

# Anglian Water

## Your Water Your Say

### Introduction

As part of a national conversation about water, Ofwat – the water industry regulator – asked every water company across England and Wales to host a 'Your Water, Your Say' meeting for their customers. These sessions were run by an independent facilitator (appointed by Ofwat), to give people a chance to hear about the plans their specific water company has for the future and, importantly, to ask questions about those plans too.

We held our first session on 30<sup>th</sup> March and a second session on 28<sup>th</sup> November.

During the second session, we received a total of 138 questions, 88 questions in advance of the session, and 50 questions via Zoom during the session.

At the session 27 questions were answered. Answers to the remaining questions can be found in this document. In line with Ofwat's guidance, we have consolidated questions where they are asking similar things. The questions have been grouped into the following categories:

- Dividends, debt, executive pay and bill increases
- Vulnerable customers
- Pollutions / spills / river water quality
- Long term challenges
- Drinking water quality
- Customer Engagement and Your Water Your Say meeting
- Various
- Questions regarding specific issues / locations / complaints

At the end of the document, we explain where to find answers to each individual question asked in the section on.

# 1. Dividends, debt, executive pay and bill increases

## 1.1 Are water company fines paid by customer bills?

All fines are paid for by shareholders. The money is not recovered from customers through customer bills.

## 1.2 Why do bills need to increase to pay for all of this investment? Why can't shareholders pay for it?

Over the next 25 years, there are many things we need to do. We need to mitigate the impacts of climate change and housing development on our services, ensuring we can continue to meet our licence obligations in the face of these significant long-term challenges. We need to ensure we achieve new government and regulatory targets to improve our services, for example, to reduce the number of spills from storm overflows as set out in the government's Storm Overflow Reduction Plan. We also need to play our part to support long-term government objectives, for example, to reverse biodiversity loss and enhance our environment.

Delivering all this will require substantial investment in new infrastructure. If we do nothing, services will get worse, and we will not be able to make the improvements that our region needs.

One of the things that we're very clear about in our plan is that we're not asking customers to pay a second time for something that we've already committed to do. The money that we're asking Ofwat to allow in terms of bill increases is to maintain our assets and services and enable investments in new assets to enhance our services, and to meet new statutory requirements such as environmental standards.

### Financing the plan

It is not possible to pay for all of this investment upfront. The current funding mix of debt and equity allows the costs of investment to be spread over a long period of time, that's why we have to pay interest. It's a bit like a mobile phone contract, or a mortgage, whereby you pay a little bit every month, or every year, in order to meet the cost of the asset, but you can enjoy that asset right away. To finance our Plan, we will need to raise debt and our owners will need to make a substantial injection of capital to increase their equity.

The percentage of customer bills spent on servicing debt and equity is set by Ofwat as part of our planning process. This has yet to be determined for the 2025-30 period, but for 2020-25 this is set at 18%. This rate does not change from year to year during our five-year price review periods as it was agreed with our regulator in 2020.

### Why profit is crucial

If companies were funded entirely through equity (i.e. shareholders), which typically has a higher rate of return, this would actually increase customer bills rather than reducing them. We try to seek the best balance where the overall cost of capital is at its lowest without jeopardising the financial stability of the business.

Profits are essential to attract private investment. We have to provide investors with a reasonable return on their investment in exchange for the risks they carry. During the past financial year, a number of risks have crystallised including high energy prices. Investors have borne the cost of dealing with these risks, which have not been passed on to customers.

This structure has gained market confidence from debt and equity investors, which has seen the cost of capital reduce, in effect reducing customer bills.

## **Balancing profit against wider societal and environmental impacts**

We recognise that, as a monopoly provider of essential public services, it is imperative to maintain the trust and confidence of our customers while providing fair returns to our shareholders. In July 2019 we became the first water company to change our company constitution – the Articles of Association – to lock public interest into the way we run our business, both now and for future generations. We've summed this up in a simple statement of our Purpose:

“Our Purpose is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop.”

By doing so we have ensured that environmental and social priorities will always sit alongside the need to deliver fair returns for our shareholders.

### **1.3 Can you provide details of dividend payments in recent years?**

As noted above, we need to make sure the water industry remains an attractive option for investors, and this includes giving a fair return to shareholders. Otherwise, we can't deliver our proposed business plan and make the investments our region needs.

The level of dividends we pay is overseen by our regulator, Ofwat. The rate of return is currently 4.19% - about the same as investing in an ISA account. But unlike an ISA, this isn't guaranteed, as dividends depend on our performance, as well as current and future investment needs and ensuring the company remains financially resilient.

Since privatisation in 1989 we've returned around £880 million to the ultimate owners of Anglian Water. However, our owners have reinvested far more into the company than they have taken in dividend payments injecting almost £1.7 billion in the business. For example, in the current period of 2020-25 they have made a net equity injection of £899.7 million so far. Funds injected by our shareholders have been used to improve our financial resilience (for example securing financial resilience when the Retail Price Index went negative in 2019) and improve services for customers (for example, the East Hills Water Treatment Works for Norwich, and our Get River Positive campaign have all been funded by shareholders). Starting in 2025, our shareholders will fund a new Medical Needs Discount scheme. None of these things have resulted in extra cost to our customers.

We believe in fair bills for customers and in fair returns for shareholders. So, although bills will need to go up in future to help pay for the multiple billions of pounds of investment needed to tackle the challenges in our region, it will be by relatively modest amounts. By 2030, average bills will cost £1.57 per day, a total rise of 21p a day over the five-year period, from today's prices. This increase will pay for many initiatives to protect and enhance the environment, not just tackling storm overflows, for example reducing leaks even further, leaving more water in the environment and building two new reservoirs.

More details about dividend payments in 2022-23 can be found in our Annual Integrated Report:

<https://www.anglianwater.co.uk/siteassets/household/about-us/air-2023.pdf>

### **1.4 Can you explain what you mean by £1 bn efficiency savings and how it will be achieved?**

As a monopoly service provider, it is vital that to ensure we are delivering value for customers, and so we replicate (as far as possible) the cost pressures faced by companies that operate in competitive markets.

Once we understood the investment requirements (thinking about the impact of long-term challenges, new government and regulatory targets, and customer priorities), we developed initial costs based on up-to-date real cost information. We then looked externally to seek how much it costs other companies to do the same or similar things (this is known as cost benchmarking). Where we have found our costs to be higher, we have reduced those costs.

We have also challenged ourselves to consider if there might be a better solution to achieve the same objective, which might cost less and also have less environmental impact. This includes thinking about new technologies, digital solutions, and opportunity to work in partnership with other organisations.

Following this vigorous challenge, we reduced the initial cost of our plan by over £1bn. As a result, customer bills will be 2.7% lower by 2030 than they would have been otherwise.

### **1.5 If you increased bills to the same level as other water companies, what else could you achieve?**

This is a really good question, but also one that is really hard to answer meaningfully. Putting together a business plan is never easy. There's an awful lot of investment that's needed, and we have to balance this against very real affordability concerns. This means we must think very carefully about how to best allocate limited resources, and in some cases, we have had to make tough choices and temper our ambition. In addition, each water company faces different challenges presented by their region.

Our plan is the most ambitious we have ever submitted. To put it into context, in the last business plan for the period 2015-20 we committed to spending over £2 bn to improve services and the environment. At the time this was considered ambitious. But in our plan for 2025-30, we are proposing to double this to over £4 billion. We have had to think carefully about whether or not we can actually deliver, in partnership with our suppliers, such a large step-change in investment. We think we can, but there's no doubt it will be challenging.

So, there are many factors we need to take into account, and it is difficult to strike the right balance. It's not really possible for us to say what else we could achieve if we increased bills further, as cost is just one of the factors we need to consider.

### **1.6 Will you reduce executive pay / link it to performance?**

When performance has been achieved, bonuses have been paid; where performance targets have not been achieved, payments have been reduced, in some cases to zero.

Bonus targets are set based on customers' priorities. Therefore, a balanced scorecard (which is available in our annual report) has been developed, which set out bonus targets. The targets include water quality, water availability, affordability (including supporting vulnerable customers) and environmental targets. If the targets are not achieved, management bonuses, in respect of that element of the bonus, are not paid. For the 2022/23 financial year the affordability, water quality and vulnerability targets were achieved and therefore, bonuses were paid in respect of those elements. However, the environmental targets were not achieved and therefore, the element of the bonus relating to these targets was not paid. The environmental targets for the 2022/23 bonus scheme represented between 33% to 40% of the target. In addition, shareholders and not customers have paid for the executive directors' bonuses in respect of the 2022/23 financial year. Anglian Water is highly complex, and it is important that bonus targets do not just focus on one target.

### **1.7 Are you thinking about removing standing charges?**

No, but we keep standing charges to a minimum and our fixed prices are amongst the lowest in the industry. Standing charges are used to recover costs that do not vary with usage e.g. metering costs and billing and other customer support. We believe fixed charges are an important part of ensuring fair charging for all customers. We previously had a tariff (SoLow) with no fixed charge, and evidence showed that for low usage customers the overall bill was not reflective of the cost to supply. This created an effective cross-subsidy based on low usage (usually low occupancy) rather than on a basis of progressive charging where lower income households receive a discount based on cross-subsidy paid by other customers.

### **1.8 Do you think the water industry be nationalised?**

No, we don't believe the water industry should be nationalised. Following privatisation Anglian Water have invested over £20bn and since 1990 benefits include:

- Flooding of people's properties from sewers now 8 times less likely.
- Persistent low pressure in people's homes now >100 times less likely.
- Interruptions to supply now 5 times less likely.
- Beaches in the region now 6 times more likely to be rated 'excellent'.
- Phosphorus concentration in rivers down by 80%.
- Sewage Treatment Works failing consents down by over 80%.
- Leakage rates down by more than a third since 1990, meaning our leakage levels are around half the national average and among the best in the world.
- Drinking Water quality now among the best in the world, with complaints around half as likely as in the rest of Europe.

### **1.9 Why is your current performance not as good as it should be (leakage / CSOs / pollutions etc)? Is it because of underinvestment or excessive dividends?**

We know that, in some areas, our performance has not been as good as we or our customers would like it to be. We take our performance extremely seriously and hold ourselves to account for our customers, stakeholders and the environment through a variety of forums, such as independent scrutiny committees, and reports. This includes our integrated annual report where we detail our performance against a full range of measures as well as Ofwat Performance Commitments to form our balanced scorecard.

More details about recent underperformance, including what we are doing about it, can be found in our Service Commitment Plan: <https://www.anglianwater.co.uk/siteassets/household/about-us/service-commitment-report-november-23.pdf>

In other areas, our performance is good or even industry leading. For example, leakage is one of the things our customers care about most, which is why we've made longstanding investment and innovation in this space over decades. That has enabled us to reduce leakage by 38% since privatisation and hold the industry-leading position since 2010.

We also know that our customers' number one priority is a reliable supply of safe, clean drinking water. That's why we've invested heavily in building resilience into our water supply network over several successive regulatory five-year cycles. As well as high-profile resilience schemes like Grafham in Cambridgeshire, East Hills in Norwich, and a major resilience scheme in Peterborough, we are in the process of constructing a strategic interconnecting pipeline - an enormous infrastructure programme, and the first of its kind in the industry - which will move water from areas of abundance to drier areas. Much of this forward planning and long-term investment is the reason we were one of the only water companies not to impose a hosepipe ban during the exceptionally hot, dry summer of 2022. This is despite the fact we have the lowest rainfall per day in our region, versus the national average.

As explained in Q 1.3 and Q 1.8 above, our shareholders have made significant investment in the company since privatisation in 1989 and our services have improved significantly in several respects.

## 2. Vulnerable customers

### 2.1 What additional support is available and how can I access it?

We offer a range of support for customers struggling to pay their bills. In the last year we've helped nearly 350,000 customers stay on top of their bills. The quickest way to get started is through our interactive support guide, to help point you in the right direction. This available at: [Extra Care Support \(anglianwater.co.uk\)](https://anglianwater.co.uk/extra-care-support)

Those without access to internet or online services can speak to our Extra Care Support team on 0800 169 3630.

Our specially trained team can help find a way forward, with a personalised plan made just for you. We can make sure you're on the right tariff, look at payment plans and point you towards other help and benefits to increase your household income. In the past year, we were able to signpost customers to more than £3.5 million of potential unclaimed benefits, and a total of £11 million since 2020. In some cases, this assessment has helped customers access more than £3,000 in benefits which they didn't realise they were eligible for.

### 2.2 How is the support for vulnerable customers paid for? Is it from subsidies by other customers, or by shareholders?

Our affordability strategy is founded on the delivery of the sector Public Interest Commitment adopted to "make bills affordable as a minimum for all households with water and sewerage bills more than 5 percent of their disposable income by 2030 and develop a strategy to end water poverty." Across all concessionary tariffs we expect to have capacity in AMP8 to support approximately 300,000 customers struggling to pay their bill, broadly aligning with the high point forecast for those in water poverty.

Anglian Water's experience is that a discount of up to 80% is required to lift customers struggling to pay out of water poverty.

The concessionary tariffs are funded by non-eligible customers. When we talked to customers in 2020, they approved a maximum contribution of £12, allowing us to significantly increase take-up on LITE, with the recent trend in take-up reflecting changes to the eligibility criteria and to data sharing with the Department for Work and Pensions. For 2022/23 we had an average of 104,000 customers supported on LITE.

In 2023, our customers supported the proposal to double the cross-subsidy uplift that provides support for customers in water poverty from the present £12 to £24. This is a cornerstone of the affordability strategy for 2025-2030, as it determines the capacity we have to support the number of customers in water poverty per the Experian modelling, and whether that support can provide higher or lower level of discount per customer. This will allow us to fund discounts of up to 50% for 230,000 customers on our social tariff.

#### Medical Needs discount

In a first for the water industry, we are proposing a specific Medical Needs Discount to customers who have a specific medical condition which drives higher water usage. This will be targeted using customers on our Priority Services Register and who are not currently receiving direct support through existing concessionary tariffs or direct government support for their condition.

This will not be funded by any proposed increase in other tariffs, instead the costs will be met by significant new investment from our long-term shareholders who share our vision and support our purpose.

### 3. Pollutions / spills / river water quality

#### 3.1 Can you provide details regarding your current performance (CSOs and pollutions)?

We have heard from our customers, who are worried about the poor state of our rivers and the impact on biodiversity and human health. We know that pollution and the discharge of untreated sewage is undermining trust in the industry, and we need to be transparent and work hard to regain that trust. We have been very clear that we understand, and we share people's concerns. And we are sorry that we haven't acted sooner.

In 2022 we launched our Get River Positive campaign in partnership with Severn Trent. Our shareholders reinvested £7 million to fund the campaign at no extra cost to customers. The commitments we made included reducing the number of Storm Overflow spills to an average of 20 per year by 2025, and we've been working hard to speed up plans to tackle spills.

As a result of this hard work, we've already met this target, and last year achieved an average of **15 spills per overflow – the lowest in the industry** (which averaged 29). But any spill is unacceptable, and we know we need to go further.

This year we fell short of our ambitions for pollutions. Whilst we have taken action to bring about improvements, our total number of pollutions remain similar to last year. Our present performance on pollutions is not where we, or our customers, want it to be. We are working hard to turn our performance around, but pollutions is a complex problem and we need to be realistic that it will take time for actions to embed and deliver results.

As part of our Get River Positive commitment, we've pledged to be as transparent as possible with the data we collect about our water recycling network and the improvements that we're making, especially around storm overflows. We have published an interactive map on our website, that shows where our storm overflows are located and provides data about how often they spilled in 2022.

<https://www.anglianwater.co.uk/environment/storm-overflows/improving-rivers-and-coastlines/>

More information on storm overflow activation can also be found on our website:

<https://www.anglianwater.co.uk/environment/storm-overflows/>

More information on performance metrics can be found in our Annual Integrated Report:

<https://www.anglianwater.co.uk/siteassets/household/about-us/air-2023.pdf>

More information on the action we are taking to reduce pollution incidents can be found in our Pollution Incident Reduction Plan: [pollution-incident-reduction-plan-2023-2025-final-compressed.pdf](https://www.anglianwater.co.uk/siteassets/household/about-us/pollution-incident-reduction-plan-2023-2025-final-compressed.pdf)

#### 3.2 When will 100% of sewerage discharges be monitored?

We have already installed event duration monitoring on all of our storm overflows. More information on the frequency and duration of every storm overflow operation in our region can be found on our website:

<https://www.anglianwater.co.uk/environment/storm-overflows/improving-rivers-and-coastlines/>

There is also a regulatory requirement to monitor 25% of all emergency overflows by 2030. We are going significantly beyond this requirement and commit to monitoring 100% of our emergency overflows by 2030.

Treated effluent discharges from our water recycling centres are already monitored by our telemetry systems together with randomised sampling.



### **3.3 When are you going to stop spilling / polluting?**

We are clear that any discharge of untreated sewage, however it is classified, is unacceptable. That's why our long-term ambition is to go over and above what is required of us by government and regulatory targets, and completely eliminate discharges of untreated sewage to the environment by 2050.

When thinking about discharges of untreated sewage to the environment, there are two issues we need to tackle. The first is storm overflows. Storm overflows are designed to act as relief valves when the sewerage system is at risk of being overwhelmed, for example during heavy downpours when a lot of rainwater runs into drains and sewers over a short period.

We can't eliminate storm overflow discharges overnight. We're going to have to re-plumb the system and similar to the transition from diesel to electric cars, it is going to take time. One of the biggest challenges we have is that we can't just turn everything off while we do the work. This isn't just like building a new road where you can divert the traffic. We must continue to make sure that we treat sewage and do that properly and safely.

Our plan for 2025-30 is the first step on our route to addressing storm overflows. It includes a package of over £500 million of investment to increase the capacity of our system, so that storm overflows are no longer required. We will prioritise spills with the highest environmental impact, close to bathing waters and shellfish waters. We know that many locations not specifically designated as bathing waters are also valued by people for wild swimming and other recreational activities, and we're committed to eliminating spills that affect these areas as soon as we can.

The second issue we need to tackle is pollution incidents. Pollution incidents are classified by the Environment Agency depending on their impact, category 1 being the most serious, and category 4 the least. Our aim is to eliminate 'serious pollution' incidents (category 1 and 2) and to reduce the total number of pollutions by 40% by 2030. This is the first step towards our long-term ambition to eliminate pollution incidents completely by 2050.

Of course, for many of our customers, 40% will not sound very ambitious and they will want us to go faster. Pollutions are a complex problem, and there are many factors outside of our direct control, like the management of surface water, illegal connections and unflushables entering our network. We absolutely agree that we need to do better, but we also need help, from agencies responsible for drainage, from local businesses and from our customers.

We think the 40% target is ambitious but, with a concerted effort, achievable. What we don't want to do is further erode trust by making commitments that we can't deliver.

### **3.4 How will you deliver your commitment to stop spilling / polluting?**

In order to achieve our targets to reduce storm overflows and pollution incidents we will need a range of solutions. Firstly, we need to make our existing system capacity work harder for us. This includes:

- Using emerging digital technologies to understand what's happening in real-time and respond proactively to prevent problems happening before they occur. For example, we're installing around

22,000 sewer monitors across 11,000km of our high and medium-risk network; this will provide better visibility of our remote rural network — something that is an acute challenge for us in the Anglian region versus other parts of the UK.

- Reducing blockages, by cleaning our sewers more frequently and continuing our behavioural change campaigns, to reduce the amount of fats oils and grease entering our system.
- Reducing the amount of surface water entering our network, freeing up space for sewage. This includes an ambitious programme of Sustainable Drainage Systems (SuDS), where water is drained away naturally in for example, soakaways or ponds.

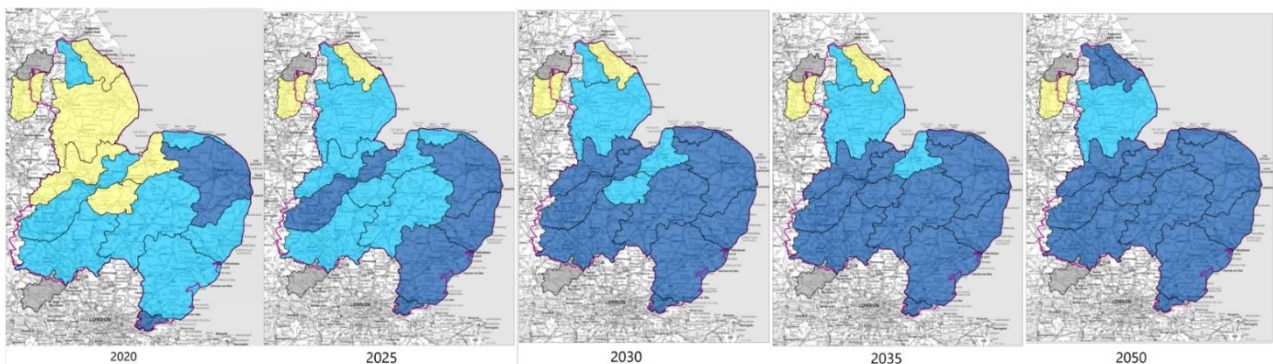
We will also need to make targeted investment in new infrastructure to increase capacity in our network and water recycling centres. We considered a wide range of traditional and ‘green’ or ‘nature-based’ solutions. For each site at least one traditional grey solution was costed (i.e. storage tank/sewer), plus at least one other solution based on the feasible options from our optioneering process. In our PR24 business plan ‘green’ solutions (either as the full solution or via a blended approach) account for 48% of our preferred solutions to address storm overflows.

Finally, we will also fit screens to storm overflows to capture litter and plastics at high-risk unscreened overflows.

### 3.5 Is the risk of pollution incidents increasing?

Our Drainage and Wastewater Management Plan (DWMP)<sup>1</sup> shows that the risk of pollution incidents is increasing. The next 25 years will bring significant population growth challenges, alongside more intense rainfall due to climate change, putting increasing pressure on existing infrastructure. Without action, the risk of pollution increases considerably, as demonstrated by the maps below. (Yellow indicates lower concern, dark blue is higher concern.)

More information can be found in our DWMP: <https://www.anglianwater.co.uk/about-us/our-strategies-and-plans/drainage-wastewater-management-plan/final-plan/>



### 3.6 When will our rivers have the positive ecological profile you have mentioned?

<sup>1</sup> A Drainage and Wastewater Management Plan (DWMP) sets out how wastewater systems, and the drainage networks that impact them, are to be maintained, improved, and extended over the next 25 years to ensure they’re robust and resilient to future pressures. Our DWMP, covering the period 2025-2050, is available at: <https://www.anglianwater.co.uk/about-us/our-strategies-and-plans/drainage-wastewater-management-plan/final-plan/>

Our aim is to enhance the environment, so that it is in a better state in 2050 than it is today. This is an ambition that is shared with our regional stakeholders, national government and supported by our customers.

As part of Get River Positive, we made a commitment to ensure that our operations will not be the reason for unhealthy rivers by 2030, based on the Environment Agency's analysis of Reasons for Not Achieving Good Status (RNAGs).

But we can't achieve the improvement we want to see alone. Nationally, the water sector accounts for approximately 24% of quality issues in England's rivers. With other sectors, including farming, housing and transport accounting for the remaining 76%.

As a result, we are unable to say exactly when individual rivers will have the positive ecological profile we want to see, because it depends on many factors that are outside of our control.

### **3.7 How have you responded to the nutrient requirements to aid housing development?**

Enabling sustainable economic and housing growth is one of our top priorities set out in our Strategic Direction Statement<sup>2</sup>, alongside working with others to achieve significant improvement in ecological quality across our catchments.

We continue to control our impact on watercourses by treating final effluent to a high standard in line with increasingly stringent consents. Where population and economic growth leads to additional flow, we expand or optimise our treatment processes to cope with this. Investments will be prioritised at sites where it will provide greatest benefit in terms of mitigating risk of compliance failure.

To meet these priorities each of our water recycling centres (WRC) have environmental permits which regulates how they are managed and the quality of the flow that enters the receiving water courses. Our WRCs are designed to reflect population increase and we therefore monitor growth, and the impact of growth, very closely.

We are working closely with councils across Norfolk to find a way forward for dealing with nutrient neutrality to unblock housing development. This includes working as part the new Norfolk Environmental Credits organisation to identify projects and initiatives to provide nutrient mitigation solutions for developers.

### **3.8 What are you doing to clear blocked drains / ditches / dykes? Can you make landowners clear them?**

We recognise that the clearing of ditches and dykes is important. But drainage is a shared responsibility and although often interconnected, our region's network of drains and sewers is managed and maintained by a number of different organisations and agencies.

Surface water drains are usually owned by either the highways authority or the local authority. Individual landowners and Internal Drainage Boards (IDBs) are responsible for maintaining the land drains that channel away excess water from farmland. The IDBs are also responsible for managing water levels in low-lying areas like the Fens. If they are foul drains, or combined sewer overflows, it's likely they will be owned by us. What makes it more complex is that often these systems connect into each other.

We've worked, and are continuing to work, very hard to build partnerships with the lead local flood authorities and other local authorities and stakeholders across the region to reduce flood risk. As an

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<sup>2</sup> <https://www.anglianwater.co.uk/siteassets/household/about-us/revised-strategic-direction-statement-2020-2045.pdf>

example, we are working with the Norfolk Strategic Flooding Alliance to take a strategic and coordinated approach to preventing flooding.

## 4 Long-term challenges

### 4.1 How will you ensure that we have sufficient water in the future? How are you preparing for growth, housing development and climate change?

The combination of significant population growth in the East of England, our planned reduction in the amount of water taken from the environment, climate change and Anglian Water's tight and tough environmental ambitions means that there would not be sufficient water in the future. The East of England is the driest region of the country, receiving on average a third less rainfall than the rest of the UK, but we're also home to four of the country's fastest growing cities – so we know that we need to act now, to keep taps flowing for years to come as our region grows. That's why we plan 40-50 years ahead – and it's also why protecting and securing a resilient water supply is a key part of our proposed £9 billion business plan for 2025-30, which would be our biggest ever.

We have a three-pronged approach. Firstly, we want to reduce demand for water, which would be achieved through the implementation of smart meters and a reduction in leakage. Secondly, we are aiming to store water, which is currently being lost to the North Sea, in two new reservoirs which will supply 625,00 properties in preparation for circa 700,000 new homes by 2050. Finally, we are looking at ways of transferring water around the region as well as looking for other sources of water. One example of this is the strategic interconnector, basically a big pipeline, which is currently being constructed from the Humber down to Colchester. Further interconnectors are planned for 2025-2030, including one from Grafham Water to Bury St Edmunds. The interconnectors play an important role, as they enable water to be distributed around the region and this enables a reduction in abstraction from chalk streams and rivers. We are also looking at re-use schemes, utilising water which had no environmental benefit. An example of this is the proposal to take water out of Colchester Water Recycling Centre and put it into Yardley Reservoir. We are also considering de-salination in certain areas of the region.

As our region is one of the fastest growing areas in the UK, we're committed to working with developers, planning authorities and environmental regulators, we will always seek to embed the highest water efficiency standards in new developments. We will also pursue joint action on water and energy efficiency retrofit programmes and explore ways to standardise water efficiency requirements for developers in the East of England.

We're also rolling out a further 1.2 million smart meters on top of the 1.1 million installed throughout 2020-2025 at an investment of £142m. By 2030, the smart meters, combined with behavioural change and the improvements in leakage performance that they enable, will result an additional 5.3MI/d (mega litres per day) from behavioural change demand savings, 8.8MI/d savings from plumbing loss reductions and up to a 4.0MI/d from reductions in customer supply pipe losses (CSPL) (a total of 18.1MI/d). There is a lot of available data around the positive effect of smart meters on consumption and because Anglian Water has such high levels of smart meters there is a strong evidence base. On the installation of a smart meter there would typically be a reduction in consumption of between 3% and 4%. For the period 2025 to 2030, there will be further opportunities for customers to engage in data gained from smart meters. The installation of a smart meter also enables the identification of customer side leaks.

Our Water Resources Management Plan (WRMP) outlines our detailed and ambitious plans to secure future water resources. <https://www.anglianwater.co.uk/siteassets/household/about-us/wrmp/revised-draft-wrmp24-main-report-v2.pdf>

### 4.2 How are you preparing your wastewater systems for housing development, growth, and climate change?

Anglian Water play a vital role in both facilitating economic and housing growth in our region and ensuring that this growth does not have an adverse impact on the environment. Key to sustainable growth is ensuring

the protection of the environment, and our water recycling investments will help this. Over £160 million will be invested in expanding our water recycling centres to treat the extra demands from growth in our region. Over £130 million will be invested to support nutrient neutrality, ensuring new housing growth in Norfolk has a net zero impact on nutrient load of receiving watercourses.

See answer to Q 3.4 above. The things that we're doing to prepare for growth and climate change are the same things we're doing to tackle pollutions and spills, as the problems are interrelated.

#### **4.3 How involved are you in the planning process?**

Anglian Water is not a statutory consultee on planning applications. Under the Water Industry Act 1991, anyone has an automatic right to connect to Anglian Water (and other water company) owned foul sewers. This means that legally we cannot object to any planning applications. We do however actively engage in the planning process by responding to major developments (10 dwellings or more) or >0.5 hectares for employment use, which is the national threshold. We also have a threshold of 500 square metres or more, to ensure we try and capture everything and we also comment on specific proposals if requested to do so by the Local Planning Authority (LPA).

#### **4.4 Climate modelling suggests that much of Anglian Water's geographic service area could soon be below sea level. Has this been taken into account in Anglian Water's strategic plans?**

We spend a lot of time working with different stakeholders such as the Environment Agency and the Cambridge and Peterborough Combined Authority to mitigate our impact on the environment and our carbon footprint. One of the areas which is most vulnerable to flooding is the Fens and we are currently working with the Environment Agency to review their flood and coastal erosion risk management plans and joining them up with our water resource planning. As a result, we are providing places to store flood water rather than just pumping it out into the North Sea. Soil resilience and agricultural adaptation are also being considered. We're keen to only build concrete flood defences as a last resort.

Our first Long Term Delivery Strategy (LTDS) is an adaptive plan that considers long-term investment requirements and how they may change in different future scenarios. To develop our LTDS, we tested our investment plans to two climate change scenarios prescribed by Ofwat: a benign scenario and an adverse scenario. These scenarios are intended to represent a plausible range of climate change outcomes. They consider sea level rise. Our scenario testing shows that, investment requirements increase in the adverse scenario because of sea level rises. This additional investment is required to protect assets from coastal flooding.

#### **4.5 Will Anglian Water reach net zero by 2030 for its operational emissions in line with the water sector commitment from 2020?**

Our ambition is to achieve net zero operational emissions by 2030, and to be fully net zero by 2050 (in line with the Climate Change Act targets). We're currently undertaking research in process emissions or fugitive emissions from water recycling centres. The science around these emissions continue to develop which means we must continue to adapt. Within the Business Plan, our plan is to invest £152m across 17 of our largest water recycling centres, specifically to reduce fugitive emissions. In addition, a lot of work is being done to de-carbonise our vehicle fleet. There are also three new gas-to-grid projects which will export bio-methane back to the grid. We're also developing our offsetting strategy to provide additional investment into nature across the region. On top of that, we're also supporting other sectors to de-carbonise, within the Business Plan there was money allocated for treatment process for bio-resources.

## 5 Drinking water quality

### 5.1 Can you reduce the amount of chlorine in the water?

The addition of chlorine is important to ensure water is disinfected before it leaves our water treatment works, and to provide additional protection against microbiological growth as the water travels through the network of pipes to taps. Chlorine is added to the water as a disinfectant in all of our treated water supplies and is below the maximum level of total chlorine set by the World Health Organisation. The maximum result for the total chlorine on the latest published water quality data in 2022 is 0.56 mg/l (milligrams per litre). The World Health Organisation has set a health-based guideline maximum value of 5 mg/l for chlorine as a residual disinfectant in drinking water.

Most water filtration devices, particularly those which contain a carbon medium, will remove chlorine from the water, and may be an option to minimise the effects of chlorine in drinking water if a customer is sensitive to it. If water is filtered, then we advise it is kept refrigerated, away from sunlight, and is used within 24 hours to prevent the growth of microorganisms that can cause the water quality to deteriorate.

### 5.2 Do you add fluoride to water? If so, can you stop?

Companies fluoridate water supplies at the request and cost of local health authorities. Customers do not pay for fluoridation schemes via their water bills.

For more information see our website: [Fluoride \(anglianwater.co.uk\)](https://www.anglianwater.co.uk/fluoride)

### 5.3 Can you soften the water?

Not all customers want their water softened. But crucially, water softening on a large scale is a very expensive and energy-consuming process and carrying it out at all our treatment works would put everyone's water bills up considerably. Softening processes such as this would only reduce the hardness slightly, not producing the soft water that other regions have.

Another factor is that the process of softening water can involve replacing calcium and magnesium with sodium – this can cause issues for some people who are on low-sodium diets for medical reasons. Hard water is not harmful to us in any way – in fact there is a lot of evidence that these minerals are good for our bodies, particularly our bones – so there is no health reason to reduce water hardness.

### 5.4 What steps are being taken to ensure that micro plastics are not present in consumers water supplies?

There is a lot of evidence that the filtration processes in place at water treatment works are highly effective (in excess of 99%) at removing micro-plastics contained in raw water. We're working collaboratively with stakeholders who are looking to reduce plastic usage.

We are also working to better understand the potential impact of poly-fluorinated alkyl substances (PFAS) compounds on the environment and health. More information on PFAS compounds in 2025-2030 in our business plan on page 163 [ANH26-Enhancement-strategy-Resilience-to-drought-and-flood.pdf \(anglianwater.co.uk\)](#)

### **5.5 What steps are being taken to ensure that forever chemicals are not present in consumers water supplies?**

To date, 48 PFAs or 'forever chemicals' have been discovered, which were ubiquitous in the environment. The sector had been monitoring for these chemicals since 2005, when the link with firefighting foam was first discovered. Due to this monitoring, we have a good understanding of which raw water sources have elevated levels of forever chemicals. The water at the relevant sites is treated using granular activated carbon which is highly effective at removing forever chemicals to the limits permitted by the Drinking Water Inspectorate. For the period 2025 to 2030, we are planning to invest £77m at 23 sites to replace the carbon to build in appropriate resilience. A collaborative piece of work is being undertaken with the Environment Agency and Defra to understand both the prevalence of these forever chemicals in rivers and groundwater as well as understanding how they are entering water sources from different settings. We have no concerns about forever chemicals being found in treated water supplies.

To be clear, the Guardian did not find that forever chemicals had been found in drinking water samples but raw water samples (i.e. untreated water). As had been previously stated, we have granulated activated carbon treatment in place at sites where there are trace elements of forever chemicals in the groundwater or surface water supply. Our monitoring indicates that a high proportion of forever chemicals are associated with airports and military airbases, of which there are a high number in the East of England.



## 6. Customer Engagement and Your Water Your Say meeting

**6.1 Why is this meeting held, with 3 days email notice (which email does not highlight the fact we are 'invited' to a hearing of your business plan, which comes 4th in items, and may be missed by many people – in fact I might have missed it as I don't usually read all your advice-giving emails)? Why is it held on Halloween Saturday evening, the night when people have arranged their social life? Why is it done via zoom as many people will not be able to access zoom? Is there not a more accessible method such as local meetings in the main towns? It is difficult to send a specific question as I am unable to 'attend' the meeting, so will an email be sent to all customers with the details of the meeting? (Ref 79)**

Ofwat give very clear guidance on how the meeting had to be held which we hosted virtually on Tuesday November 28<sup>th</sup>, 2024. We had previously held physical locations in March but as there was poor attendance, we want to be able to give as many customers as possible the opportunity to attend and have their voices heard, we felt this most effective via a virtual meeting. Details of our Your Water Your Say events are all hosted on our website.

<https://www.anglianwater.co.uk/news/your-water-your-say-november/>

**6.2 Can we get a copy of these slides?**

Slides from Your Water Your Say meetings are available on our website

<https://www.anglianwater.co.uk/news/your-water-your-say-november/>

**6.3 Will a recording of this meeting be available?**

A recording of the meeting will not be available to comply with GDPR, but we will be sharing minutes from the meeting.

**6.4 35,000 is what percentage of your customer base?**

In 2022-23 we supplied 6.6m customers with wastewater services and 4.9m customers with clean drinking water. 35,000 is 0.5% of 6.6m customers and 0.7% of 4.9m

## 7. Various

**7.1 Will you please provide a more detailed north south divide as to the upgrade and improvements as well as how many of the 7000 new jobs will be in Hartlepool. Can we have a figure of how much of the £9 billion is going to be spent in Hartlepool so the residents can determine if the price rises are fair and proportional.**

We have historically treated Hartlepool Water and Anglian Water as a single customer base, over which the recovery of allowed revenue is “socialised”. This does not mean that the two sets of customers pay the same price for their water – Hartlepool Water customers pay significantly less (c.40% less) due to historic pricing but we have up to AMP6, increased both sets of charges in line with the movement in allowed revenue set out in the Business Plan. The principle is no different to averaging prices and so cost/revenue recovery between e.g. Grimsby and Milton Keynes.

For AMP7 the decision was taken to exempt Hartlepool Water customers from the costs of enhancement spend related to increasing resilience in the Anglian area. Therefore, whilst a typical bill for a measured customer in the Anglian area increased from £189 in 2019/20 to £227 (20%), the Hartlepool Water bill increased from £143 to £146 (2%) (nominal prices).

For AMP8 we consider the former basis of socialisation across the whole customer base to be a preferable approach as we face into increasing uncertainty regarding the impacts of climate change and delivering a safe and secure supply of water for all customers, as well as supporting the economic growth needed to help the UK adapt to a changing world. For AMP8 the Business Plan includes approximately 20% increase in real terms for Hartlepool Water customers: similar to the increase in water charges for Anglian area customers. This is equivalent to c.7p per day.

**7.2 Why are you spending money on TV advertising when you are a monopoly?**

It is crucial that we build a relationship with customers and TV marketing and engagement is one of the most cost-effective ways to do this. TV advertising helps customers understand our key messages around behavioural and societal change. We provide a public service and have an obligation to show our customers how their money is spent. Our regulators challenge us to provide our customers with the best possible experience and service. We use a mix of channels, including TV advertising. TV advertising is the cheapest way to reach over two million households and far more environmentally friendly than billboards, posters, and newspapers /magazine advertisements.

**7.3 What are you doing to improve issues with low pressure?**

Since 2010, we've invested over £3 million to improve water pressure management and as a result, we've reduced the number of burst water mains by 80% and smaller leaks by 40% - this saves the equivalent of 30 full buckets of water every second. There is no enhancement planned at this time, but low pressure is tackled within our base commitments.

**7.4 Does AWG have a view on the proposed Wash Barrier - what effect it might have on water supply, sewage etc.?**

We work closely with agencies, partners, and local authorities to assess any infrastructure impact on our ability to operate. At this stage, we're still investigating any risk or effect that the proposed wash barrier may have on how we manage our supply and removal of water supplies to local communities and beyond.

**7.5 How will you increase customer trust?**

It is essential we maintain the trust and confidence of our customers. That means running our business in a responsible and transparent way so customers and stakeholders can see that:

- we act in the public interest and recognise our wider role to the communities we serve beyond providing fresh clean drinking water and protecting the natural environment we operate in.
- their bills are fair, affordable and value for money.
- we are responsible with their money.
- our profits are fair and not excessive; and
- we pay our fair share of tax.

In 2022, we re-established our Customer Board, where we facilitate an open, two-way conversation between customers and our Management Board on a variety of topics which are important to our customers. Recent discussions include bill increases, our Water Resources Management Plan, water quality, leakage, and our executive bonuses.

We also work with our Independent Challenge Group (ICG), a group of independent subject experts and regulators – with an Independent Chair – who scrutinise and challenge Anglian Water’s business plans to make sure they reflect customers’ priorities. In summary, the ICG is dedicated to making sure Anglian Water is doing the best job it possibly can for its 7 million customers across the East of England and Hartlepool.

More information about our ICG can be found on our website: <https://www.anglianwater.co.uk/about-us/our-strategies-and-plans/independent-challenge-group/>

## 8. Questions regarding specific issues / locations / complaints

Unfortunately, we can't answer questions related to specific issues or complaints through this forum, but we want to make it as easy for you to talk to us about the service you've received. If you have a query, complaint or feedback please get in touch and we'll do our best to help you.

The easiest way to get it resolved is to call us and speak to one of our friendly team. If we're unable to deal with your matter when you first contact us or we need to do further investigation, we'll aim to respond to you within 5 working days of receiving your call. Sometimes it can take us longer, but we will let you know if this is the case.

Our website contains information to get you in touch with the right team to handle your concern, [https://faq.anglianwater.co.uk/article/qed2124\\_node562713/i-want-to-make-a-complaint](https://faq.anglianwater.co.uk/article/qed2124_node562713/i-want-to-make-a-complaint)

Alternatively, you can call us on:

- Water charges/bills: 0345 266 5841
- Water or wastewater services: 03457 145 145

## Additional questions as submitted

**Q. We are surrounded by water on this island, why can you not use desalinated water instead of creating more fresh-water reservoirs instead using more productive farmland?**

The answer to this question is covered within Q 4.1

**Q. We need more drainage in Torksey and Torksey Lock on the main road, it's almost non-existent and the ones that are there are nearly always blocked, it's disgraceful. Something has to be done by yourselves or Severn Trent water.**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. My grandchildren are going to run out of drinking water if we don't build new reservoirs NOW. What is Anglia Water's plan for this?**

The answer to this question is covered within Q 4.1

**Q. Is there a healthy way of reducing chlorine in the water? - we've all got a gut biome to maintain. Is there any pressure to start adding fluoride to the water?**

The answer to this question is covered within Q 5.1, 5.2

**Q. You need to look more at house building whether you have enough sewage capacity or not also whether wastewater will flood.**

The answer to this question is covered within Q 4.2

**Q. Why aren't the numerous blocked/overgrown ditches and dykes cleared out to catch water and help prevent flooding?**

The answer to this question is covered within Q 3.8

**Q. Haven't we been paying for this up front since water was privatised? Where did the money go?**

The answer to this question is covered within Q 1.2

**Q. You exist to provide WATER not dividends to shareholders so why shouldn't shareholders pay for this "investment"?**

The answer to this is covered within Q 1.2

**Q. You waste a lot of money on TV Adverts You have or are being fined for offenses and have to compensate customers a meagre £5.00 You intend carrying out work to better things you are going to make us the customer pay for these improvements And Yet you make huge profits and pay shareholders etc large bonuses besides the Bosses You leave water leaks wasting for weeks have you have done on several occasions for example Middletons lane in Hellesdon first school Anglian water is I'm afraid not my favourite choice but there's no alternative.**

The answer to this is covered in Section 1, Q 7.2 and Section 8.

**Q. How much of the 9 billion is dividends?**

The answer to this is covered in Q1.2 and 1.3

**Q. I would like to know why so much money was given to shareholders as dividends instead of a portion of it being used for maintenance and upgrades? you expect us to pay more for infrastructure maintenance and upgrades when you have had and wasted that money over the last few decades. Will you be claiming that money back from shareholders? Will you be reducing executive board pay due to this atrocious mismanagement? Why should we support you if you do not return the favour?**

The answer to this is covered in Q1.2 and 1.3

**Q. In Hartlepool you only provide water not disposal so effectively we will be paying twice for the sewer upgrades in the south if you are raising water supply prices to cover this and Northumbria water are raising their prices for our upgrades and the upgrades further north, do you think that it is fair and acceptable for Hartlepool one of the poorest communities in the country to be liable for upgrading the vast system in the south considering we have our own self-contained system. Will you please provide a more detailed north south divide as to the upgrade and improvements as well as how many of the 7000 new jobs will be in Hartlepool.**

The answer to this is covered in Q 7.1

**Q. Why is it after 15yrs of complaining about your poor pressure systems in my area of Wisbech St Mary, you still cannot provide a decent pressure and are going to try and put our bills up to " upgrade" your infrastructure? I've been paying you for over 20yrs to do this already...why have you not done so?**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'. You may also find Q 7.3 useful.

**Q. How much of the increased charges you will want me to pay will be eaten up by the interest payments on the debt mountain built up as part of the financial engineering of the company since privatisation.?**

The answer to this is covered in Q 1.2 and Q 1.3

**Q. What proportion of the debt funded investment in the infrastructure of the company and how much could have been avoided if dividend and management payments had been less generous?**

The answer to this is covered in Q1.2 and 1.3

**Q. Why has investment been so poor and our payments funding shareholder dividends?**

The answer to this is covered in Q1.2 and 1.3

**Q. How often do Anglian Water check the surface water main drains? Several in my area (Wellingborough) have moss and weeds growing on the drain covers and around them. When I moved into my house some 34 years ago, the "gully sucker" used to be a regular sight - no longer the case.**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'. You may also find Q 3.8 useful.

**Q. In my road - Croft Green, Attleborough - during this year, there have been two separate repairs carried out to broken pipes on neighbours' driveways (and maybe a third further round the cul-de-sac). In each case when your contractors have finished their work and left the sites there has been at least half a bag of sand left in the roadway/across the footpath. I have also noticed this on Hargham Road and Dodd's Road, where water pipe repairs have been carried out. If you want to prevent blocked pipes, I would suggest that you need to employ inspectors to visit your contractors on repair works and ensure that the work areas are left in a clean and tidy condition.**

Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. What assurances can you make to us the bill payer that in this time we won't a) see out bills rise & b) huge dividends won't be being paid out to shareholders and the like?**

The answer to this is covered in Q 1.2 and 1.3

**Q. I understand that you are proposing to make a £9 billion investment in water infrastructure. I would like to ask whether you are expecting me and your other customers to foot this bill, at least in part?**

The answer to this is covered in Q1.2 and 1.3

**Q. In the aftermath of recent Storm Babet, it is more evident than ever that our drainage, sewers, rivers, and flood plains need resilience built in for future (worsening) floods. I am interested to hear a) what Anglian Water believes needs to be done by government, councils and society, b) what actions you believe would support your systems/business to achieve your part and c) what Anglian Water intends to invest and do right now?**

The answer to this is covered in Section 3 Pollutions, spills and river water quality, and Section 4 Long term challenges

**Q. There is just too much chlorine in Thetford water. Please use less, or peroxide or ultraviolet as in Switzerland.**

The answer to this is covered in Q 5.1

**Q. The reason that the invest needed now is because you and the water privately own water companies decided to pay out dividends of around £10b instead of investing it. why should we the bill payers have this burden because of your greed?**

The answer to this is covered in Q 1.2 and Q 1.3

**Q. Are there any plans to formally adopt private sewage treatment plants? The residents of St Marks Road Gorefield are mostly reluctant to keep managing it themselves so it would be a massive relief to have it taken over by Anglian Water rather than have a private management company take on the running.**

Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. How much is my water bill going to rise after the £2.65 million fine Anglian Water received for dumping sewage?**

The answer to this is covered in Q 1.1

**Q. There have been many houses built in my road in recent years and the increasing consumption I believe has caused water pressure to drop badly. It has got to the point now that on some summer evenings I could not get enough water to have a shower. My question is what do Anglian intend to do to help me?**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'. You may also find Q 7.3 useful.

**Q. When are you going to update the sewage plant at Heacham Norfolk in view of all the building that is going on in and around Hunstanton, and stop the raw sewage being dumped at Heacham Beach?**

The answer to this is covered in Section 3 Pollutions / spills / river water quality and also Section 8 Specific issues and complaints

**Q. I am aware that Anglia Water is continually advertising its product on television. Is there an alternative supplier in East Anglia? I suspect that apart from having one's own private reservoir, there is no alternative. So why do you spend your finances on this apparent pointless advertising and no doubt highly paid outsourced advertising companies to put it all together?**

The answer to this is covered in Q 7.2

**Q. Why is it that we were not properly compensated when the water was denied to our property whilst a huge mains leak was being repaired. That was so even despite me apparently being a 'priority customer' - age and illness. The local engineering manager believed we had no supply but said his hands were tied and could do no more on our behalf. Therefore, my complaint was effectively futile. I much dislike being treated such.**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. when can I expect Anglian Water to stop releasing untreated sewage into our rivers and streams? Given that I imagine Anglian Water's reply to this question, will probably end up boiling down to "not anytime soon" my second question is this. What is Anglian Water planning to do about it? Will they be paying fines, preventing future spills, and cleaning up the mess?**

The answer to this is covered in Section 3 Pollutions / spills / river water quality

**Q. My metered water usage has been constant for years and yet you have increased my monthly bill from £34 to £52. How can you justify this huge price rise?**

Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.



**Q. Why does Anglian Water spend so much on TV advertising? We do not have a choice BUT to use you as a water and waste supplier. PLEASE use the money you would save on this to bring forward the day when you STOP discharging untreated sewage into our precious rivers and coastal waters. It is an outrage that in the 21st century this is still happening!**

The answer to this is covered in Q 7.2, also See Section 3 Pollutions / spills / river water quality

**Q. You need to look more at house building whether you have enough sewage capacity or not also whether wastewater will flood. You seem to have no say on whether it is suitable or not, I think. You should be consulted on building infrastructure. Plus, you should look after ditches more. You should encourage more farmers to build storage for water. Finally, you should stop paying ridiculous money to CEO and less to shareholders and concentrate on fixing leaks and sewage.**

The answer to this is covered in Sections 1, 3 and 4

**Q. Understand you are making substantial investment in the infrastructure to prevent sewage release into rivers and the sea. I also understand you will be raising the water charges to allow for this. My contention is it you are morally wrong for you to do so when, you have been paying shareholders a dividend. You have been aware for a very long time the improvements would be necessary and the costs involved, you therefore should have used the 'profits' for the improvements. I have always been a staunch advocate on utilities being kept in public ownership. This is a classic reason why.**

The answer to this is covered in Section 1 and 3

**Q. Please provide full details of the past 2 years net Profits that have not been invested back into Anglian Water projects?**

The answer to this is covered in Q 1.2 and Q 1.3

**Q. If bonus payments for CEO and executive was outcome based, then results would be delivered. Clean up the rivers, would be a good start.**

The answer to this is covered in Q 1.6 and Section 3

**Q. How do you intend to raise the £9 billion required for your stated improvements?**

The answer to this is covered in Q 1.2

**Q. When are you going to stop raw sewage entering our rivers, beaches, and the sea When you stop these practices then the public may be more open to your recent requests to clear pipes and drains etc.?**

The answer to this is covered in Q 3.4

**Q. I see that your company has been lay a new water pipeline across the countryside too pump water to the drier region's as and when needed, when dose it become operational, and will you be replanting the trees and hedge rows which you have removed for its construction?**

The answer to this is covered in 4.1

**Q. Can you say how much has been invested in increased water treatment over the past five years and how much has been paid in dividends. Has all investment been paid for by increased bills?**

The answer to this is covered in Q 1.2 and 1.3

**Q. Why are we giving executives extortionate wage rises and investors more money when this needs to be invested into our water systems and sewage treatment. We need to create more reed beds for sewage treatment and make use of all this excess rainwater by building more reservoirs. If you allow the Council to erect more new buildings in North Norfolk we will flood!**

The answer to this is covered in Sections 1, 3 and 4

**Q. Are we going to get smart meters like the electric? Personally due to my age I am finding it increasingly difficult to take readings.**

The answer to this is covered in Q 4.1

It sounds like you may need a bit of extra support. If you would like to explore how we could help, please take a look at Section 2 for details of how to get in touch.

**Q. Can Anglian Water confirm there will be NO increase in water charges having payed out £96.3 million in 2022 as dividend to its parent company as main shareholders and in June this year you have agreed a final dividend of £799 million. Money should have been used FIRST to cover, all repairs and new infrastructure then looking at dividend payments, NOT FIRST.**

The answer to this is covered in Q 1.2 and 1.3

**Q. As a monopoly everyone in the region receives water and bills from AW and therefore the question is what is the purpose of the current advertising to tell your fixed customers that you exist and why was not the money spent on improving sewage treatment?**

The answer to this is covered in Q 7.2.

**Q. How has the plan responded to climate change and new housing demand for water supply?**

The answer to this is covered in Q 4.1

**Q. How many STW has AW identified that are a) currently discharging untreated sewage and b) would be at risk due to additional housing and more intense rainfall?**

The answer to this is covered in 3.1 and Q 3.5

**Q. How are the bonuses of senior staff set and how influential are environmental performance outcomes?**

The answer to this is covered in Q 1.6

**Q. Why is my bill going from £14 to £29 nothing has changed. I understand things go up, but not doubled. I live alone and live on a govt pension. This is an impossible increase. Read my meter and please lower my payments. I will not be able to afford £29 per month.**

We're sorry to hear that you are struggling, and we completely understand that for many, affordability is a real concern. We have been very clear in our plan that we want to eliminate water poverty from the region and have an unprecedented package of support available to support customers who are struggling. Please do take a look at Q 2.1, which has details of how to get in touch.

**Q. Are we going to be able to sustain all the house building around Norwich with Water as I understand we will not connect to the new pipeline. Also there seems to be a feed from Norwich to Wymondham so which way will the water flow. There is also the matter of the cleaning up of rivers with less sewage being pumped into them will it ever stop.**

Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'. You may also find Sections 3 and 4 helpful.

**Q. Why are you pumping so much raw, sewage into The Broads rivers and system. This is not only bad for health but giving weeds and other plants food for growth. Our rivers are choked with weeds, silt becoming shallower and shallower every year. I've seen the Broads' system halve or more the water level in less than 15 years. WHY have, you stopped dredging and maintenance. When we get heavy rain flash floods what was once a 20ft river is 3 to 4ft and can't cope spilling out onto fields roads and houses with raw sewage. Also, water, companies and government need to reinvest into and build a more updated sewage system. The UK's is from the 1800s and wow fully inadequate with all the new houses been built.**

The answer to this is covered in Section 3.

**Q. Can you soften the water for Hartlepool?**

The answer to this is covered in Q 5.3

**Q. Why can't Anglia Water put softener in the water to help minimise expensive repairs?**

The answer to this is covered in Q 5.3

**Q. I am really upset by the pollution of our rivers and beaches. Please tell us how you will stop the processing plants from discharging raw sewage?**

The answer to this is covered in Q 3.4. You may also find Q 3.3 useful.

**Q. Why do you waste so much money on prime-time TV advertising when you are not in a competitive market?**

The answer to this is covered in Q 7.2

**Q. Why should the public pay for water that is full of poison chemical?? Fluoride being a huge issue. Also I disagree with public bills increasing due to fines the water companies have incurred for dumping sewage in our water /sea and these fines been passed on to the customer but claiming this increase is for "pipes cleaning, sewage cleaning basic maintenance total disgusting.!!????**

The answer to this is covered in Section 5 and Q1.1

**Q. I went on a boat trip along the Deben this Summer, from Woodbridge, and found the smell of sewage really disgusting. It is a specially protected area, yet this is still happening. The boatman told us it's caused by discharge from the sewage works at Martlesham Creek - this seems incredible given it's in an area which is RAMSAR, AONB, SSSI etc. My question is, do the new plans mean this practice will cease, to save our wildlife and beautiful rivers from destruction and degradation.**

The answer to this is covered in Q 3.1, Q 3.3 and Q 3.4

**Q. Do you think that public services should be returned to 100% UK public ownership away from any form of private incorporation and exclude all forms of any profit making for private individuals and extreme levels of pay for CEO's?**

The answer to this is covered in Q 1.8

**Q. I am interested to learn what considerations can be given to removing standing charges?**

The answer to this is covered in Q 1.7

**Q. When will 100% of all sewage discharges be monitored, including emergency overflow pipes and treated sewage, so we know the full scale of the impact?**

The answer to this is covered in Q 3.2

**Q. A nearby housing estate (Hoveton, Norwich) built to support a sustainable drainage system had plans to include two infiltration basins. AFTER the overall plans presented to the public were passed a Non-Material Amendment included the additional building of an AW sewage pumping station in one of those basins. How can we believe any of AW statements in the presentation when AW undertake such actions? That infiltration basin may have alleviated the road flooding in the area. That area continues to require the cost, time, and efforts by either bowsers or the fire brigade to disperse that water when we have severe downpours.**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. For over twenty years we have suffered with contaminated sewage water overflow into our gardens, footpaths, garage, and roadways. That sewage is from YOUR infrastructure. When can we expect you to address the issue? We often hear of encouragement for people to walk more often and cycle. For well over a month now, dog walkers, cyclists, able walkers and those with frames/walking sticks/prams/mobility scooters have had to walk on contaminated pavements/roads. Only the following rains have washed away some of the filth.**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

We are committed to eliminating any discharge of untreated sewage into the environment, including pollution incidents, storm overflow spills and sewer flooding. You may find Q 3.3 useful.

**Q. What needs to happen in order to stop raw sewage discharges into rivers and the North Sea?**

The answer to this question is covered in Q 3.4

**Q. There is a huge amount of new development across the East of England. Is Anglian Water fully involved at the planning stage to ensure a) reliable water supply in this dry region and b) improved capacity and efficiency in sewage treatment?**

The answer to this is covered within Q 4.1, 4.2, 4.3 and 4.4.

**Q. When will AWG use the money Ofwat has confirmed you have charged customers already for your sewage infrastructure improvements? Or will you be refunding customers?**

The answer to this is covered within Section 1

**Q. Could Anglian Water do more to influence large planning applications? This could include ensuring robust supply and foul water infrastructure as well as professional challenge where water supply is scarce?**

The answer to this is covered within Section 4

**Q. AWA charge for rainwater drainage. When notified that they were charging for a house that was built in the 1940s with a cistern which collected all the rainwater they only refunded for several years the family had lived there for over sixty years. AWA did not take action to contact other house owners on the same road built at the same time. Why does AWA only refund for such a short period? Why is it not taking more action to ensure that residents are charged correctly?**

We're really sorry to hear about this. Unfortunately, we're unable to look at specific customer details, but we'd encourage you to contact our specialist team who will be able to help. This is covered in 'Specific Issues'.

**Q. What is the cost of introducing the smart meter to AW area. Does AW really think that Smart meters will significantly reduce usage?**

The answer to this is covered in Q 4.1

**Q. Why isn't AWA taking more action to let customers know of the benefits, both environmental and financial, of householders fitting soakaways?**

The answer to this is covered in Q 3.4

**Q. How did you let the water quality and leakage get to such an appalling state of affairs that you are having to do so much work now to correct?**

The answer to this is covered in Q 1.9

**Q. Will Anglian Water reach net zero by 2030 for its operational emissions in line with the water sector commitment from 2020?**

The answer to this is covered in Q 4.5

**Q. How does this plan prioritise the reduction of the adverse impacts of sewage discharges on public health, including on rivers, popular with recreational users, the majority of which are not classed as bathing waters?**

The answer to this is covered in Q 3.3 and Q 3.4

**Q. For customers who struggle to use the internet and computers, how can they access Extra Care support?**

The answer to this is covered in Q 2.1

**Q. How can you justify giving a dividend of £169m?**

The answer to this is covered in Q 1.2 and Q 1.3

**Q. Will Smart Meters be able to turn off water supply remotely?**

No, absolutely not.

**Q. Will these social tariffs be subsidies by other customers or by the company reducing their profit margins?**

The answer to this is covered in Q 2.2

**Q. How can you justify paying a dividend of £169m in your last financial year, when there were over 16,000 raw sewage discharges in the region over a similar period? Why should I pay my water bills when 12% of them go to shareholders - and you are still destroying the environment where we live?**

The answer to this is covered in Q 1.2 and 1.3. You may also find Q 3.3 and Q 3.4 useful.

**Q. Lots of talk about the billions you are spending. A suggestion that you would reduce pollution by 40%. Why such a low target? How would/ could you guarantee that there will be no pollution of rivers/ waterways by 2030?**

The answer to this is covered in Q 3.3

**Q. How are you ensuring complete transparency through your supply chain, so that I (as a customer) can understand which companies are most responsible for pollution (in all its forms) of our water?**

As part of our commitment to our purpose, we need to ensure that sustainability is embedded throughout our procurement strategy.

We have published a supply chain code of conduct that outlines the minimum standards and expectations that all suppliers throughout our supply chain must adhere to. This code of conduct is intended to provide a shared understanding of sustainability and best practice and aims to help create a positive change throughout our supply chain.

More information can be found at: <https://www.anglianwater.co.uk/siteassets/household/about-us/our-suppliers/supply-chain-code-of-conduct-sep23-final.pdf>

**Q. Why is the question of Board Remuneration not on the agenda? I see that Peter Simpson received a £337,651 bonus as part of a £1.3m pay package, but Anglian Water received shocking levels of pollution, with Anglian given 2 stars out of 5 in performance rating.**

The answer to this is covered in Q 1.6

**Q. The 40% reduction in pollution of waterways ambition seems strikingly low. Do you have an ambition to get to zero pollution, and if so, realistically by when?**

The answer to this is covered in Q 3.3

**Q. How many raw sewage discharges p.a. are acceptable to AWG? None are acceptable to me!**

We are clear that no discharge of raw sewage is acceptable, and our ambition is to eliminate all raw sewage discharges by 2050. More detail can be found in Q 3.3

**Q. What would you most like to be able to do/control as a company that you currently can't that would help you to build greater trust with us, your customers?**

The answer to this is covered in 7.5

**Q. How many cubic meters has been discharged in the ocean, rivers, lakes, etc. in 2022? What are the solutions to resolve the discharge of raw sewage on the beaches or rivers currently? Is Anglian Water interested to reduce to ZERO (!!!) the sewage?**

The answer to this is covered in Q 3.1 and Q 3.3

**Q. Bonus payments to managers, can a major part of the targets be pollution event responsibility and prevention?**

The answer to this is covered in Q 1.6

**Q. Will your new reservoirs be ready in time for the shortfall in supply or will you need to abstract more water than the EA want you to?**

The answer to this is covered in Q 4.1

**Q. The Guardian has reported today that Anglian Water is second worst in the country for prevalence of forever chemicals in drinking water samples with 22 raw samples above the limit from two groundwater sources. Can you answer the previous question on forever chemicals again in this context?**

The answer to this is covered in Q 5.5

**Q. Are you monitoring and reporting 100% of sewage discharges?**

The answer to this is covered in Q 3.1

**Q. Is that figure (130 l pp pd) what PEOPLE actually use or is it total water div by total people?**

There is an established methodology for calculating Per Capita Consumption developed by the Environment Agency that all water companies need to follow. More details can be found in our WRMP24 Demand Forecast Supporting Technical Document: <https://www.anglianwater.co.uk/siteassets/household/about-us/wrmp/rdwmp24-demand-forecast-technical-supporting-document.pdf>

**Q. In the Water and sewerage companies Environmental Performance Assessment 2022 by the EA, Anglian Water received only a 2 star rating - with 11 serious pollution incidents, second only to Thames Water in number, and were below their target on total pollution incidents - clearly this is unacceptable and a step change is needed, how is the investment for PR24 different from previous investment cycles?**

The answer to this is covered in Q 3.3 and Q 3.4

**Q. When will Anglian Water end untreated discharges affecting bathing waters and places where people use the water, and protected nature sites?**

The answer to this is covered in Q 3.3

**Q. Are you dependant on debt to achieve your plans?**

The answer to this is covered in Q 1.2

**Q. Have you considered setting up citizen water panels who can monitor and scrutinize executive performance and environmental impacts?**

The answer to this is covered in Q 7.5

**Q. What effort is being made to MAKE landowners clear ditches? The land around my mother's home is sodden**

The answer to this is covered in Q 3.8

**Q. Investment to reduce sewage discharges - we would like to see nature-based solutions prioritised because of the multiple benefits they bring - what proportion of investment is going to nature-based solutions and what to traditional 'grey' infrastructure?**

The answer to this is covered in Q 3.4

**Q. Are we going to see smart Water Butt systems where householders will get paid for holding back rainwater and/or distribution through micro-irrigation systems.**

Not in the period 2025-30, but we are actively looking into the potential for more innovative solutions such as this to support the delivery of our ambition in the long term. The answer to this is covered in Q 3.4

**Q. Smart Meters provide householders with an hourly breakdown of water usage. But this information is only available on the graphs the next day. Why is this not available in real-time or near real-time so it is possible to challenge a member of the household on their usage just after they have had a shower?**

Unfortunately, the data is only updated every 24 hours showing your usage from the previous day, rather than real time.