



Our response to the first Your water, your say session

November 2023



You said, we did

Safe, clean, reliable drinking water

What our customer said

- Why do reservoirs take so long to establish? Will they provide sufficient capacity for future?
- How do you prioritise dealing with all the challenges faced by the sector, including the risks associated with lead?

Our plan responds with

- Reservoirs are huge infrastructure projects. They take a long time to construct and particularly to get through planning and environmental applications. They also take a long time to fill once built.
- Two new reservoirs alone, won't provide sufficient capacity. We're extending our strategic interconnector pipeline, installing more smart meters and driving leakage down too.
- Safe clean water is customers' number one priority. Investment here means our drinking water will continue to be amongst the best in the world. We'll reduce risk from chemicals like nitrates, lead and Per- and Polyfluorinated Substances (PFAS or forever chemicals). We're investing £19m to reduce the exposure of customers to lead in areas at high risk and continuing with our long-term replacement programme.

Future customers

What our customer said

How does the company engage younger people and future generations?

Our plan responds with

Using a multi-channel approach, we engage younger people through targeted social media, along with email, customer forums, surveys and much more. We even have focus groups with three generations of families.

Environment

What our customer said

- How will you maximise nature-based solutions?
- How will you proactively help your customers be more resilient?
- What's your plan? How much will it cost? Why haven't you been investing previously?
- How will you dispose of sewage safely?

Our plan responds with

- 26 new wetland projects with 52 new sustainable urban drainage schemes, replacing the need for concrete, power hungry grey solutions with sustainable nature-based solutions.
- 695km of climate vulnerable pipes renewed. Smart meters will help customers manage usage, and our focus on driving down leakage will continue.
- Smart sewer monitoring, predictive analytics and partnership working will start to drive down avoidable blockages. Addressing the narrow watercourse problem. See our Pollution Incident Reduction Plan.
- We already dispose of sewage safely and are investing another £476m to accommodate growth.

Happy customers and communities

What our customer said

- How does the company view vulnerability evolving over 15 years?
- What's the eligibility for payment support?
- What is happening on an industry social tariff?
- How much financial support is going to be provided to customers, and how much support would be funded by shareholder profits?

Our plan responds with

- Experian data indicates that customers in water poverty is set to increase from 275,000 to 306,000.
- By 2030 we will have the capacity to support all customers at risk of water poverty and proposals are in place to provide direct financial support to 280,000 households predicted to be at risk. Launch a new Medical Needs Discount for eligible customers, without any bill increase to customers.
- Our plan will also see us create 7,000 jobs across the region, helping create more prosperity.



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