination. Ofwat's Final Determination failed to strike an appropriate balance of risk and return capable of attracting the level of investment needed to deliver our plan, putting the long-term financial and operational resilience of Anglian Water at risk.

Anglian Water have requested the CMA to make a number of targeted interventions to increase allowances across its base expenditure, grant enhancement allowances for growth at sewage treatment works and amendments to PCLs to address industry-wide miscalibration. These changes would support delivery of the commitments set out in this plan. The process concludes in March 2026.

Flow Compliance

In September 2025, Ofwat accepted legally binding undertakings from Anglian Water under section 19 of the Water Industry Act 1991, requiring us to develop and deliver a comprehensive Remediation and Compliance Plan to ensure full compliance with Regulation 4 of the Urban Waste Water Treatment Regulations (UWWTR), section 94 of the Water Industry Act 1991, and Licence Condition P12.

We have committed to a £62.8 million redress package through these Undertakings. This includes an Excess Flow Management Plan in multiple catchments and new approaches to tackling infiltration, urban creep and stormwater management. Compliance with these obligations requires a long-term, structured and transparent programme of investigation, investment and operational excellence.

Our Long-Term Plan for Flow Compliance will be published separately. It will outline how we will meet our intention in the short and long term, to ensure that all wastewater entering our systems is fully treated under normal local climatic conditions, that storm overflow spills are limited to exceptional or unforeseeable events, and that we can demonstrate compliance through robust, transparent and high-quality data. Our Long-Term Plan for Flow Compliance operates alongside, and is directly reinforced, by the PIRP. Both plans share a common objective: to ensure our wastewater systems are managed, monitored and maintained in a way that prevents environmental harm and supports sustained compliance with Regulation 4 of the UWWTR, section 94 of the WIA91 and our Licence obligations.

Both plans are underpinned by the same governance, assurance and reporting architecture, including enhanced telemetry, strengthened data verification, structured root cause analysis and clear escalation pathways to the Executive and the Board.

Summary of our performance

In 2025, our total pollutions reduced to 371 from 437 in 2024.
This demonstrates a clear and measurable improvement in our run rate and the early impact of our strengthened operational focus. Our pollutions metrics are measured on a calendar year basis.

Metric	2025 performance	Regulator
Total pollutions All incidents classified under the Environment Agency's Common Incident Classification Scheme 16_02 as major (Category 1), significant (Category 2), or minor (Category 3) environmental impacts	371 (Water Recycling) 65 (Water)	Environment Agency
Category 1 (significant)	1	Environment Agency
Category 2 (minor)	11	Environment Agency
Category 3 (environmental impacts)	359	Environment Agency
Total pollutions	371 (against Ofwat target of 191)	Ofwat
Serious pollutions	12 (against Ofwat target of 0)	Ofwat

Root causes of 2025 pollutions

371
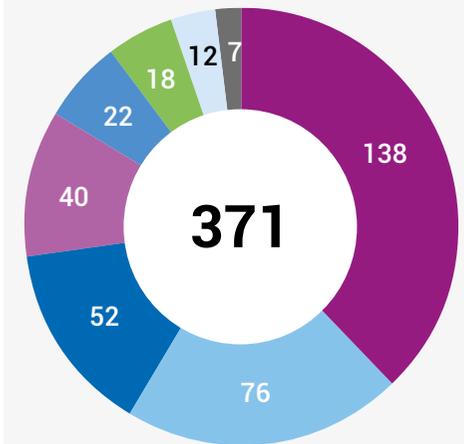
- 138 Blockages
- 76 Electrical
- 52 Civil and structural
- 40 Mechanical
- 22 Hydraulic overload
- 18 Human
- 12 Biological
- 7 General

While our performance isn't where we want it to be, our year-on-year reductions are a positive sign — a result of more proactive intervention, better targeting of high-risk assets and refinement of our operational processes. This year's success provides a foundation for the further, more substantial improvements we are targeting in 2026 and beyond.
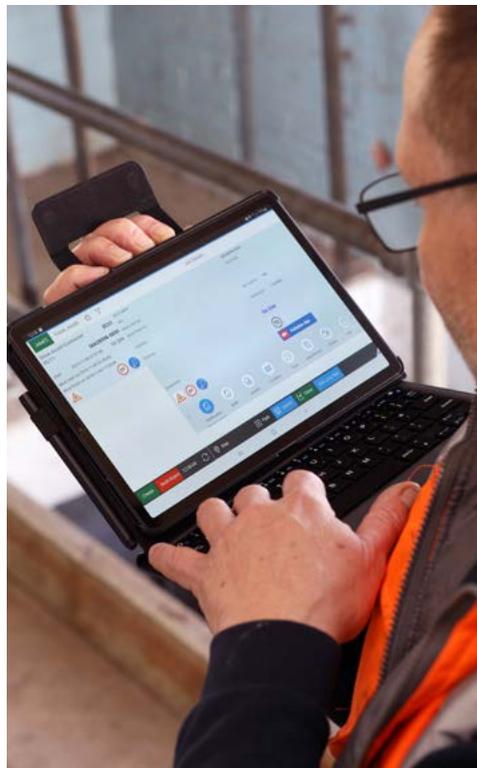
Overall incident numbers in 2025 were influenced by the exceptionally dry weather conditions experienced across the region. This was evident in the fact that we had a 71% reduction in pollutions related to hydraulic overload when compared to 2024. This shows the direct correlation between rainfall intensity and increased load on our networks. In wetter years, infiltration, inflow, and storm water volumes increase flow beyond designed capacity, driving a higher likelihood of pollution events.

However, extended periods of low rainfall reduced natural flows within the sewerage network can lead to other pressures: increased sedimentation, concentration of wastewater, and greater build up of fats, oils, grease, wipes and debris within pipes. These conditions create a higher baseline susceptibility to blockages and sewer collapses, which increases the likelihood of pollution events once flows increase.

A dry year also reduces dilution in receiving watercourses, meaning that when pollutions do occur, the environmental impact is often greater, resulting in a higher probability of impact. In addition, sustained low groundwater recharge can lead to ground movement and shrink-swell effects, particularly in clay soils, contributing to structural failures in rising mains and foul sewers.

These pressures were observed across several asset types during 2025, reflecting the sensitivity of an ageing infrastructure network to prolonged dry weather conditions. The combination of accumulated in-sewer material, reduced hydraulic resilience, and increased structural vulnerability significantly shaped the pollution profile for the year. This context is essential when interpreting performance against the Ofwat PCLs, with the operational risks associated with extreme dry weather conditions materially affecting our ability to meet these targets.

Overall, we can take some key lessons forward from 2025, to drive further improvements.

Key achievements include:

- Leveraging advanced models and enhanced data to inform timing and high-risk location strategies, with a focus on foul sewer blockages, pumping stations and rising main failures.

- Using expert capabilities and advanced technology to intervene when it matters most to understand the potential consequences or likely outcome of an issue or risk.

- Upgrading our ability to respond quickly via people, equipment, data and processes by interrogating the data we have.

- Prioritising system-wide approaches over isolated quick fixes.

- Increasing funding and frontline staff, improving attendance times and overall time to contain or control potential pollutions.

We commissioned two independent reviews on the effectiveness of our interventions in 2025, with a summary of the findings and recommendations shared in the Additional Information section, page 62.

Our actions planned for 2026

As we head into 2026, we are focused on reducing the three primary root causes of pollutions: foul sewer blockages, civil and structural failure of underground assets and pumping station power supplier network failures. Together, these accounted for 82% of our total pollutions in 2025.

Our strategy is aligned with organisational objectives to systematically minimise and manage such events. Targeted interventions will help tackle underlying root causes. This methodology is underpinned by rigorous processes for 'Response to Failure/Events', as well as an ongoing commitment to developing capability and behaviours to support operational excellence.

The Funding Challenge

Over AMP8 we have been allocated approximately £11 billion into running our business, with £4 billion earmarked for improving our performance and protecting the environment.

The sector is under increasing pressure to deliver tangible reductions in pollution incidents, while simultaneously managing rising costs, regulatory requirements and the need to upgrade deteriorating assets.

The funding challenge is not unique to Anglian Water but reflects a broader pattern across the UK water industry. Securing adequate financing for pollution reduction plans is particularly complex, as much of the available funding must be balanced against other operational and environmental priorities and customer affordability.

The absence of dedicated regulatory funding for pollution mitigation means that water companies must adopt innovative, cost-efficient approaches, including leveraging advanced technologies and data insights, to maximise the impact of their investments.

In light of these financial constraints, our strategy emphasises effective response, flow control and containment measures as practical alternatives to large-scale capital investment. By focusing on rapid incident response, optimising flow management, and containment solutions, we can significantly reduce the impact of pollution events while making the best use of available resources. Our interventions are linked to our long-term plans for flow compliance and resilience.

Over 2026, we will prioritise interventions that deliver the best pollution risk reduction, focussing on the reduction of impactful and environmentally harmful events (expected to be delivered from our base maintenance budget).

We will address the challenge of a constrained capital maintenance budget – which impacts how much we can spend to upgrade our ageing asset base – by understanding where our highest-risk sites/most impactful locations are, and prioritising.

We will take a holistic approach to tackling our key challenges, driving cost efficiencies wherever possible, alongside high-quality modelling, advanced technologies and data insight, so we can make the right decisions at the right time. And we will take steps to better understand root causes, improving the basis of our Root Cause Analysis (RCA) framework.

There is no specific enhancement funding provided by Ofwat to improve pollution performance, and no associated Price Control Deliverables. The funding shortfall when it comes to maintaining, repairing and upgrading our asset base is an ongoing challenge. The allocations from Ofwat for AMP8, while significant, restrict our ability to invest in the renewal and enhancement of our ageing infrastructure. We are constrained by the limited capital maintenance budget, which requires us to make difficult decisions about which sites and assets to prioritise based on risk and value for money.
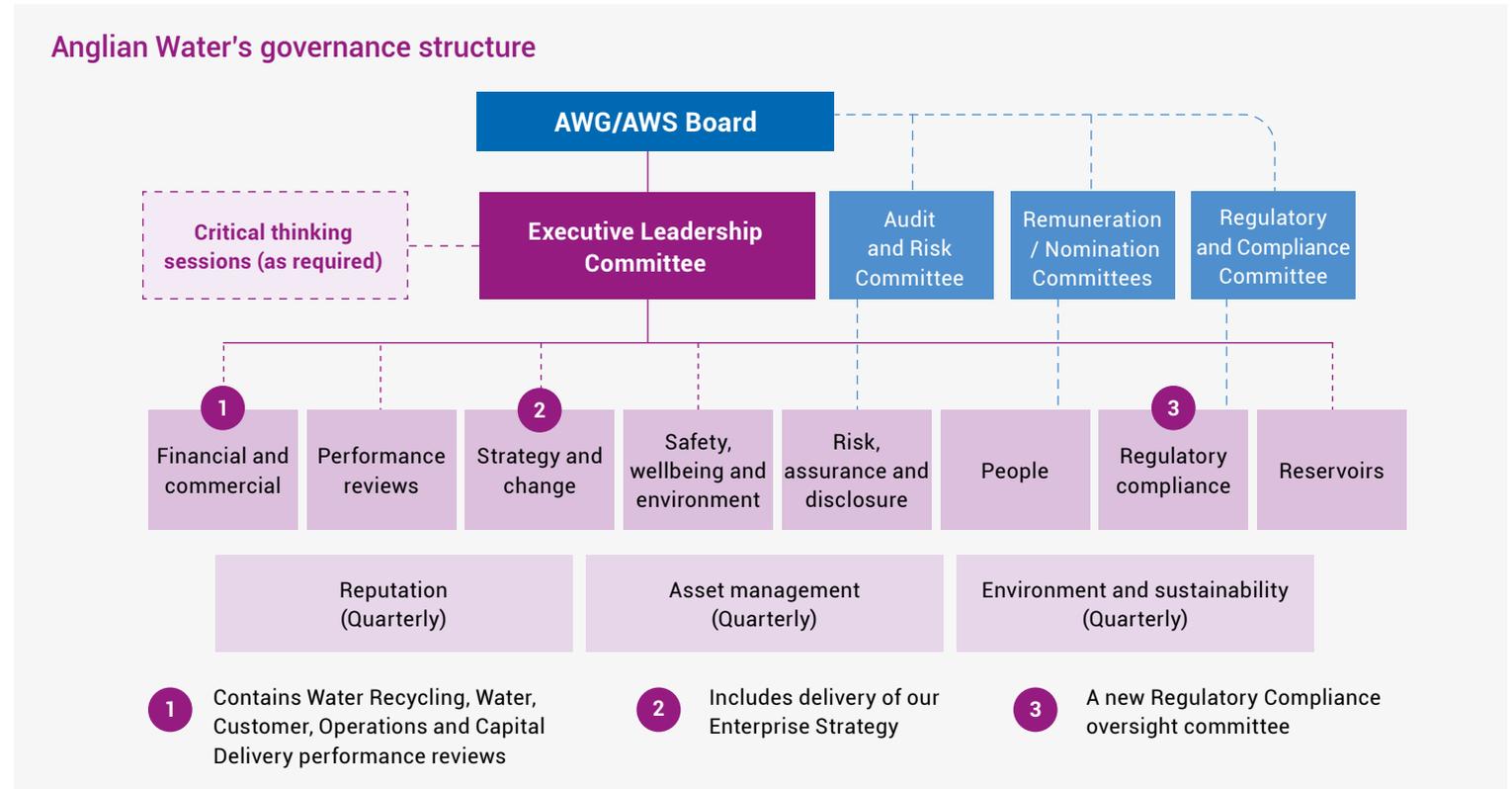
Pollutions and spills governance

Over the past year, we have improved our governance structure to create a clear line of sight at leadership level.

The Anglian Water Services Limited (AWS) Board retains overall oversight. The Board receives monthly performance reports, containing a number of measures relating to progress and has embedded accountability for delivery against our Purpose.

In 2025, we created the Regulatory Compliance Committee. This Committee supports the Board by providing leadership, assurance and oversight of the company's compliance with key regulatory reporting requirements and major regulatory risk areas. Meeting at least three times a year, the Committee reviews core regulatory submissions, including those to Ofwat, the Environment Agency and the Drinking Water Inspectorate, and oversees compliance with duties under associated environmental legislation.

It monitors investigations, reviews major project submissions, and evaluates internal assurance on issues ranging from pollution incidents to water quality.

Anglian Water's governance structure

1. Contains Water Recycling, Water, Customer, Operations and Capital Delivery performance reviews

2. Includes delivery of our Enterprise Strategy

3. A new Regulatory Compliance oversight committee

The Committee also advises the Board on emerging regulatory risks, areas of non-compliance and necessary improvement actions, ensuring robust governance and transparent regulatory engagement across the business.

Outside of our formal governance structure, peer review groups regularly meet to ensure we consistently and thoroughly investigate the underlying causes of environmental incidents. These groups work within our Operational Control structure, acting as an additional layer of oversight. Their role is to confirm that we fully understand both where things have gone wrong and where we have succeeded, identifying opportunities to learn and improve.

Through this governance framework, we actively monitor potential risks and escalate them to the relevant levels of management. It also informs staff training and performance management, supporting our overall pollution prevention strategy.

How we investigate and report pollution incidents

The initial 30 minutes upon arrival at a suspected pollution event are critical, shaping the overall environmental impact. These minutes influence and can define the environmental outcome. Every potential pollution incident receives early investigation and risk assessment, clear communication, rapid escalation where required and structured evidence capture via our Pollution Evidence Capture system, minimising environmental harm and supporting accurate EA reporting.

Our guiding principle is to ensure the EA is notified at the earliest possible opportunity of any incident with actual or potential environmental consequences, following internal validation confirming the event is reportable. We monitor self-reporting as a key performance indicator to strengthen this partnership and oversee post-event analysis in accordance with EA expectations. The immediate priority during a pollution incident is to contain and mitigate any potential impact.

Our approach is:

- **Build trust** – report within 30 minutes once validated, aligned to Environment Agency expectations and enforcement considerations.

- **Build confidence** – validated dual sign-off process prior to reporting, enhancing the accuracy and reliability of information shared.

- **Risk based** – focus on potential or actual environmental impact, underpinned by robust assessment.

- **Do the right thing** – maintain comprehensive records, including rationale and subsequent actions, supporting accountability and traceability.

Investigation and learning

We initiate an Environmental Protection Plan (EPP) whenever an incident is suspected or confirmed to pose a risk to the environment. This ensures each event is thoroughly documented, investigated, and that all mitigation or resolution actions taken on site are properly recorded. Completed EPPs undergo comprehensive review as part of our oversight processes, helping us evaluate and enhance our management systems to prevent future environmental harm.

Our structured Root Cause Analysis (RCA) approach is designed to uncover the underlying factors behind each event with greater detail and transparency. By applying this at critical points in our pollution response, the EPP process helps us build a robust dataset for measuring the effectiveness of our interventions. This allows us to pinpoint weaknesses across our three lines of defence – assets, monitoring, and people – and identify areas for ongoing improvement within our management framework.

Forecasted performance across the AMP

To strengthen our capability, in 2026, we are taking a more structured and proactive improvement approach:

- Expanding technical and operational training for field teams, control centre colleagues and field technicians to ensure consistent, high-quality intervention at the earliest signs of risk.
- Root cause analysis (RCA) will be further leveraged across all asset types, with enhanced governance to ensure that any pollution events drive corrective action and system-level change.
- Accelerating our continuous improvement strategy, using insight from 2025 performance to refine maintenance strategies, standardise responses, improve data utilisation, and strengthen accountability.
- Robustly review our end-to-end process management framework for pollution incidents, ensuring all stages are systematically monitored and optimised for effective prevention and mitigation.

When assessing our performance in line with Ofwat's targets, we expect to be in a penalty position in year two of AMP8, with an improving trend across AMP. This position may be influenced by regulatory developments and the outcome of the CMA determination.

Our current forecast indicates that Anglian Water is likely to achieve a 2-star rating from the Environment Agency in years two to four of AMP8, rising to a 3-star rating in year five as our performance improves. This is based on 16_02 guidance, upon implementation of the additional metrics within WIRI we will be re-baselining our performance position.

In 2026, our current forecast is 359 Category 1-3 EPA measured pollution events and seven serious pollutions. Our evaluation of recent events and root causes demonstrates that annual performance may vary by up to +/- 50, primarily attributable to hydraulic overload and the impact of climate change, volume of rainfall and change intensity. This assessment has been validated independently.

Glidepath to the end of AMP8 for Total Pollutions

Glidepath to the end of AMP8 for Serious Pollutions
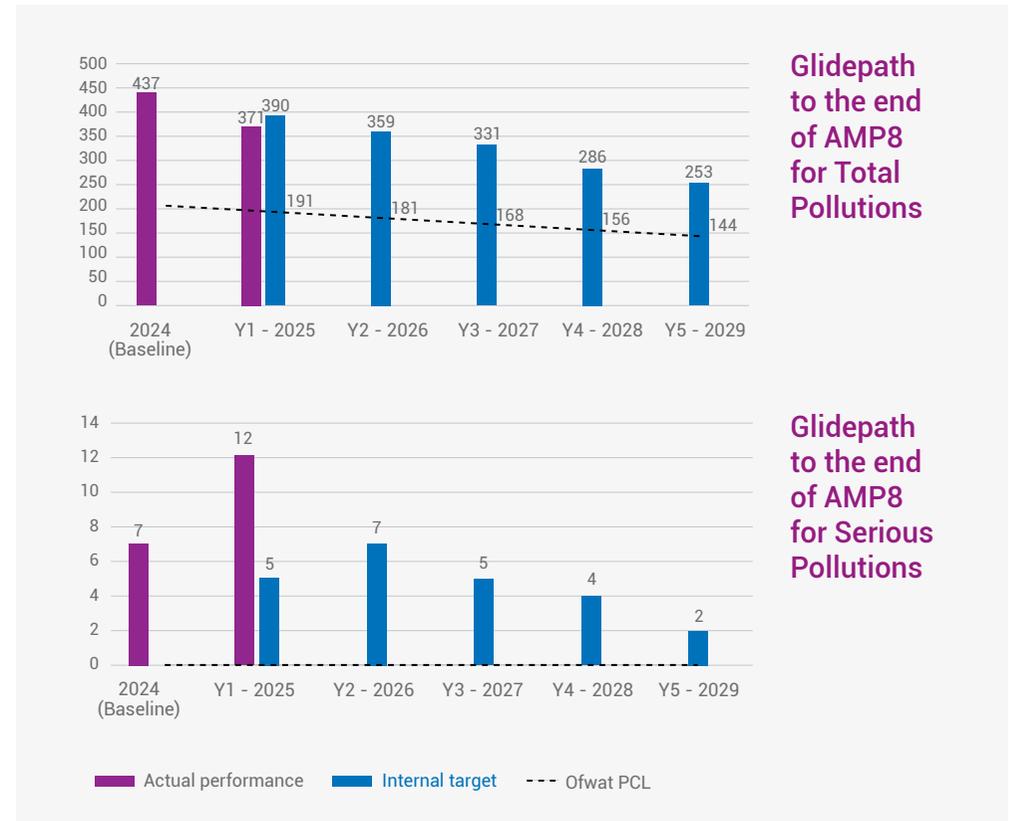
These actions, combined with targeted investment and embedding key data and insight opportunities, will support a more resilient network and drive the sustained reduction in total pollutions expected.

Our current assessment indicates that we will not meet the Ofwat PCL in 2026 for total and serious pollutions.

However, we remain fully committed to closing this performance gap, and our longer-term plan is designed to achieve the PCL. We are focused on reducing our pollution run rate through targeted operational, behavioural and system improvements. We recognise the scale of the gap and fully appreciate that this requires improvement, which we will work hard to deliver.

Frequency, seriousness, and causes of pollution incidents in 2025

In this section we break down pollutions by asset class, with a full explanation on the 12 serious pollutions that occurred over the year.

The information provided throughout this report is true and correct as of 09/03/2026.

Frequency and seriousness of pollution incidents from all asset types in 2025

Our Performance Commitment Level for 2025 was 191 pollutions. While our performance remains short of where it needs to be, the reduction of total incidents shows that our approach is having an impact, setting us up for further substantial improvements

throughout AMP8. Even when considering upward pressure – 2025 was an extremely dry year – this was the first year since 2022 that we have seen a positive reduction, demonstrating our interventions are working.

This positive shift reflects enhancements made through our pollution reduction programmes, including more proactive intervention, better targeting of high-risk assets and refinement of our operational processes.

Total pollution incidents by month
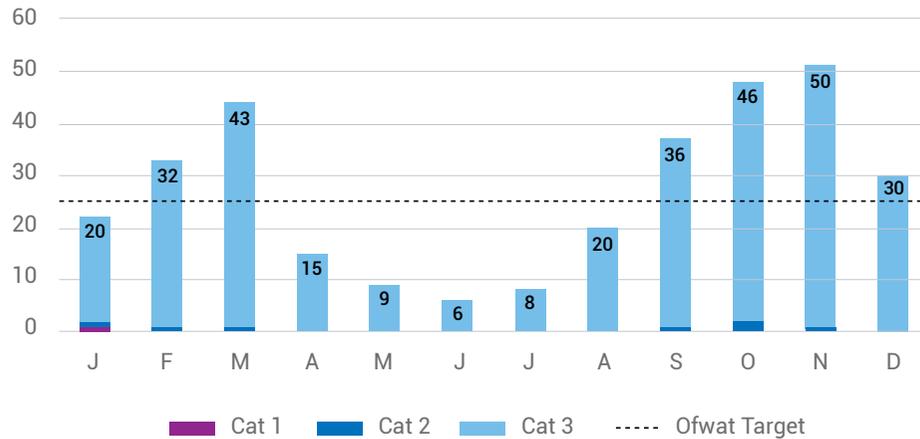
Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	45
February	0	1	42
March	0	1	42
April	0	0	44
May	0	2	45
June	0	1	30
July	0	1	41
August	1	0	33
September	0	0	23
October	0	4	23
November	0	1	31
December	0	0	25

Serious pollutions (Category 1 and 2)

Our 2025 performance did not meet the Ofwat Performance Commitment Level (PCL) of zero serious pollutions. We recorded 12 serious pollution incidents during the year, representing material variance against our performance expectations and a deterioration from 2024.

This rise is due to a combination of electrical failures, asset deterioration, control system faults, and delays in operational response. Analysis shows that these incidents were driven by systemic resilience constraints, including ageing assets, limited electrical redundancy, and hydraulic pressures that could not reasonably have been mitigated without the larger-scale renewal or redesign interventions identified in our Drainage and Wastewater Management Plan (DWMP).

Although the underlying intent of the PCL is to incentivise improved environmental outcomes, analysis shows that several of our incidents were influenced by circumstances that could not be mitigated without substantial changes in asset condition or system resilience.

The incidents occurred across a range of asset types, pumping stations, rising mains, foul sewers and water recycling centres, with no single dominant root cause. Pumping stations featured prominently, with several events caused by loss of power or electrical/control system failures, including mains incomer faults, PLC card failures and misconfigured actuators preventing equipment from operating as intended.

Blockages within the foul sewer network were also a significant factor, driven by fats, oils and grease, debris, non-flushable and third-party materials, leading to surcharge and uncontrolled discharges. Structural deterioration in rising mains, including corrosion and historic defects, contributed to bursts and environmental impact while isolated failures at water recycling centres were linked to equipment faults.

In response, and in line with EA expectations to set out mitigation linked directly to root cause, we are strengthening our forward plan through the targeted interventions contained within our DWMP, particularly in high-risk catchments where ageing

infrastructure and capacity constraints present the greatest pollution risk. Our EDM strategy is also central to improving resilience: we are expanding and upgrading monitors to increase coverage, reliability and data granularity, enabling earlier identification of hydraulic stress and asset underperformance. This data is now embedded within predictive maintenance processes and informs catchment level risk modelling to prevent escalation to serious incidents.

Alongside this, we have enhanced incident escalation processes, increased operational resource availability during high-risk weather periods,

and embedded additional technical and operational safeguards. These are our second and third lines of defence to stop minor failures escalating into serious pollution events. These improvements align with the wider PIRP approach outlined in our governance and system investigation processes.

Learning from each incident has been incorporated into our investment planning, operational standards, and the refinement of our DWMP to support sustained improvement, in line with this plan.

Breakdown of Serious Pollution by asset type

- 5 Pumping Station
- 3 Foul Sewer
- 2 Rising Main
- 2 Water Recycling Centre
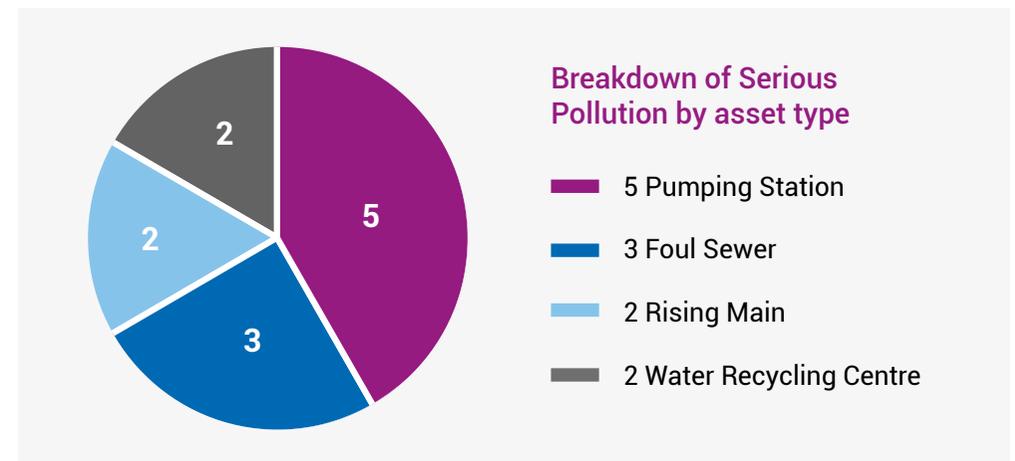
Pumping Stations

Event number	Reported date and time	Location Interventions	Seriousness (Category)	Root cause(s)	Immediate cause
2438497	24/10/2025 23:54	Godmanchester Pumping Station	2	Currently under appeal	Mechanical – Part Seized
2423130	26/08/2025 16:19	Stifford Pumping Station	1	Procedure not suitable	Electrical – Control/Instrumentation
2404662	06/07/2025 17:20	Lowestoft Sea Outfall	2	Electrical – Unknown	Electrical – Unknown
2359756	19/02/2025 11:59	Rushden Pumping Station	2	Control measures ineffective	Human – Inadequate Knowledge
2444535	21/11/2025 08:07	Gunthorpe Pumping Station	2	Currently under appeal	Electrical – Component Failure

Godmanchester Pumping Station

On 24 October 2025, a pressure alarm at one of our pumping stations led to checks being carried out at both the pumping station and the rising main. While no mechanical faults or structural failures were found on our assets, further field investigation identified a wastewater discharge into a nearby drainage ditch. Following in depth site exploration, the source was confirmed to be a discharge from the site's pumped storm overflow, caused by a seized valve on the storm main. Upon discovery, the valve was closed stopping the discharge.

The ditch carries rainfall from nearby agricultural land and normally contains no aquatic wildlife. Monitoring confirmed no lasting environmental harm, and the ditch was flushed with treated water for eight days to support recovery. The highest ammonia reading recorded was 10 mg/l at 1.8 km downstream. The impact was worsened due to delays in identifying the cause of the discharge and land access issues. The discharge was contained within the ditch, had no lasting ecological impact. This event is currently under regulatory appeal.

Stifford Pumping Station

On 26 August 2025, a mechanical fault at one of our pumping stations caused a part of the system to close incorrectly, diverting incoming wastewater to the storm overflow. This led to a discharge into the Mardyke watercourse for around 18 hours.

A previous system note instructing staff to ignore certain alarms meant the issue was not identified as quickly as it should have been. Once discovered, the discharge was stopped and recovery work began, including flushing the river and installing aeration equipment to restore oxygen levels.

The incident caused significant environmental impact, including fish mortality across several species, and was classified as a Category 1 pollution. Following the event, improvements were made to alarm processes, communication, and out-of-hours response to reduce the likelihood of recurrence.

Lowestoft Sea Outfall

On 6 July 2025, a fire was reported at one of our coastal sites, which led to the site temporarily operating through its short sea outfall. Electrical damage meant tankers and generators could not be used straight away due to safety concerns.

Over-pumping began after midnight on 7 July to lower storm well levels and understand the extent of the issue. Further actions were taken to reduce flows into the network, including diverting incoming wastewater and limiting industrial discharges. Tankering support was added from 8 July. Investigation confirmed that the incident was caused by storm pump failures, combined with a partially closed valve and a restricted outfall pipe. These factors caused internal electrical damage, affecting the site's normal operation.

Because flows were entering the short sea outfall, daily beach inspections, litter picking, and water quality sampling took place. A separate equipment failure on 7 July increased flows temporarily, which we supported with the use of additional tankers.

The emergency overflow stopped in the early hours of 9 July. No lasting ecological damage occurred.

Rushden Pumping Station

On 19 January 2025, a burst rising main at Rushden TPS caused sewage to spill onto nearby land and led to several emergency overflow discharges into a local watercourse.

The rising main is believed to have failed due to long-term wear caused by corrosive ground conditions and the movement of silt within the pipe. While repair work took place, teams reduced flow from the pumping station and deployed tankers to limit the amount of wastewater entering the damaged main. However, the reduced pumping rate and periods of lower tanker availability meant flows could not be managed as effectively as they should have been, resulting in several overflow events from the pumping station. Mitigation included hay bales, sandbags and tankering to support the network, alongside continued monitoring of water quality. This resulted in a Category 2 pollution to water, and a Category 3 to land.

Gunthorpe Pumping Station

On 21 November 2025, a power failure at a pumping station caused the wet well to overflow and discharge through the site's emergency overflow. The issue was traced to a failed mains incomer isolator, which prevented the pumps from operating. Tankers were quickly deployed early to help manage flows, although initial access difficulties required a change from large articulated tankers to smaller rigid vehicles. Tankering support was increased to 16 vehicles as the response developed. Hay bales were delivered to support mitigation but were not required on site. Pumping capacity was restored once power was reinstated, and mitigation remained in place to reduce further impact.

This event is currently under regulatory appeal.

Rising Main

Event number	Reported date and time	Location Interventions	Seriousness (Category)	Root cause(s)	Immediate cause
2392854	01/06/2025 22:31	Thundersley Rising Main	2	Control measures ineffective	Civil/Structural – Third Party Strike
2438176	23/10/2025 12:47	Ormesby Rising Main	2	Control measures ineffective	Civil/Structural – Wear and Tear/Corrosion

Thundersley Rising Main

On 1 June 2025, we received a report from a member of the public regarding fast-flowing sewage entering roadside drains and damage to the road surface. The issue was traced to a burst rising main, which caused sewage to flow into surface water gullies and reach the boundary of nearby properties.

A technician arrived shortly after the report and confirmed a burst had occurred. Tankers and sandbags were deployed to reduce flooding and manage flows, with additional tanker support added overnight. Pumps at the nearby pumping station were temporarily turned off to reduce the amount of wastewater entering the damaged pipe, though high flows meant the emergency overflow and an upstream CSO spilled intermittently.

The repair to the rising main was completed in the early hours of 3 June, and the pumping station was brought back into service shortly afterwards. Tankers remained in operation at 900m downstream to support the watercourse during recovery.

Ormesby Rising Main

On 23 October 2025, a burst rising main caused foul water to enter the surface water system and discharge into an uncapped ditch. The root cause was a structural failure of the rising main, resulting in loss of containment. Mitigation began the same day, including a significant tankering operation to manage flows, sandbagging to prevent the discharge reaching the Ormesby Broads, and temporarily switching off pumps to reduce volume entering the damaged pipe. Aeration was installed to support water quality and remained in place until 28 October. Although the impact was contained to the ditch, unfortunately, a number of deceased fish were found downstream. Repairs were completed following the incident, including rising main and air valve replacement to reduce the risk of recurrence.

Foul Sewer

Event number	Reported date and time	Location Interventions	Seriousness (Category)	Root cause(s)	Immediate cause
2435758	13/10/2025 08:15	Rockingham Road Foul Sewer	2	Currently under appeal	Blockage – Third Party Foreign Object
2392414	30/05/2025 14:22	Dry Drayton Foul Sewer	2	Asset deterioration	Blockage – Debris
2365310	10/03/2025 00:36	Torridon Drive Foul Sewer	2	Asset deterioration/flow control	Civil/Structural – Wear and Tear/Corrosion

Rockingham Road Foul Sewer

On 13 October 2025, sewage was confirmed to be entering a stream near Rockingham Road following a customer report of fast-flowing liquid in the watercourse. We arrived to the discharge location quickly, and found a damaged section of cast-iron foul sewer, where a missing soffit and a blockage caused by non-flushable items redirected flows into a surface water culvert. Mitigation was deployed immediately, including tankering from within the network, use of hay bales and sandbags, and additional tankers the following day to support dilution by transferring treated effluent.

This event is currently under regulatory appeal.

Dry Drayton Foul Sewer

On 30 May 2025, sewage was confirmed to be entering a ditch near Dry Drayton following reports of overland discharge from a roadside manhole. We arrived at the location and found that a collapsed section of foul sewer, where concrete and debris had built up around a structural defect, had caused a blockage and redirected flows into the surface water system. Mitigation was deployed immediately, including the use of multiple tanker teams, installation of hay bales and sandbags at key downstream points, and extensive watercourse flushing over several days to limit the spread of impact. The blockage was fully removed, the sewer was cleansed and CCTV-assessed, and repairs were scheduled to restore the asset to normal operation. At the time of assessment, the environmental impact was confined to the ditch network with no lasting ecological damage recorded.

Torridon Drive Foul Sewer

On 25 March 2025, sewage was confirmed to be entering a nearby watercourse at Torridon Drive after a collapse in the foul sewer caused by hydrogen sulphide corrosion. We responded promptly and found that the damaged pipe had allowed flows to escape via a manhole and enter the ditch system, resulting in several hundred metres of impact. Mitigation was deployed immediately, including tankering, containment measures and on-site flow control to prevent further discharge. The collapsed sewer was repaired and the system returned to normal operation, and additional follow-up actions were initiated to strengthen septicity control and improve local network monitoring.

Water Recycling Centre

Event number	Reported date and time	Location Interventions	Seriousness (Category)	Root cause(s)	Immediate cause
2388389	15/05/2025 19:00	Uttons Drove Water Recycling Centre	2	Ineffective escalation	Electrical – Component Failure
2437447	20/10/2025 13:54	East Harling Water Recycling Centre	2	Currently under appeal	Electrical – Component Failure

Uttons Drove Water Recycling Centre

On 15 May 2025, a compliance check at Uttons Drove Water Recycling Centre identified elevated ammonia in the final effluent, following the failure of a PLC card within the aeration plant which reduced treatment capacity. We arrived on site quickly and confirmed that partially treated effluent had entered the receiving ditch, with impact assessments showing elevated ammonia close to the outfall but no visible deterioration in water quality downstream.

Mitigation was deployed immediately, including restoring aeration through electrical intervention, enhanced sampling to track the extent of impact, and ongoing monitoring until final effluent performance returned to permitted levels. The discharge ceased shortly after mitigation was put in place.

East Harling Water Recycling Centre

On 20 October 2025, partially treated effluent from East Harling Water Recycling Centre entered the receiving watercourse after an electrical component failure in the treatment process caused a loss of aeration capacity. We attended promptly and confirmed elevated ammonia levels in the final effluent, with assessments showing a localised impact close to the outfall. Mitigation was put in place immediately, including restoring process performance through electrical intervention, enhanced monitoring of the discharge, and continued sampling until effluent quality returned to within permitted levels. The event is currently under regulatory appeal.

Category 3 pollution events

Anglian Water recorded a notable improvement in Category 3 pollution performance during 2025, with 359 events compared with 430 in 2024. This year-on-year reduction represents a measurable and substantive improvement in overall environmental performance and provides clear evidence that our operational focus, targeted interventions, and strengthened governance arrangements are driving meaningful progress. Importantly, this improvement has been delivered in the context of a predominantly dry year, conditions that alter the composition, likelihood, and root-cause profile of pollution events.

While prolonged dry weather generally reduces the frequency of certain incident types, particularly those associated with hydraulic overload during intense rainfall, it simultaneously applies upward pressure on other failure modes. Extended dry conditions can exacerbate internal stresses within the sewer network, contribute to silt accumulation, and increase vulnerability to collapses, blockages, and other asset-related failures. They also heighten the operational complexity associated with managing flows, maintaining pumping performance, and safeguarding resilience in ageing parts of the network. Against this backdrop, achieving a reduction in Category 3 events reflects genuine, underlying operational improvement rather than an environmental anomaly.

The pattern of root causes observed throughout 2025 demonstrates that the improvement was delivered despite continued pressure from the major structural and operational drivers of pollution performance. Blockage-related causes have remained the largest single contributor and continue to represent the dominant risk pathway across water recycling. These events frequently stem from a combination of network characteristics, customer behaviours, and asset condition challenges.

Electrical failures accounted for a significant proportion of Category 3 events, reflecting the sensitivity of the water recycling system to power interruptions, control failures, and issues related to ageing electrical components across pumping stations, treatment works, and remote telemetry. Civil and structural failures, including collapses, pipe defects, and rising main bursts continued to feature prominently.

Hydraulic overload incidents formed a comparatively modest share of events in 2025, consistent with the dry climatic conditions. However, the limited volume of rainfall-driven events also provided a clearer lens through which to observe underlying asset and operational performance. Human factors, biological causes, and general/other categories occurred at much lower frequency, together representing only a small component of the overall incident profile. Nonetheless, these categories continue to highlight the importance of embedding strong operational discipline, ensuring clear procedural controls, and maintaining effective local intervention capability.

Crucially, while the distribution of root causes shows no fundamental shift compared to previous years, the improved overall outcome reflects tangible strengthening of operational practice. Throughout 2025 we reinforced incident triage, escalation and reporting processes, improved management oversight, and enhanced the end-to-end incident response model. Targeted investment, particularly in proactive maintenance, network cleansing, telemetry improvements, and increased field resource has further contributed to reducing both the likelihood of incidents occurring and the duration and severity when they do.

Taken together, these factors demonstrate that the reduction in Category 3 pollutions represents real performance improvement driven by more effective management of known risks, rather than simply changes in weather patterns. The year's performance indicates that the interventions introduced across the business are beginning to exert a meaningful impact on environmental outcomes, whilst also highlighting the areas where continued focus and investment will be essential to sustain further improvements into 2026 and beyond.

Combined Sewer Overflows

In many towns and cities, rainwater from roads and rooftops and wastewater from our homes travel through the same pipe system. This is called a combined sewer. Most of the time, everything flows safely to a treatment works, where it is cleaned before being returned to the environment.

However, during heavy rainfall, the system can fill up faster than it can carry water away. To stop sewage backing up into streets, bathrooms and kitchens, the network uses something called a Combined Sewer Overflow (CSO). A CSO acts like a safety valve, releasing a mixture of rainwater and wastewater into a river or the sea when the system becomes overwhelmed. This prevents flooding in homes but can temporarily affect water quality in the environment.

CSOs have not been routinely built since the 1960s, and none within the Anglian Water region since privatisation, with over 14,000 still used today in the UK during periods of intense rain to protect people and properties.

In 2025, six Category 3 pollution incidents were attributed to combined sewer overflows. Five of these incidents were associated with blockages within the network. Of these five blockages, three were identified as being caused by the accumulation of fats, oils, and grease, while the remaining two were attributed to unidentified causes.

Following the blockage-related incidents, two assets were submitted for inclusion in the Planned Preventative Maintenance (PPM) programme to mitigate the risk of future blockages. In addition, the PPM frequency for one further asset was increased to enhance preventative controls.

The remaining incident was attributed to a third-party electrical failure, which resulted in a loss of power at the pumping station and a subsequent discharge via the combined sewer overflow within the network, rather than the emergency overflow. At the time of the incident, the emergency overflow was not operating as intended. The matter has since been investigated, and subsequent verification has confirmed that the emergency overflow is now fully operational and performing in accordance with its design parameters.

Frequency and seriousness of pollution event by Combined Sewer Overflow

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	0
February	0	0	3
March	0	0	0
April	0	0	2
May	0	0	0
June	0	0	0
July	0	0	0
August	0	0	0
September	0	0	0
October	0	0	1
November	0	0	0
December	0	0	0

Combined Sewer Overflow

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Blockage	5	84
Electrical	1	16

Measures taken to maintain Combined Sewer Overflows in 2025

There were no targeted CSO measures delivered in 2025; however, our standardised approach
to asset management and improvement activities is outlined on page 55.

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Improve Root Cause Analysis Techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Enabling function	Pollution risk reduction	01/01/2026	31/12/2026
Enhanced incident response	Implementation of equipment, resources and processes to mitigate the impact of pollution in response to early warning data	Across whole asset base	0-3	Response	Pollution risk reduction	01/01/2026	31/12/2026

Foul Sewers

A foul sewer is the part of the underground pipe network that carries wastewater from homes and businesses, such as water from toilets, sinks, showers, washing machines and dishwashers, to a Water Recycling Centre, where it can be safely cleaned before returning to the environment. Unlike rainwater drains, which collect water that falls on roofs and roads, foul sewers are designed only for wastewater.

Failures within foul sewers can lead to uncontrolled surcharge, loss of containment, and pollutions to surface waters via misconnections or cross-connections with surface water assets.

Because these pipes are built to carry what comes from inside properties, they can become blocked if the wrong things are put down toilets or sinks. Items like wet wipes, fats, oils, grease, cotton buds and sanitary products can build up in the pipes and cause wastewater to back up or overflow, potentially flooding land, properties or in extreme cases polluting local watercourses. To keep the foul sewer network working as it should, customers can help by only flushing the "3 Ps" – Poo, Pee and Paper – and by keeping fats, oils and grease out of sinks.

Throughout 2025, three serious pollution incidents were linked to foul sewers: two caused by blockages and one resulting from civil or structural failure. In addition, there were 123 Category 3 pollution events, of which the vast majority (86.2%) were driven by blockages. Within these blockage-related incidents, 17.9% were caused by fats, oils and grease (FOG) and 17.1% by wipes or rag material. Civil or structural failures contributed to a further 8.9% of Category 3 events, with sewer collapses accounting for 4.9% and wear, tear or corrosion responsible for 3.3%.

Proactive cleaning and maintenance remains a core preventative measure, with risk based cleansing programmes targeted through analytical models to reduce impacting blockages and prevent sewer escapes. This targeted approach ensures activity is focused on the highest risk locations, enabling efficient use of resources while delivering sustained pollution risk reduction across the foul sewer network.

The continued deployment and exploitation of predictive analytics, including DSV monitoring, is central to early risk identification and intervention.

As the volume of monitoring increases, greater emphasis will be placed on analysing network performance to ensure monitoring assets are delivering maximum value. This includes the ongoing review and relocation of monitors to newly emerging risk locations, enabling early detection of developing issues. Beyond blockage prevention, this enhanced use of monitoring data supports a wider range of benefits, including improved infiltration identification, better support for hydraulic modelling, and enhanced network visualisation to inform proactive decision making.

Alongside planned and predictive activity, a suite of process-focused additional measures will be delivered to further strengthen performance. These include refinements to planned cleaning methodology supported by CCTV assurance, strengthened root cause analysis applied consistently across planned and reactive activities, and enhanced incident response enabled by early warning data. Together, these measures reinforce a right first time culture and support sustained reductions in Category 1–3 pollution incidents.

Frequency and seriousness of pollution event by Foul Sewers

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	9
February	0	0	18
March	0	1	17
April	0	0	13
May	0	1	8
June	0	0	12
July	0	0	12
August	0	0	7
September	0	0	8
October	0	1	7
November	0	0	9
December	0	0	3

Foul Sewers

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Blockage	106	86
Civil/Structural (collapse/corrosion)	11	9
Hydraulic overload	3	2.5
Electrical	2	1.6
Mechanical	2	1.6
Human	1	0.8

Measures taken to maintain Foul Sewers in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
Dynamic Sewer Visualisation	Installation of DSV monitors to detect blockages early and prevent sewage escapes	25,000 monitors in high-risk areas	24	Blockages	Pollution risk reduction	Incomplete
Sewer misuse programme	Education and enforcement in 4 hotspot areas to reduce misuse from FOG and unflushables. Includes community engagement, enforcement and targeted communications	Covering 4 hotspots region-wide	16	Blockages	Pollution risk reduction	In progress – on track
Sewer cleansing (PPM)	Targeted cleansing of high-risk sewers using geospatial risk data	300km of high-risk sewers	28	Blockages	Pollution risk reduction	Complete
Sewer rehabilitation (complex and regular)	Identification and targeting of highest-risk sewers for relining/replacement to prevent structural failures and reduce infiltration	17km of highest-risk sewers		Civil/structural collapse	Pollution risk reduction	In progress — on track
Frontline response	We are bolstering our frontline staff with an additional 62 people to support sewer misuse, fast response and complex investigation data analysis	Across whole asset base	5	Response	Pollution risk reduction	Complete

Planned additional measures for Foul Sewers in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Implementation of proactive cleaning and maintenance	Proactive, risk based cleansing targeted through analytical models to reduce impacting blockages and prevent sewer escapes	180km of high risk network	0-3	Blockages	Pollution risk reduction	01/04/2026	31/03/2027
Use of predictive analytics	Enhancement and optimisation of DSV monitor availability and location placement to further exploit early blockage detection and prevent sewage escapes	Relocation of 2,000 monitors	4-8	Blockages	Pollution risk reduction	01/04/2026	31/03/2027
	Use of an internally built system to use predictive analytics to build holistic visualisation of risk	Across asset base	0-3	Blockage prevention/ removal	Pollution risk reduction	01/01/2026	31/12/2026
Customer engagement	Deployment of targeted blockage prevention communications to customers and FSEs to improve education and awareness and reduce blockages, preventing sewer escapes.	20,000 blockage prevention letters, 2 million customers reach on social media, 3 million litres of FOG removal, 1,000 new FSEs brought into the programme	0-3	Blockages	Pollution risk reduction	01/04/2026	31/03/2027

Planned additional measures for Foul Sewers in 2026 continued

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Improve Root Cause Analysis Techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Enabling function	Pollution risk reduction	01/01/2026	31/03/2027
Enhanced incident response	Implementation of equipment, resources and processes to mitigate the impact of pollution in response to early warning data	Across whole asset base	0-3	Response	Pollution risk reduction	01/01/2026	31/03/2027

Pumping Stations

A pumping station is a vital part of our sewer network that helps move wastewater from one place to another when it can't flow downhill on its own. In many areas of our region, the land is too flat or too low for sewage to travel by gravity, so pumping stations lift the wastewater up into pipes that continue its journey to a Water Recycling Centre.

Inside a pumping station, you will usually find a tank (called a wet well) where wastewater collects, and pumps that switch on automatically when the level of the wet well rises. These pumps make sure sewage keeps moving smoothly through the system, even during busy times or wet weather.

If something goes wrong, such as a power cut, a mechanical failure, or a build up of wipes or other non-flushable items, the pumping station may not be able to move wastewater quickly enough. This can increase the risk of flooding or pollution, which is why stations are monitored closely and maintained regularly.

In 2025, there were five serious pollution events associated with pumping stations. The breakdown of primary root causes is as follows: one incident due to inadequate human knowledge, one due to inadequate training, and three resulting from electrical failures.

Additionally, 110 Category 3 pollution events were recorded, with electrical issues accounting for 50% of these cases. Of the electrical events, 38% were linked to unplanned power outages, while 7% were attributed to planned outages. Mechanical issues were the primary root cause in 16% of Category 3 events, and hydraulic overload accounted for 15%, with 41% of these due to insufficient station capacity. Blockages were responsible for 5% of Category 3 events.

Our current plans for water recycling pumping stations builds on the measures outlined in the 2025 PIRP, strengthening resilience and increasing resources. The Ovarro platform continues to underpin our data-led, proactive approach to servicing and intervention and has now been extended to include all 360 terminal pumping stations at various Water Recycling Centres.

Our Proactive Pumping Station Service Teams have been significantly expanded from 18 to 64 mechanical and electrical engineers, all being fully trained and operational by April 2026. In parallel, the risk profile of our circa 7,200 pumping stations has been refreshed, supported by a telemetry alarm enhancement programme to ensure appropriate and timely responses to site alerts and failures. This has enabled optimisation of wet well cleaning frequencies, with increased focus on higher risk sites.

Further enhancements to Ovarro have improved the identification and resolution of operational issues, such as pump start/stop optimisation. Early intervention driven by short and long term performance alerts has reduced critical and high-priority failures, with no subsequent failures observed where action was taken promptly.

In 2026, we will begin exploring predictive analytics to move wet well cleaning activity from fixed schedules to a fully data-led approach. We are also working with other water companies and external partners to introduce proactive alerts for third-party electrical issues, enabling earlier intervention ahead of power failure events.

Together with continued refinement of root cause analysis, these measures will support a sustained reduction in Category 1–3 pollution incidents.

Inefficient processes are a critical and systemic driver of pumping-station pollutions, and focused initiatives that review, redesign, and embed improved end-to-end processes are essential. By standardising practices, strengthening escalation pathways, improving monitoring, and ensuring consistent execution, Water Recycling Operations can significantly reduce pollution incidents, protect the environment, and improve compliance performance.

Frequency and seriousness of pollution event by Pumping Stations

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	11
February	0	1	7
March	0	0	7
April	0	0	14
May	0	0	12
June	0	0	6
July	0	1	17
August	1	0	2
September	0	0	3
October	0	1	7
November	0	1	13
December	0	0	11

Pumping Stations

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
DNO power outage	25	23
Electrical fault	24	22
Site power failure (AW fault)	6	5.5
Hydraulic overload	17	15.5
Air locked pump	6	5.5
Wear and tear	6	5.5
Displacement/ detachment	3	3
Burst asset	3	3
Damaged/defective part	2	1.8
Part seized	1	0.9
Blockage	6	5.5
Human error	7	6.5
Under investigation	4	3.5

Measures taken to maintain Pumping Stations in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
Fast-response Pumping Station team	Increase the size of the Proactive Pumping Station team by 50% (18 additional people)	Across entire Pumping Station asset base	15	Asset Failure	Pollution risk reduction	In progress – on track
Rectification of known risks	Finalisation of 17 outputs from 2024	17 outputs	37	Asset Failure	Pollution risk reduction	Complete
Third-party power failure	Process and investment to high risk pumping stations to improve response to UKPN power failures using generators and tankering	650 high risk Pumping Stations		Pumping Station power failure	Pollution risk reduction	Incomplete
Resilience	New brown-out timers and auto-reset systems on new and existing sites of risk	1,356 brown out timers installed		Pumping Station power failure	Pollution risk reduction	Incomplete
Platinum Wet Well cleaning	Increased cleaning frequency (six monthly) at high-risk pumping stations to prevent blockages from FOG and unflushables	650 high-risk Pumping Stations		Sewer Misuse	Pollution risk reduction	In progress – on track

Measures taken to maintain Pumping Stations in 2025 continued

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
Ovarro Enhancements	Expansion of condition-based maintenance using Ovarro data. 18 new technicians to increase proactive servicing and reduce failures	Across entire pumping station asset base	6	Asset Failure	Pollution risk reduction	Complete
Pump performance monitoring	Additional two data analysts to monitor short- term pump performance to trigger site visits (via new fast-response team) to attend site and rectify before total pump failure or blockage	Across entire pumping station asset base	5	Asset Failure	Pollution risk reduction	Complete

Planned additional measures for Pumping Stations in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Proactive Pumping Station teams	Increase the size of the Proactive Pumping Station team by 250% (46 additional engineers)	Across all AW pumping stations	4-8	Asset Failure	Pollution risk reduction	01/04/2026	31/12/2026
Power resilience improvements	Installation of new brownout timers to our highest-risk pumping stations	1,750 Pumping Stations	4-8	Pumping Station Power Failure	Pollution risk reduction	01/04/2026	31/03/2027
Use of predictive analytics	Exploring new technology for future investment to alert third-party power failures before they occur and also onsite battery storage	10 high-risk Pumping Stations	0-3	Pumping Station Power Failure	Pollution risk reduction	01/04/2026	31/03/2027
Pumping Station enhancements	Reduction of flow at Pumping Stations during rainfall by removal of direct surface water connections and introduction of Sustainable Urban Drainage (SuDS)	To be assessed	0-3	Hydraulic overload	Pollution risk reduction	01/04/2026	31/03/2027

Platinum Wet Well cleaning	Continue with enhanced cleaning programme and explore data analytics to become a data-led programme	High-risk Pumping Stations	0-3	Sewer Misuse	Pollution risk	01/04/2026	31/03/2027
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across all Pumping Stations	0-3	Enabling function	Pollution risk reduction	01/01/2026	31/12/2026
Alarm resilience	Review, enhancement of our telemetry alerts to improve responses to failure	1,750 pumping stations	0-3	Asset failure	Pollution risk reduction	01/01/2026	31/12/2026

Rising Mains

A rising main is a type of pipe that carries wastewater under pressure, rather than by gravity, from a pumping station to a higher point in the sewer network or directly to a treatment works. In many areas of our region, the land is too flat or too low for wastewater to travel using gravity, therefore, wastewater sometimes needs help to move uphill – that's where rising mains come in. They work with pumping stations, which push the flow through the pipe until it reaches a point where it can travel by gravity again.

Rising mains are strong, pressurised pipes, but if they become damaged or blocked, the pressure inside them can build up. This can cause bursts or leaks that may reach streams or ditches, leading to pollution. Many rising main issues are caused by wear and tear, corrosion, or blockages, often from items like wipes or fats that shouldn't enter the sewer system.

During 2025, a total of 43 pollution incidents were recorded relating to rising mains. Of these, 41 incidents (96%) were classified as Environment Agency (EA) Category 3, with the remaining 2 incidents (4%) falling under Category 2. The analysis of root causes revealed that civil and structural issues were predominant, accounting for 85% of the events. Within this Category, bursts represented the most frequent cause (60%), followed by wear and tear (15%). Mechanical failures contributed to 9% of events, while blockages were responsible for 6%. In response, a criticality matrix has been developed and implemented to support prioritisation of risk-based interventions and mitigate recurrence.

This PIRP reflects an embedded and mature risk led approach to rising main performance. Investment is targeted towards previously identified high risk rising mains, with interventions focused on addressing the underlying causes of failure rather than the downstream consequences of pollution incidents. This ensures that activity is directed where it will deliver the greatest and most sustained reduction in pollution risk.

A strengthened understanding of rising main performance underpins this strategy. Enhanced asset insight is being developed through the generation and application of Technical Burst Root Cause Analyses and transient analysis reports. These tools enable a more detailed understanding of the mechanisms leading to bursts and failures, allowing interventions to be designed to address the specific drivers of failure rather than the resulting pollution incident. This evidence led approach supports more effective investment decisions and improves confidence that actions will deliver long-term performance improvements.

In parallel, Anglian Water is improving processes to enhance in year responsiveness and ensure emerging risks can be addressed promptly.

This includes the development of clearer mechanisms for prioritisation and financial investment, enabling timely decision making where new or escalating risks are identified. Improved asset response planning and access to performance insight support faster, more informed responses, reducing the likelihood of repeat failures and limiting environmental impact.

Together, these measures demonstrate Anglian Water's commitment to proactive, evidence led management of the rising main asset base. By focusing investment on high risk assets, strengthening understanding of failure mechanisms, and improving processes to support rapid and prioritised intervention.

Frequency and seriousness of pollution event by Rising Mains

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	8
February	0	0	5
March	0	0	4
April	0	0	0
May	0	0	3
June	0	1	1
July	0	0	2
August	0	0	2
September	0	0	4
October	0	1	1
November	0	0	5
December	0	0	6

Rising Mains

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Civil/Structural (burst)	26	63.5
Civil/Structural (wear/tear/corrosion)	4	10
Civil/Structural (collapse)	1	2.5
Civil/Structural (unknown)	2	5
Blockage – 3rd party object	1	2.5
Blockage – grit	1	2.5
Mechanical – Displacement/detachment	1	2.5
Mechanical – wear and tear	1	2.5
Currently investigating	4	10

Measures taken to maintain Rising Mains in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
Targeted pressure and transient monitoring	Syrinix pressure monitors installed on high-risk mains	200 new monitors installed	8	Asset failure	Pollution risk reduction	Complete
Front-line response	We are bolstering our front line staff with an additional 62 people to support sewer misuse, fast response and complex investigation data analysis	Across whole asset base	5	Response	Pollution risk reduction	Complete

Planned additional measures for Rising Mains in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Remedial capital investment improvements	Targeted rehabilitation or replacement of high risk rising mains and air valves to reduce asset failure and pollution risk	2 relays 40 air valve replacement	0-3	Asset Failure	Pollution risk reduction	01/04/2026	31/03/2027
Variable Speed Drives	Installation and maintenance of variable speed drives	15 variable speed drives	0-3	Asset Failure	Pollution risk reduction	01/04/2026	31/03/2027

Planned additional measures for Rising Mains in 2026 continued

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Use of predictive analytics	Use of pressure monitors technology to assess telemetry data to predict asset issues and allow early response	Across whole asset base	0-3	Risk awareness	Pollution risk reduction	01/01/2026	31/12/2026
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Risk awareness	Pollution risk reduction	01/01/2026	31/12/2026
Enhanced incident response	Enhanced incident response capability through improved equipment, resources, and processes, enabled by early warning data	Across whole asset base	0-3	Delays in response	Pollution risk reduction	01/01/2026	31/12/2026
Asset performance insight	Improved use of modelled asset performance insights to support proactive decision making and risk reduction	Across whole asset base	0-3	Risk awareness	Pollution risk reduction	01/01/2026	31/12/2026

Water Recycling Centres

A Water Recycling Centre (WRC) is where all the wastewater from homes and businesses is cleaned and treated before being safely returned to the environment.

At the WRC, the water goes through several treatment stages to remove solids, fats, chemicals and harmful bacteria. Modern processes use a mix of physical, biological and sometimes chemical treatment to make sure the water meets strict environmental standards. Once it's fully treated, the cleaned water is released back into local rivers or the sea, helping to protect wildlife and the wider environment.

In 2025, there were seven serious pollution incidents associated with Water Recycling Centre activity, with the primary root causes predominantly asset and blockage related.

Of these incidents, three were attributed to blockages involving grit, sludge, wipes and rags; two resulted from failures of electrical components; one was linked to mechanical wear and tear; and one was caused by human factors, specifically inadequate training.

During the same period, 75 Category 3 pollution events were recorded, showing a consistent pattern of asset and operational challenges. Blockages accounted for 22% of incidents, with many driven by foreign objects or unidentified materials, while electrical failures made up 21%, predominantly linked to component or control faults and unplanned power outages.

Mechanical failures also represented 21%, largely arising from wear, tear, damage or asset defects. Human factors contributed 16% of cases, mainly due to knowledge gaps or behavioural issues, and biological causes represented 15%, primarily associated with process conditions and occasional third-party inputs. Hydraulic overload accounted for 3%, split evenly between capacity constraints and ingress, while civil and structural issues contributed 1% through wear, tear and corrosion, and a further 1% was attributed to general asset issues where equipment was found to be not fit for purpose.

Our plan is to build on the measures we put in over 2025. Following the successful installation of fixed Condition Based Monitoring (CBM) on high-risk rotary assets, a phased rollout of mobile CBM is underway, using handheld units to assess the condition of all process and compliance critical rotary assets.

Terminal Pumping Stations have also been integrated into the Ovarro platform, enabling the removal of time based planned maintenance in favour of a data led, proactive approach. Both of these will reduce asset failures, process disruptions, compliance breaches and pollution risks.

In parallel, planned maintenance is being restructured from individual asset tasks to process and group based maintenance plans, improving efficiency and further reducing the likelihood of failures and compliance incidents.

Using existing tools, measurements and reports, a robust process and performance report has been developed to aggregate site level risk across water recycling centres, enabling targeted proactive actions to mitigate failure risk at individual sites.

Inefficient or poorly followed processes at WRCs are a major and recurring driver of pollution incidents. Internal reviews show that process-related inefficiencies exist across how risks are identified, escalated, and resolved. A programme of work has been stood up to pinpoint these processes and rectify their inefficiencies.

We plan to trial a new method: a structured decision-making and risk-reduction identification approach that focuses on understanding pollution causes at their source, and the steps needed to eliminate rather than mitigate their impacts. By systematically identifying and eliminating the highest-impact failure modes, WRCs and pump stations can reduce reliance on short-term fixes.

Sludge management is a critical part of stable WRC operations, and inefficiencies within sludge processes – particularly around removing sludge and controlling sludge levels – are a major contributor to pollution incidents. When sludge systems do not operate effectively, the entire treatment process becomes more vulnerable to failure, increasing the likelihood of environmental harm. As part of our critical process review we aim to identify inefficiencies and rectify.

Frequency and seriousness of pollution event by Water Recycling Centres

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	5
February	0	0	5
March	0	0	7
April	0	0	13
May	0	1	15
June	0	0	10
July	0	0	3
August	0	0	8
September	0	0	2
October	0	1	3
November	0	0	1
December	0	0	4

Water Recycling Centres

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Mechanical	18	24
Blockage	14	18.5
Electrical	13	17
Human	12	16
Biological	11	14.5
Civil/Structural	1	1.3
General	1	1.3
Hydraulic Overload	2	2.6
Currently investigating	2	2.6

Measures taken to maintain Water Recycling Centres in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
WRC capital investment	Actions to mitigate site-specific risk, including asset replacement and configuration improvements	1,000 interventions	11	Asset failure	Pollution risk reduction	Complete
Named site schemes	Finalisation of Cotton Valley, Lowestoft and Ingoldmells schemes from 2024	3 named schemes		Asset failure	Pollution risk reduction	Complete
Inlet pumping stations and screens	Servicing using performance data, and included in wet well and screen maintenance	363 WRC inlet pumping stations		Asset failure	Pollution risk reduction	Complete
Additional sludge thickeners	Installation of new thickeners to reduce tanker movements and sludge-related pollution risks	4 new thickeners		Asset failure	Pollution risk reduction	Complete
Condition based monitoring (including 2024 activity carried over)	We've increased our use of condition based monitoring, to proactively assess asset performance in real time, reducing the risk of failure. This will see the installation of vibration sensors on to detect deterioration early	210 critical assets across 64 sites	4	Asset Failure	Pollution risk reduction	Complete

Planned additional measures for Water Recycling Centres in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Condition based monitoring	We're increasing our use of condition based monitoring, rolling-out 'mobile' CBM across all process related rotary assets over the next two calendar years	1,100 Water Recycling Centres	0-3	Asset failure	Pollution risk reduction	01/04/2026	31/03/2027
Plant Group Maintenance / Services	Creation and embedding of plant group maintenance activities to all WRCs over the next two calendar years	1,100 Water Recycling Centres	0-3	Asset failure	Pollution risk reduction	01/04/2026	31/03/2027
Inlet pumping stations	Embedding of Ovarro to our WRC inlet pumping	363 Water Recycling Centres	0-3	Asset failure	Pollution risk reduction	01/04/2026	31/03/2027
Proactive audit programme	Proactive assurance activities to reduce the likelihood of upper tier determining failures	High-risk Water Recycling Centres	0-3	Permit compliance	Pollution risk reduction	01/04/2026	31/03/2027

Planned additional measures for Water Recycling Centres in 2026 continued

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Active management of sludge, sludge stock and dry solids	Measures to remove sludge from the treatment process, including better use of onsite monitoring, sludge dewatering, effective use of tankers	Across all Water Recycling Centres	0-3	Biological treatment	Pollution risk reduction	01/04/2026	31/03/2027
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across all Water Recycling Centres	0-3	Enabling function	Pollution risk reduction	01/01/2026	31/12/2026
Water Recycling Centre Enhancements	Reduction of flow at our Water Recycling Centres during rainfall by removal of direct surface water connections and introduction of Sustainable Urban Drainage Systems	To be assessed	0-3	Hydraulic overload	Pollution risk reduction	01/04/2026	31/03/2027

Surface Water Outfalls

A surface water outfall is the point where rainwater drains from our streets, roofs, and other hard surfaces and released into a nearby river, ditch or the sea. Unlike foul sewers, which carry wastewater from homes and businesses, surface water systems are designed to carry clean rainwater only. After heavy rain, water flows through gutters and drains, travels through a series of pipes, and eventually exits the system at the outfall.

Surface water outfalls play an important role in preventing flooding by allowing rainwater to leave built-up areas quickly and safely. However, if the wrong things are poured down outdoor drains, such as oil, chemicals or wastewater from washing machines, they can flow straight into the environment without treatment. This can harm wildlife and reduce water quality.

In 2025, two Category 3 pollution events were recorded at surface water outfalls. Root causes were identified as third-party foreign object blockages and general third-party/human error.

Frequency and seriousness of pollution event by Surface Water Outfalls

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	0
February	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
June	0	0	0
July	0	0	1
August	0	0	0
September	0	0	1
October	0	0	0
November	0	0	0
December	0	0	0

Surface Water Outfalls

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Blockage (3rd party object)	1	50
Blockage – unknown cause	1	50

Measures taken to maintain Surface Water Outfalls in 2025

There were no targeted Surface water outfall measures delivered in 2025; however, our standardised approach to asset management and improvement activities is outlined on page 55.

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Enabler	Pollution risk reduction	01/01/2026	31/12/2026
Enhanced incident response	Implementation of equipment, resources and processes to mitigate the impact of pollution in response to early warning data	Across whole asset base	0-3	Response	Pollution risk reduction	01/01/2026	31/12/2026

Water Distribution System

A water distribution system is the network of pipes, pumps, storage tanks and valves that delivers clean, treated drinking water from our treatment works to homes, schools, hospitals and businesses. Once water has been cleaned to high drinking water standards, it enters this distribution network, which keeps it moving safely and reliably.

The system is designed to make sure water is available whenever you turn on a tap, even during busy times of the day. Pressurised water mains keep water flowing over long distances, while local pipes connect directly into properties. To maintain safety and quality, the network is carefully monitored for pressure, flow, and water quality, and repaired or upgraded when needed.

If problems do occur, such as a burst water main, they can interrupt supply, cause temporary changes in water pressure or can impact the environment. Our teams respond quickly to fix issues and keep the network running smoothly so customers continue to receive safe, high-quality drinking water every day.

In 2025, Water Category 3 pollution events were predominantly associated with burst water mains and significant leaks across the potable water distribution network. The events recorded demonstrate a consistent pattern of pipe failures, leading to uncontrolled water discharge, often flowing overland into surface water gullies or directly into nearby watercourses.

In several cases, members of the public were the first to report visible bursts or gushing water, prompting rapid operational attendance to isolate supplies and mitigate environmental impact.

For example, a burst on a 9-inch galvanised iron main in Ipswich caused water to run down the road into a gully before entering a watercourse, with teams shutting off the main within hours and cutting out the split section to prevent further loss. A similar event occurred on a 6-inch asbestos cement main in East Bergholt, where a visible gushing leak resulted in water entering a surface water system, though with no confirmed environmental impact beyond the immediate area. These incidents reflect the ageing profile of some clean water assets, where pipe material degradation – such as corrosion, joint failure or structural fatigue – remains a key underlying driver of pollution risk.

Operational response was generally prompt, with network technicians attending quickly to isolate bursts and implement repairs. Clean water escapes, even when treated, can mobilise silt, disturb riverbeds and introduce elevated turbidity to receiving waters. Although ammonia and sewage indicators are not relevant to clean Water events, the environmental receptor can still experience ecological disturbance.

The majority of Category 3 outcomes were driven by physical impact, flow disturbance and potential sediment mobilisation resulting from high-volume discharges. This aligns with typical Environment Agency categorisation, where potable water leaks generally fall into Category 3 unless a clear ecological impact is identified.

Root cause patterns suggest that asset condition was the dominant factor, with bursts occurring on ageing materials such as galvanised iron and asbestos cement, consistent with national trends in clean water network deterioration.

There is no indication in the dataset of deliberate third-party damage or operational errors influencing these particular cases. Instead, natural wear, internal pressure fluctuations, and material fatigue appear to be the underlying contributors.

In all events reviewed, isolation of the main, repair of the damaged section and subsequent reinstatement mitigated further environmental interaction, and no wider ecological harm was recorded.

The data reinforces the importance of ongoing proactive mains replacement and targeted asset management to reduce burst frequency and prevent future clean water pollution events.

Frequency and seriousness of pollution event by Water Distribution System

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	11
February	0	0	4
March	0	0	6
April	0	0	1
May	0	0	7
June	0	0	1
July	0	0	6
August	0	0	13
September	0	0	5
October	0	0	4
November	0	0	3
December	0	0	1

Water Distribution System

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Climate change	26	42%
Hydraulic overload – Poor pump control	12	20%
Third party damage	12	20%
Pressure management	12	20%

Measures taken to maintain Water Distribution Network in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
24/7 dedicated pollution coverage	Pollution response arrangements both in and out-of-hours, ensuring timely impact assessments and the deployment of mitigation equipment	Across whole water distribution network	17	Delayed response	N/A	Ongoing
Utilisation of the Pollution Risk Dashboard	The dashboard provides the capability to identify high-risk mains that present an increased risk of pollution events	Across whole water distribution network	13	Burst water mains	N/A	Ongoing
Capability and behaviours	Pollution awareness and compliance training for all Water staff, including operational refresher training and reporting protocols	Across whole water distribution network	Enabler	Burst water mains	N/A	Ongoing

Planned additional measures for Water Distribution Network in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Remedial capital asset improvements	Proactive rehabilitation or replacement and modernisation of network, outfalls and sites to improve operation, resilience and reliability of our water mains	85km	0-3	Asset failure	N/A	April 2026	December 2026
Pressure calming	Use of pressure monitors data to manage assets to reduce pressure transients and variance	To be assessed	0-3	Asset failure	N/A	April 2026	December 2026
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Enabling function	N/A	January 2026	December 2026

Water Treatment Works

At our Water Treatment Works, we clean water from raw water sources such as rivers, reservoirs or underground sources to make it safe to drink.

When water arrives at the treatment works, it goes through several steps, such as screening, filtering and disinfecting to remove dirt, tiny particles, bacteria and other impurities. Each stage helps make sure the water meets strict health and quality standards.

Once fully treated, the clean drinking water is stored on site before being pumped into the wider water distribution network to be used. Water Treatment Works play a vital role in keeping communities healthy by making sure the water supplied is safe to drink.

Frequency and seriousness of pollution event by Water Treatment Works

Month	Category 1 pollution incidents	Category 2 pollution incidents	Category 3 pollution incidents
January	0	0	1
February	0	0	0
March	0	0	1
April	0	0	0
May	0	0	0
June	0	0	0
July	0	0	0
August	0	0	1
September	0	0	0
October	0	0	0
November	0	0	0
December	0	0	0

Water Treatment Works

Root cause	Number of Category 3 pollution incidents	Proportion of Category 3 pollution incidents (%)
Electrical failure	1	33
Human error	1	33
Under investigation	1	33

Measures taken to maintain Water Treatment Works in 2025

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
24/7 dedicated pollution coverage	Pollution response arrangements both in and out-of-hours, ensuring timely impact assessments and the deployment of mitigation equipment	Across whole asset base	3	Delayed response	N/A	Ongoing
Capability and behaviours	Pollution awareness and compliance training for all Water staff, including operational refresher training and reporting protocols	Across whole asset base	Enabler	Response	N/A	Complete

Planned additional measures for Water Treatment Works in 2026

Additional measures	Description of action(s)	Scale of action(s) in the next calendar year	Expected impact of the measure in the next calendar year (Category 1-3 incidents prevented)	Root cause addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Implementation start date of the measure	Implementation completion date of the measure
Improve root cause analysis techniques	Improvement of pollution incidents root cause analysis approach and techniques to enable better understanding of root causes of incidents and development of measures	Across whole asset base	0-3	Enabling function	N/A	01/01/2026	31/12/2026

Measures taken in 2025 across all asset classes

Measure	Description of action(s)	Scale of action(s)	Impact of the measure (Category 1-3 incidents prevented)	Root cause(s) addressed by the measure	Recent pollution incident performance issues identified in the DWMP	Delivery status of the measure
Alert/alarms management	Expansion of customer triage	Additional customer triage role in the scheduling team to review specific job types and prioritise work with a high pollution risk	7	Asset failure – response to asset failure and events	Pollution risk reduction	Complete
	Alarm optimisation	Implementing a risk-responsive alarm management and operational monitoring strategy focused on standardising pollution-related processes, optimising alarm prioritisation, and enhancing telemetry-driven insights to reduce alarm volumes	5		Pollution risk reduction	Incomplete
	Fast-flowing externals triaging	Introducing a risk-based triage process that prioritises fast-flowing sewage incidents, supported by 24/7 control room resourcing, to ensure faster, more consistent pollution prevention and response	8		Pollution risk reduction	Complete
Infiltration schemes	Complex investigation team and surface water management and infiltration schemes	We are increasing our complex investigation team by 10 new people. This team, alongside our alliance teams, will identify parcels of work across a number of high risk areas to deliver surface water management and infiltration schemes. C.£16 million in 2025 is planned across both activities	26	Hydraulic overloading – flow reduction and management	Pollution risk reduction	Complete
Capability and behaviours	Training, knowledge and assurance	Review and update of six training packages, including competence assessments and e-learning modules. Addresses pollution incidents linked to individual competence	18	Human error – Incorrect decision making	Pollution risk reduction	In progress – on track
	Continuous learning	Ongoing learning and collaboration across the wider industry	10		Pollution risk reduction	Ongoing – continuous activity

Third-party pollutions

A third-party pollution is defined as an environmental contamination incident that arises from actions or negligence outside of the water company's direct operational control. They are typically caused by external individuals or organisations, such as illegal discharges or accidental spills, rather than the company's own assets or activities.

While the majority of pollution incidents originate from within our operational control, a significant proportion – 19% of overall reported and investigated incidents in 2025 – were attributable to third-party actions.

Although we are not responsible for these events, we routinely support environmental recovery efforts where our assets are implicated because it is the right thing to do.

Where possible, we seek to recover associated costs, although this is not always feasible, particularly when the responsible party cannot be identified (for example, oil discharges). These incidents divert operational resources away from core Water Recycling activities. To manage this, we have implemented triage processes and continue to improve our ability to identify third-party influences early, enabling more appropriate handling by the relevant authority.

Case Study: **Just Bin It**

Sewer misuse remains a challenge across our region, with 80% of blockages caused by unflushable items such as wipes, sanitary products, and cooking fats. To tackle this, we expanded our 'Just Bin It' behaviour-change campaign in 2025 following a successful 2024 trial, increasing targeted blockage hotspots from two to five.


'Hedgehog' monitoring devices captured more than 29,000 wipes across four locations, informing our targeted awareness campaign, which included sending more than 34,800 letters to residents, installing street signage, and direct community engagement. These local activities were supported by region-wide communications via social media, radio, outdoor advertising and PR campaigns amplified by partners, MPs and local councils.

In 2025, our partners Environmental Compliance Experts (ECAS) worked with 5,476 Food Service Establishments, and we expect 10 million litres of cooking fats and oils will be prevented from entering sewers in 2026.

Building on this success, 'Just Bin It' is expanding further as part of our AMP8 plans, with enhanced community and school engagement, to create a sense of shared stewardship for our region's infrastructure.
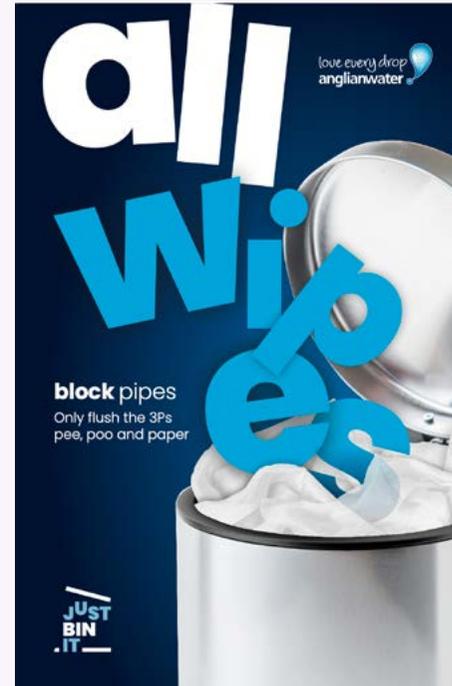
The results have been remarkable:

- 34% fewer blockages and 43% fewer floodings caused by sewer misuse in targeted hotspots.

- One location saw an 80% reduction in unflushables after community engagement.

- Regionwide, misuse-related blockages fell by 37% year-on-year.

Examples of the Just Bin It Campaign assets including poster and leaflet and pedestrian sign.

Case Study: **Project 390**

Anglian Water's drive to cut pollution incidents took a decisive step forward in August 2025 with the launch of Project 390 – an intensive, time-limited programme designed to stabilise operational performance before the end of the year.

What began as an internal challenge quickly became a coordinated, cross-business effort that delivered some of the sharpest improvements seen in recent years.

The project brought together experts from Water Recycling, Tactical Operations, scheduling teams and data specialists. Their shared goal was simple: strengthen day-to-day operational controls and support faster, more consistent decision-making in the field. To do this, the team established a new operational rhythm, including daily pollution-risk reviews and clearer routes for escalating issues. These changes meant emerging threats could be spotted earlier and tackled more effectively.

The impact was immediate. Once the strengthened controls and improved triage processes were in place, weekly pollution incidents fell dramatically – dropping from an average of 11 per week to just 3.3.

Behind this improvement was a disciplined review cycle: weekly deep dives into every incident, identifying missed opportunities, patterns, and learning points. This insight fed directly into processes and refreshed guidance for field teams, creating a rapid feedback loop that helped prevent repeat issues.

Alongside this operational focus, Project 390 also improved organisational alignment. Decisions were made more quickly, interventions were more targeted, and progress was reviewed transparently with senior leaders. By the end of the year, the programme met its central ambition — achieving the target of 390 or fewer pollution incidents.

Embedding the Approach

The structures that underpinned Project 390 have now been absorbed into business-as-usual. Its five workstreams have evolved from a short-term taskforce into ongoing operational disciplines.

Daily pollution calls and strengthened self-reporting remain in place as permanent forums, maintaining visibility of risks and reinforcing a culture built around early intervention and accountability.

The programme showed that disciplined operations, real-time risk management and consistent behaviours can materially reduce pollution incidents in a short space of time. We will build on these foundations throughout AMP8.

Case Study: **Mobilising action in response to a third-party pollution**

A swift response from Anglian Water engineers helped prevent a potential pollution incident in October 2025, after the company's monitoring systems detected unusual activity at one of its pumping stations.

Routine network data flagged what appeared to be an emerging blockage. Field technicians were dispatched immediately and confirmed that a sewer blockage had triggered an emergency overflow. Teams moved quickly to contain the situation — deploying tankers and sandbags, tracing the network to isolate the problem, and managing flows to minimise environmental impact.

What followed was a detailed investigation that uncovered a pattern of recurring blockages at the same point on the network. CCTV surveys ruled out faults with Anglian Water's infrastructure, but inspections revealed something more unusual: large quantities of onion peelings and food waste. Trade effluent teams soon traced the issue to a newly opened onion washing facility at a nearby farm, which had connected to the sewer without informing Anglian Water or obtaining the required consent.

According to the investigation, the business had been discharging food-processing waste far beyond permitted levels. The unauthorised connection and resulting waste flows had overwhelmed the sewer, triggering the blockage and overflow. Anglian Water instructed the operator to tanker its waste off-site and began enforcement action for permit breaches. All steps were recorded in detail, enabling us to distinguish clearly between the performance of our own assets and unlawful third-party activity.

The incident was ultimately categorised as a Third-Party pollution event — a classification supported by the evidence. Anglian Water has begun the standard Third-Party Recharge process to recover the costs associated with the response.

The case has since been cited internally as an example of best practice in incident management: early detection, rapid mobilisation, strong cross-team coordination, and rigorous documentation. Together, these measures helped protect the environment, reduced regulatory risk,

and ensured that customers did not bear the cost of non-compliance by a private business.

This case highlights key best practices in pollution incident management:

- Early intervention and rapid mobilisation protect the environment and limit impact
- Comprehensive evidence capture ensures fair and accurate incident categorisation
- Cross-team working enables effective investigation and resolution
- Governance and robust documentation reduce unfair regulatory or financial exposure
- Clear processes support full cost recovery from responsible third parties

Embedding these approaches into business-as-usual operations strengthens Anglian Water's resilience and supports ongoing delivery of pollution incident reduction commitments.

Self-reporting

	J	F	M	A	M	J	J	A	S	O	N	D	Total
Overall Self Reporting %	100	88	97	96	100	94	85	71	73	78	96	100	**93**
Telemetered Self Reporting %	100	88	100	93	100	100	88	67	75	84	100	100	**94**

Self-reporting assesses the percentage of total incidents recorded that were proactively reported to the Environment Agency ahead of any other report (e.g. member of the public).

Water companies have greater visibility of assets which have remote monitoring (telemetry), as opposed to network assets where an issue may only be identified through a customer service interruption.

We have increased focus on this metric for the last three years to improve trust and transparency.

We respond to approximately 10,000 alarms or reports of potential pollution incidents each year. In 2025 we assessed and managed 9,804 events as a potential pollution and just a fraction of these (4.2%) were confirmed as pollution incidents from our assets.

We expect to have reported 93% of overall pollution incidents and 94% of telemetered assets in 2025 which places us in green for the Environmental Performance Assessment (threshold greater than 80% overall and at least 90% on telemetered assets).

**Self-reporting by month 2025**

Total %

60
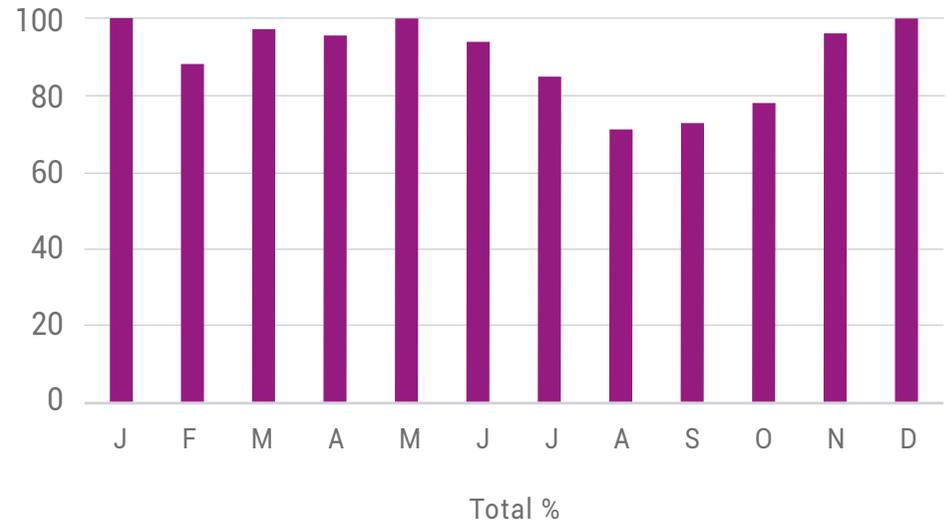
This performance represents our best to date on self-reporting. Since the start of AMP7, we have increased self-reporting by almost 20%. Activity undertaken over the last three years includes:

- Increase in monitoring providing improved remote visibility, we now have a significant estate of online monitors which alert us to potential pollution risks.

- Proactive reporting of alerts/alarms/events with a high-risk of impact to the environment for example, burst rising mains.

- Introduction of reports in our pollution evidence capture app enabling instant download of information from site within 30 minutes, supporting confident and faster self-reporting.

- Increased clarity in our self-reporting internal guidance documentation, enabling confident and faster self-reporting.

- Improved incident management processes such as our gated process: a series of check and decision points determining escalation to support risk management.

- Changes to our structure and a move to 24/7 staffing in our control room, with a specific focus on pollution management.

- Organisation-wide improvements in awareness of pollution incidents and related activities have been delivered over the past four years, supported by structured training, learning reviews, and operational stand-down sessions.

- Root cause analysis and organisational learning associated with our self-reporting process, supported by a continuous improvement feedback loop.

- Governance and assurance processes including the appointment of dedicated resource and cells to focus on this topic.
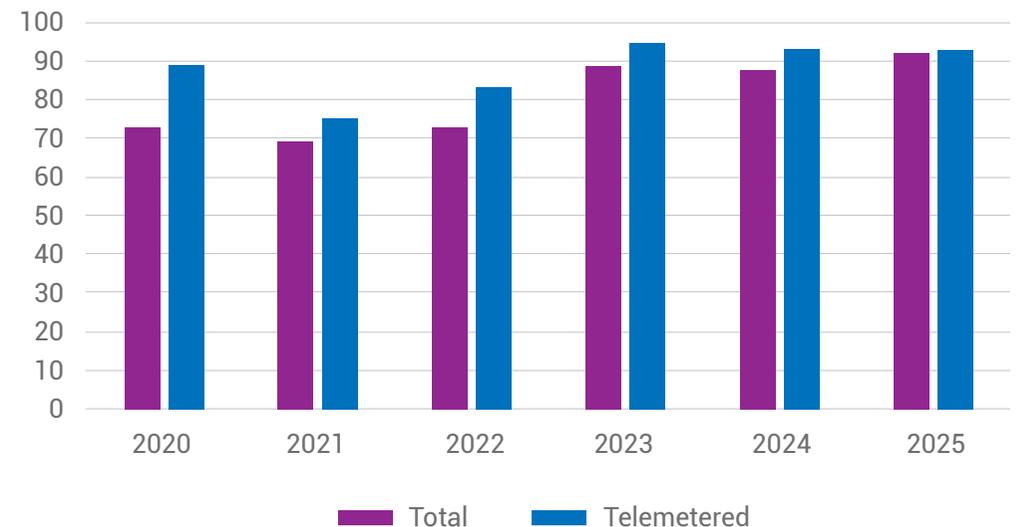
We expect to maintain our performance in 2026 which would continue to place us in green despite tightening Environmental Performance Assessment thresholds.
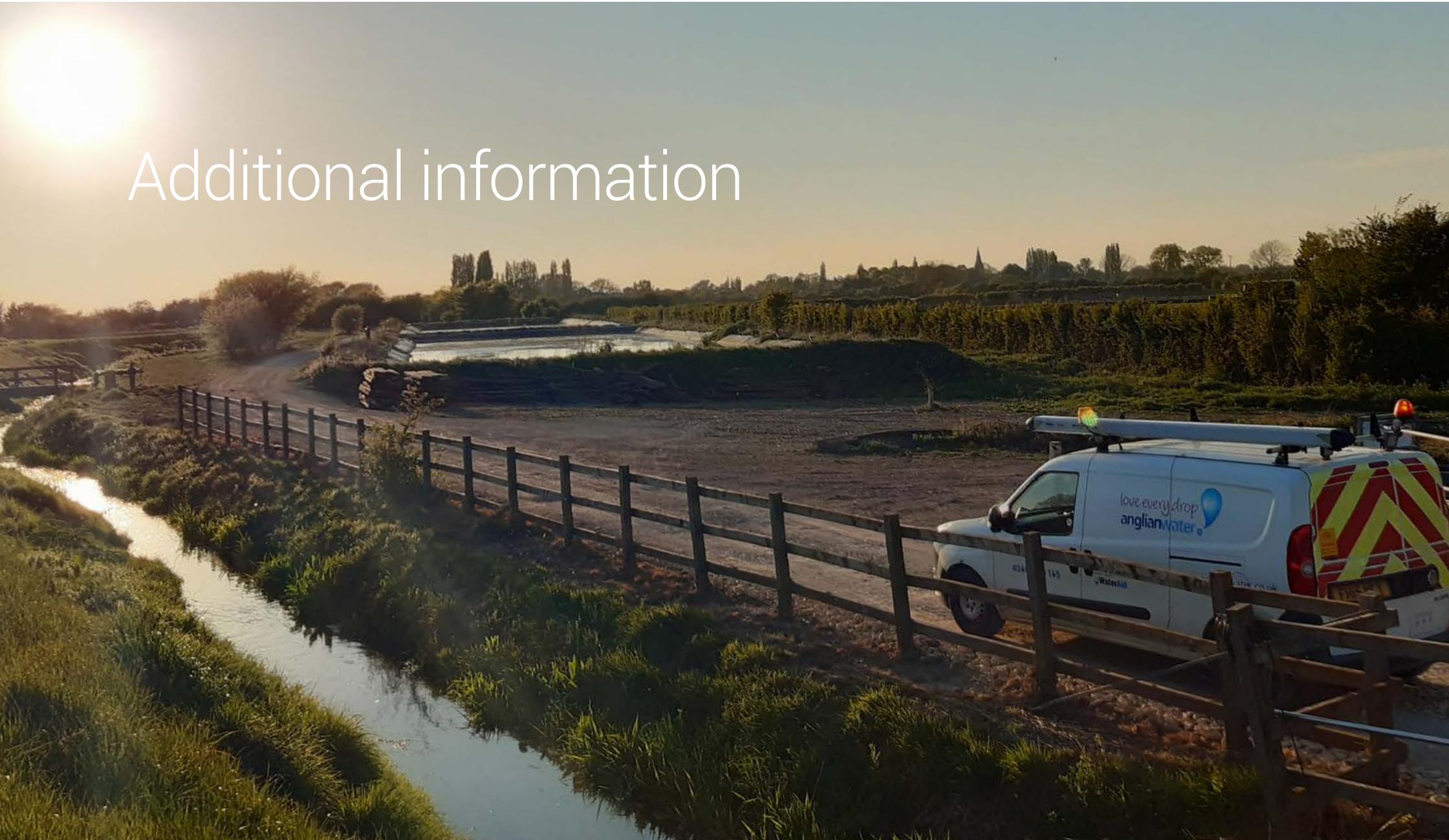
Self-reporting since 2020

Year	Total %	Telemetered %
2025	93	94
2024	88	93
2023	89	95
2022	73	83
2021	69	75
2020	73	89
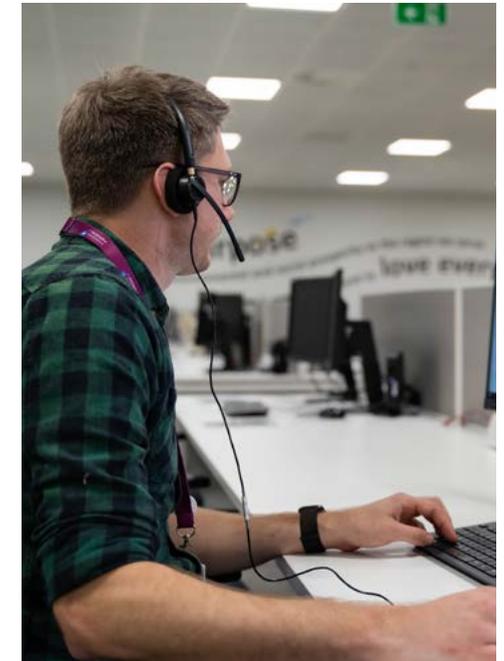
Self-reporting performance

Total   Telemetered

Additional information

About this Pollution Incident Reduction Plan

Our PIRP has been produced with regard to the guidance issued by the Environment Agency on 08 January 2026 (Pollution Incident Reduction Plans and Implementation Reports: how to prepare and publish GOV.UK.) Once published, it will not be updated. Any changes in approach, definitions or targets will be reflected in the next annual publication.

In preparing this PIRP, we have actively engaged with the Environment Agency to ensure alignment with regulatory expectations, seeking regular feedback in sharing developments of the 2026 PIRP. We have acted with regard to the feedback where it has been provided.

Our PIRP is being prepared prior to Ofwat finalising changes to the methodology for the Total Pollution Incidents performance commitment following the Environment Agency's publication of WIRI. This is likely to significantly change the mechanism used for measuring Water Company pollution performance and the associated financial incentives. Due to this, our published plan will address events that would have been categorised as Category 1-3 pollution events under the EA's 16_02 Operational Instruction and will assume our target for these remains aligned with PR24. We will be reviewing our PIRP in line with new definitions and Ofwat-related PCL targets over the next two years.

This Plan will remain accessible on our website for at least five years from publication. A copy of this document has been shared with the Environment Agency.

Methodology for Data, Table Formats and Root Cause Reporting

We have adopted the Environment Agency's Example Tables as the format for presenting pollutions measures. The guidance requires that we include both immediate causes (the direct event trigger) and root causes (the underlying systemic reasons). Because the EA tables specify root cause(s) as a required column for serious pollutions, we present any immediate cause details in an optional adjacent column for additional clarity, without altering or replacing any EA required table headings.

For measures (steps taken in 2025 and planned measures for 2026), we have followed the prescribed columns and table layouts. To support clarity and consistency, we note that some interventions may span multiple years, however, only those with clearly defined root-cause alignment are included within the 2026 PIRP.

The accompanying tables provide the required level of detail regarding both impact and root cause; only selected interventions are expanded upon in the narrative sections for each asset class.

Measures delivered in 2025 were captured within the 2025 PIRP, which is why some columns in this year's tables have been aggregated, as it has not been possible to confidently determine a proportionate split of risk reduction. Detailed historic root-cause trends have not been reproduced, as we are currently maturing our root-cause framework (as reflected in the additional-measures tables). It would therefore not be accurate or meaningful to directly compare these evolving classifications with the information collected during 2024.

Where a defined scale of activity has not yet been provided, this is because we are still shaping our investment plan and assessing how best to target resources. We recognise that the situation can change significantly over the course of the year, and we will retain flexibility to remain dynamic in our approach. As our understanding develops, the scale of activity will be confirmed and reflected in future updates.

Accessibility

This document will be published as a PDF and will be accessible via straightforward navigation from the homepage, visible to search engines, and accompanied by a short HTML summary. It will remain online for at least five years. To enhance accessibility of this year's PIRP, we have:

- Ensured the document is optimised for screen readers by including proper tagging and alternative text for any tables or graphics.

- Provided a short summary of key points and commitments on our website alongside this plan, enabling quick access to essential information without downloading the full document.

- Make the PIRP available in a format that supports text resizing and high-contrast viewing for users with visual impairments.

Evidence of sharing learning across the sector

We have taken a leading role in establishing a regular working group with other water companies to share knowledge and discuss progress in the development of this year's PIRP. This group, which has met fortnightly since November 2025, provides a collaborative forum for exchanging best practice and addressing common challenges.

Water UK has also supported our efforts and attended calls. A shared aspiration within the group is to standardise sections of the PIRP where possible to promote consistency and transparency across the industry. While full standardisation is challenging due to the unique circumstances faced by each company, all participants remain committed to sharing approaches that improve environmental outcomes.

Emily Timmins, Director of Water Recycling, chairs the National Pollution Group, a forum to share best practice on pollution reduction initiatives. The group meets monthly virtually and annually face to face. In November, we met in person during a session hosted by Southern Water, with a focus on 'Operational Grip.' The open dialogue and collaboration has created great relationships leading to discussions beyond the group on a range of topics.

Alignment with other regulatory plans

Our aspiration is to move towards a system where we have zero escapes, while being cognisant of upward pressures – climate change, population growth and asset deterioration.

Our Long-term Flow Compliance Plan

Our Long-term Flow Compliance Plan outlines our intent to ensure that all wastewater entering our systems is fully treated under normal local climatic conditions, that storm overflow spills are limited to exceptional or unforeseeable events, and that we can demonstrate compliance through robust, transparent and high-quality data.

We also have a Storm Overflows Discharge Reduction Plan (SODRP) which considers the enhancement funding we will make through our Water Industry National Environment Programme. Through this, we will be installing nature-based solutions alongside traditional infrastructure such as storage to reduce the pressure on sewers.

Drainage and Wastewater Management Plan

We have used Drainage and Wastewater Management Plan (DWMP) risk-based planning evidence on pollution incident trends to identify immediate operational activities in this PIRP. Our future DWMP and subsequent annual reviews will reflect PIRP trends. However, there is some divergence from the DWMP due to three key factors:

Evolution of root cause understanding:
Since the DWMP was published, our analysis and incident investigations have significantly improved, leading to a more accurate understanding of the underlying causes of pollution incidents.

Upward pressure awareness:
We are continuing to evolve our understanding of upward pressures on our performance related to Climate Change, Growth and Asset Deterioration, this has been a significant focus since publication of the current DWMP.

Transformation of reporting guidance:
The statutory requirements and guidance for PIRPs introduced under the Water (Special Measures) Act 2025 have changed the way measures must be planned, reported, and assessed, which was not anticipated in the previous DWMP.

These changes mean that certain measures and priorities in this PIRP differ from those set out in the current DWMP. We expect this divergence to be temporary. The next statutory DWMP, due for publication in 2028, will incorporate these developments and is anticipated to have a high degree of alignment with future PIRPs, ensuring consistency across our long-term planning and regulatory commitments.

This is a long-term journey. We are committed to taking the steps needed now, by investing in the right areas, and delivering sustained improvements that reduce risk, protect the environment, build trust and secure the resilience of our services for the future.

Independent assurance

Independent assurance from Aqua Consultants found Anglian Water's Pollution Reduction Programme successfully stabilised pollution performance, reversing a previously rising trend. They forecasted approximately 440 Category 1-3 incidents in 2025 – consistent with 2024 levels – which we exceeded.

The programme delivered strong operational progress, with 84% of all parcels, 94% of named jobs, and all planned sewer lining completed by the end of 2025. These interventions have already generated measurable pollution risk reductions, with evidence confirming an estimated 104 pollution reduction – exceeding the original target of 95. Two statistical models (XGBoost and Random Forest) validated that risk reduced at treated assets, even when aggregate incident numbers appeared static.

Aqua found that Anglian Water's governance matured significantly over the programme's duration, shifting from fragmented and under resourced arrangements to a structured model with a functional Steering Committee,

embedded Power BI reporting, and clearer decision-making processes. Despite this improvement, integration gaps remained, including the absence of a single source of truth, a unified P6 schedule, and fully consolidated risk registers.

Aqua found that Anglian Water strengthened their benefits realisation approach through a Benefit Realisation Plan, consistent root cause analysis processes, and improved uncertainty scoring. However, gaps persisted where data completeness required heavy expert judgement, and several benefits will not fully materialise until 2026-27 due to late delivery.

Financially, Aqua had strong confidence in the programme's cost benchmarking, capitalisation, and costing processes, with 13 schemes aligning well with industry benchmarks.

Aqua's priority recommendations focused on strengthening governance, unified scheduling, and consolidated risk registers. They also recommended standardising methodology and tracking impacts for 12–24 months and enhancing value for money.

A second independent report confirmed that Anglian Water has made meaningful progress, following a series of initiatives to have less than 390 pollutions. These interventions included: strengthened out-of-hours coverage, improved triage of triggers and alerts, and additional field resources which contributed to a drop from around seven Category 1-3 pollutions per week to around four. Despite this positive trend, the benefits are difficult to fully isolate due to lower rainfall and ongoing systemic constraints.

Across the operational journey challenges remain. High "noise" in the system – including numerous priority codes, false alarms, inconsistent information capture, and limited triage authority – leads to unnecessary high-priority deployment and weakened ability to identify genuinely high-risk events. Scheduling remains a critical bottleneck, with delays driven by difficulty locating available technicians, skill mismatches and manual system handovers. In the field, inconsistent protocols, gaps in Tactical Toolbox information, and shortages of specialist skills further slow response. Tankering is

hindered by fragmented systems, poor visibility of contractors, and lengthy handover processes.

An analysis of 26 pollution incidents indicated that approximately half of all pollutions in 2025 are related to our response. We will address this by improving response decision-making, field execution, alarm accuracy, delayed response/resource availability and tankering.

Depending on the speed and efficacy of these changes, this could result in an estimated 45-75 fewer Category 1-3 incidents in 2026, based on 16-02 guidance.

During the assurance programme conducted, it was confirmed that our investment plan is robust and appropriately focused, effectively targeting measures to reduce and control pollution incidents. The independent review of our non-financial response plan also assured that we maintain a strong operational response, with the ability to manage failure modes across our management systems, behaviours and people factors. This indicates that our systems will contribute positively to our pollution performance.

Glossary

The Environment Agency guidance uses the following terms, which we have used throughout this PIRP.

Causes (of the pollution incident)

The reasons why the pollution incident occurred, including the actions taken or not taken by Anglian Water or another party that caused the issue or allowed it to persist.

Causes should include both:

- **Immediate cause:** The direct trigger of the incident (e.g. pump failure)
- **Root cause:** The fundamental, systemic reason(s) why the incident occurred, typically linked to failures or inadequacies in systems, processes, or organisational controls (e.g. inadequate maintenance planning, poor asset condition, or management system failure).

Impact (of the measure or step)

The impact of the measure or step is the number of pollution incidents prevented, or expected to be prevented. This definition is derived from section 205A (4) of the Act, which refers to the impact that the undertaker (Anglian Water) considers measures taken will have in reducing pollution incidents. This is distinct from the impact of a pollution incident, referred to in the definition of 'seriousness'.

Measure or step

A measure or step is an action or series of actions Anglian Water have taken for the purpose of reducing the risk of pollution incidents. They directly contribute to this over the next calendar year or in the future. This includes both:

- new actions started in the next calendar year and
- pre-existing actions where they continue to directly contribute to fewer pollution incidents over the next calendar year or in the future.

These measures can cover any aspect of Anglian Water's business activities including but not limited to operations and maintenance, human resources and culture, incident response, collection and use of data and customer engagement.

Relevant Undertaker

A company who has statutory powers and duties to supply water, sewerage or both services to premises within an appointed geographical area under the Act – in this case Anglian Water.

Pollution Incident

Pollution incidents are defined in section 205A(3) of the Act as discharges of any content from the undertaker's system which may be harmful to health or the quality of the environment. This does not include discharges of treated effluent operating in compliance with an environmental permit.

Seriousness (of the pollution incident)

Seriousness refers to the impact the pollution incident has had on the water environment. References to seriousness should follow the methodology (for undertakers operating in England) outlined in The Common Incident Classification Scheme (CICS). The seriousness categories relevant are:

- Category 1 – major, serious, persistent and/or extensive impact
- Category 2 – significant impact
- Category 3 – minor or minimal impact

System

System refers to all assets within the sewage disposal network or the water treatment and supply system. The sewage system is defined in Section 17BA(7) of the Act as comprising the public sewers, facilities for emptying public sewers, the sewage disposal works, other facilities for dealing with the contents of public sewers and lateral drains that you are required to develop and maintain.

The water supply system is defined in Section 17B(4A) of the Act defines as comprising reservoirs and other places of storage, treatment works, water mains and pipes that Anglian Water are required to develop and maintain.