



Department
for Environment
Food & Rural Affairs

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Sent by e-mail only.

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Date: 10 Nov 2025

Dear Geoff,

Anglian Water Company WRMP Annual Review 2025

Thank you for Anglian Water's water resources management plan (WRMP) Annual Review 2025. The delivery of your WRMP is essential, and part of your legal duties, in providing resilient water services for customers and protecting and enhancing the water environment.

We are writing this letter to you jointly from Defra, the Environment Agency and Ofwat. The Environment Agency and Ofwat (the Regulators) have assessed your WRMP Annual Review 2025.

We have continuing concerns with Anglian Water's security of supply. You should take immediate action to address the issues that are set out in this letter.

Our concerns are set out in further detail in the table in Annex 1. In summary, Anglian Water has:

- Continued to decline some non-domestic water requests. Anglian Water should take all possible actions to support businesses and enable sustainable development in the region.
- reported increase leakage since last year. Leakage levels remain significantly higher than WRMP19 forecasts and a continued focus is needed to deliver WRMP24 forecasts. While some progress has been made, leakage remains a key area of concern and further effort as detailed in your action plan is required to reduce leakage

While this letter highlights the most significant performance concerns, we also identified an additional issue regarding high unplanned outage that we have detailed in the annex below, as well as in the annex of our national analysis report. This is an important issue to resolve to ensure it does not pose a risk to future water availability. We will continue to engage with you through ongoing liaison to address

The actions we require you to take, to address these concerns, are set out in the table at Annex 1. You should provide us with written evidence of these actions by the deadlines set out in Annex 1.

We consider that through these actions you should be able to positively demonstrate that you are addressing issues and reducing risk to the security of supply. However, in case of limited progress or non-delivery further escalation including investigations and enforcement would need to be considered by the relevant regulators.

We have been engaging with teams that are developing the Strategic Resource Option (SRO) programme central to your longer-term supply demand balance strategy through the Regulators Alliance for Progressing Infrastructure Development (RAPID). You should update your WRMP annual review submission and WRMP if any significant changes to the SROs will affect your plan. This includes any changes to cost, benefit and delivery timelines. You should update your WRMP annual review submission and WRMP ahead of the associated SROs RAPID gate 3, to ensure your WRMP is the process through which up-to-date feasibility, best value and affordability is demonstrated.

Anglian Water's WRMP is an essential plan for securing customers' water supplies, in a sustainable way for the environment. It is therefore vital for you to maintain and deliver your plan.

Yours sincerely

Annex 1:

The following table outlines the issues we have identified, the impact and the actions we require you to take.

Issue	Impact	Action and deadline
<p>Declining non-domestic requests</p> <p>We recognise that new requests for non-domestic connections have increased recently. Anglian Water is facing significant water resource challenges, which reduce the company's flexibility to supply new non-domestic connections not planned for in the WRMP.</p> <p>Anglian Water state that to protect existing supplies and the environment, new and unplanned non-domestic requests, which exceed 0.020 Ml/d (or less, dependent on local water availability) will be declined.</p>	<p>Restrictions on non-domestic supply limit abstractions and protect the environment, however, they can also limit non-domestic development and growth in the economy.</p>	<p>Anglian Water should take all possible actions to support businesses and enable sustainable development in the region. This should include:</p> <ul style="list-style-type: none">• working with the EA to complete the assessment of the risk of the water bodies suffering from deterioration if abstraction was to increase. The assessment will improve understanding of the volumes of water available in the interim for sustainable development and the environment until large supply options are online• using the assessment outcomes to better understand the environment's capacity to accommodate growth and to help identify actions that might be needed to manage the risk of abstraction causing damage to the environment• continuing to engage with regulators on how water resources can be developed and how the water infrastructure needed to facilitate economic growth can be funded• maximising efforts to reduce demand and leakage, considering additional water efficiency activity alongside the immediate

Issue	Impact	Action and deadline
		<p>progression/acceleration of adaptive supply options.</p> <ul style="list-style-type: none"> • report the quantity of water that has been requested but refused because of the restrictions, in megalitres per day (MI/d) <p>Deadline: provide an update on progress with the above actions in the regular liaison meetings with the Environment Agency and in the next annual review.</p>
<p>Leakage</p> <p>Reported total leakage of 187.0 MI/d is 3.6% (6.52 MI/d) higher than the WRMP24 forecast of 180.5 MI/d and 34.84 MI/d above the WRMP19 forecast of 152.2 MI/d.</p> <p>Total leakage has increased by 2.7% in comparison to last year (2023-24) and it is the third consecutive year Anglian Water has not met its leakage forecast. Reducing leakage may allow for more flexibility to supply new non-domestic connections where applicable.</p>	<p>Although distribution input is lower than last year and lower than the WRMP24 forecast, achieving your leakage reductions is vital to security of supply and to limit abstraction at sources that could cause deterioration in the status of water bodies.</p> <p>Achieving your planned leakage reductions is reputationally important, as you are asking customers to reduce their water use and limiting new non-domestic requests for water.</p>	<p>A specific action plan is not required, but you should:</p> <ul style="list-style-type: none"> • maximise your efforts to reduce leakage and deliver your WRMP24 forecasts, which in turn: <ul style="list-style-type: none"> ○ reduces abstraction from sensitive environments ○ potentially allows for more flexibility to supply new non-domestic connections where applicable <p>Deadline: provide an update on progress with delivery of the service commitment plan in the regular liaison meetings with the Environment Agency and in the next annual review.</p>

Issue	Impact	Action and deadline
<p>Outage</p> <p>Your reported total outage of 58.22 MI/d is 35.88 MI/d higher than your WRMP19 allowance of 22.34 MI/d and 35.15 MI/d higher than your WRMP24 allowance of 23.07 MI/d. Of this, reported unplanned outage makes up a significant proportion of this, at 42.22 MI/d.</p> <p>Significant unplanned outages are reported due to source pollution of which Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) raw water contamination is the main contributor. In the Lincolnshire Bourne and Lincolnshire Central water resource zones all reported unplanned outage (8.41 MI/d and 1.42 MI/d respectively) was caused by source pollution.</p> <p>You state that outages were managed by transfers of surplus water from adjacent WRZs. You report that you are monitoring the potential and scale of PFAS contamination, and have developed mitigation strategies, including investment in additional treatment, as set out your PR24 business plan.</p>	<p>PFAS contamination is an emerging issue which is having a notable impact on your water resource availability.</p> <p>Although you did not report a supply demand balance deficit in WRZ, the high volume of reported unplanned outages poses concern. It is important to continue to appropriately monitor and mitigate this issue so that it does not pose a risk to future supplies.</p>	<p>You should continue to plan and act to:</p> <ul style="list-style-type: none"> • understand the risks and impacts of PFAS contamination on your water resource availability • identify where the risks to water availability are greatest and how they may change during AMP8 • treat and mitigate PFAS contamination identify whether abstraction will increase at other sources to compensate for water lost due to outage • identify whether the impact of PFAS contamination results in less water for other use (e.g. non-domestic requests) <p>Deadline: provide an update on progress with the above actions in the regular liaison meetings with the Environment Agency and in the next annual review.</p>