Pollution Incident Reduction Plan 2025

Our 2025 Pollution Incident Reduction Plan (PIRP) on a page:

Our 2025 PIRP focuses on reducing the three **primary root causes** of pollutions in our region:

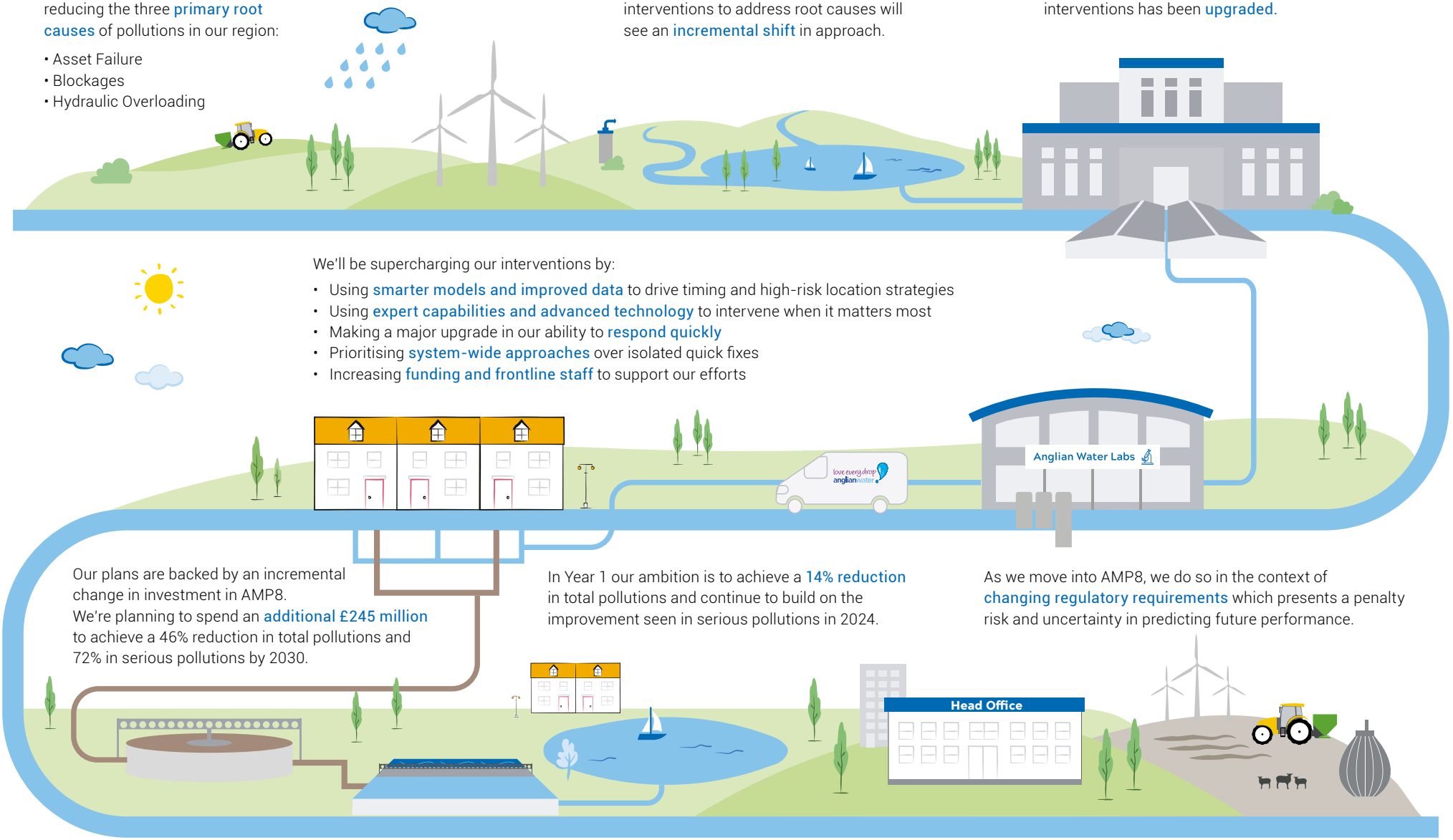
- Asset Failure
- Blockages
- Hydraulic Overloading

In 2025 the way we deliver our interventions to address root causes will see an **incremental shift** in approach.

The way we're delivering our interventions has been **upgraded.**

We'll be supercharging our interventions by:

- Using **smarter models and improved data** to drive timing and high-risk location strategies
- Using **expert capabilities and advanced technology** to intervene when it matters most
- Making a major upgrade in our ability to **respond quickly**
- Prioritising **system-wide approaches** over isolated quick fixes
- Increasing **funding and frontline staff** to support our efforts



Our plans are backed by an incremental change in investment in AMP8.
We're planning to spend an **additional £245 million** to achieve a 46% reduction in total pollutions and 72% in serious pollutions by 2030.

In Year 1 our ambition is to achieve a **14% reduction** in total pollutions and continue to build on the improvement seen in serious pollutions in 2024.

As we move into AMP8, we do so in the context of **changing regulatory requirements** which presents a penalty risk and uncertainty in predicting future performance.

Contents




1 Introduction and context

Foreword

Welcome to Anglian Water's 2025 Pollution Incident Reduction Plan (PIRP). This plan reflects a period of enormous change, as we strive to reduce pollutions and environmental harm. It sets the stage for a new chapter in AMP8.

We are entering AMP8 with an incremental change in ambition and investment. Backed by an additional £245 million above base, our PIRP aims to deliver a 46% reduction in total pollutions and a 72% reduction in serious pollutions by 2030. These targets represent a reset of our performance expectations and a clear commitment to long-term environmental improvement.

In 2024, we supersized our PIRP activities, with an additional £100 million investment from our owners. This allowed us to invest directly in key assets, in our people and in the root causes of our issues: asset health, blockages, and too much water in the network (which creates hydraulic overloading).

We've also:

- Increased our planned preventative maintenance by 53%, focusing on early interventions.
- Doubled our rising main pressure monitoring, using industry-leading technologies like Ovarro and Syrinix.
- Expanded our Dynamic Sewer Visualisation programme to 42,000 monitors. This resulted in a 418% increase in proactive blockage clearance. Our programme is now one of the largest in the UK.
- Achieved a 19% improvement in self-reporting over AMP7 – the highest improvement in the industry – with an expected Green status on the Environment Agency's Environmental Performance Assessment (EPA).
- Established a new System Optimisation Team, to drive dynamic, data-led decision-making across our network.
- Accelerated key activities, to bring forward impact earlier in AMP8.

This year, because of the importance of the work we're undertaking, we sought assurance on our approach from independent advisors Roland Berger, whose recommendations have helped shape our AMP8 strategy. Their endorsement of our approach has strengthened our confidence in delivery. But despite this approach, upward pressures – such as climate change, growth and asset deterioration – outstripped our improvement on total pollutions, following the national trend. However, after several AMPs of consistently recording 10 or more serious pollutions, we achieved a breakthrough in 2024: reducing incidents by 36% to a record low of seven. This represents a 50% decrease from our AMP peak of 14 incidents in 2021.

Despite the progress made, and a comprehensive programme of work, we recognise that our pollutions performance is still not where it needs to be. We remain committed to reducing environmental risk and improving operational performance through a combination of best practice and in-house innovation.

Our long-term goal is zero untreated escapes, as set out in our Business Plan and Long Term Delivery Strategy. With 76,000km of sewers – twice the circumference of the Earth – our challenge is vast. But our commitment is unwavering.

Thanks to our expanded monitoring and data capabilities, we now have greater visibility of our network than ever before. This means we're finding and fixing more pollutions and reducing real environmental harm.

Setting the stage for future success

We believe AMP8 will be the period where we reset our performance and build a stronger foundation for AMP9 and beyond.

Our plan includes a wide range of risk-reduction activities, carefully tracked through lead indicators. For example, blockages are at an all-time low, with a 17% reduction compared to 2023. We've learnt a huge amount from AMP7 – whether through pathfinder projects to remove unnecessary water, predictive analytics to prevent asset failures, or new models to detect blockages. This learning, coupled with a change in investment, will see us start to reset our performance.

To succeed, we must continue to work together – with communities, regulators, and other drainage owners – to remove fats, oils, greases, unflushable items and surface-water misconnections from our system.

By working together, our catchment-based pathfinder projects are already delivering results. In Yaxley, for example, we've removed over 26,000m² of surface water runoff – a 43% reduction from identified misconnected sources – reducing the risk of hydraulic overloading and pollution incidents, while keeping water in the natural environment.

Looking ahead to AMP8

AMP8 will bring a significant shift in expectations across the water industry. In response, we will need to recalibrate our current plans. This is due to:

1. Changing regulatory requirements, including future pollution metrics and flow compliance. Notably, the upcoming revision of the Environment Agency's 16_02 guidance will remove the Category 4 'no impact' classification and introduce flow-based parameters, such as dry day spills. This will have a material impact on numbers across the industry, requiring a fundamental reset of performance expectations and a rebasing of our plan.
2. A referral to the Competition and Markets Authority for our AMP8 Business Plan.
3. A changing climate, with unpredictable and more intense rainfall – previously unprecedented in our region – placing an emphasis on the need for resilience.

We've also anticipated new obligations under the Water (Special Measures) Bill. We've chosen to adopt these requirements early, ensuring transparency and accountability from the outset. As part of this, Anglian Water Services Board has formally approved the 2025 PIRP, and will continue to do so for future iterations, which will be published annually on 1 April in line with Environment Agency expectations.

Thank you to our people

Despite our challenges, the dedication of our people – particularly those in Water Recycling – has been extraordinary. They have: worked at pace to implement change; innovated and shared ideas on how we can improve; and collaborated with others, including the wider industry, to deliver differently. Our people have always taken pride in working for Anglian Water and while AMP7 has tested us, it has also driven more progress than any previous period. We enter AMP8 determined to overcome the pollution challenge ahead of us.

So to our people – thank you for being undaunted by the scale of the work that lies ahead.

To our customers, regulators and stakeholders – we hear you. We accept that we didn't respond quickly enough to protect the environment. This PIRP and subsequent iterations, are a clear and transparent roadmap on how we're going to reduce environmental harm, improve performance and – ultimately – deliver on our Purpose.

Emily Timmins
Director of Water Recycling

About our region

Anglian Water is the largest water and water recycling company in England and Wales by geographic area. From the Broads of Norfolk to the hills of the Lincolnshire Wolds, fast-growing cities to the dramatic Suffolk coastlines, our region is highly diverse.

Our region faces unique environmental challenges

High exposure to flooding

52%
of the region is in high-risk flood zones

1,200
km of coastline

28% of land lies below sea level – similar to the Netherlands

50%
of the region experiences groundwater issues

Predominantly rural

89% of the region is rural

Nearly 50% of the UK's Grade one and two agricultural land is here

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

Rural locations make monitoring more challenging

Climate and environmental pressures

- A traditionally dry region, prone to soil shrinkage and ground movement. This **leads to burst rising mains**, which we have a higher number of, compared to other water companies.
- Climate change could increase pollution incidents by up to **32% in AMP8.**

Challenging landscape

- A flat, heavily-drained region with long, narrow watercourses.
- We require more drainage assets than any other UK water company.
- Water and sewage must be pumped over vast distances to dispersed communities.
- Flat terrain increases the risk of pollutions spreading over long distances.

2 Review of 2024

AMP7 strategy: development over time

The last two years have seen significant acceleration of our Pollution Incident Reduction activity. Based around our strategy, outlined below, we have added 70 new actions, which have continued to see improvements over time.

Where we've grown in leading practice and innovation

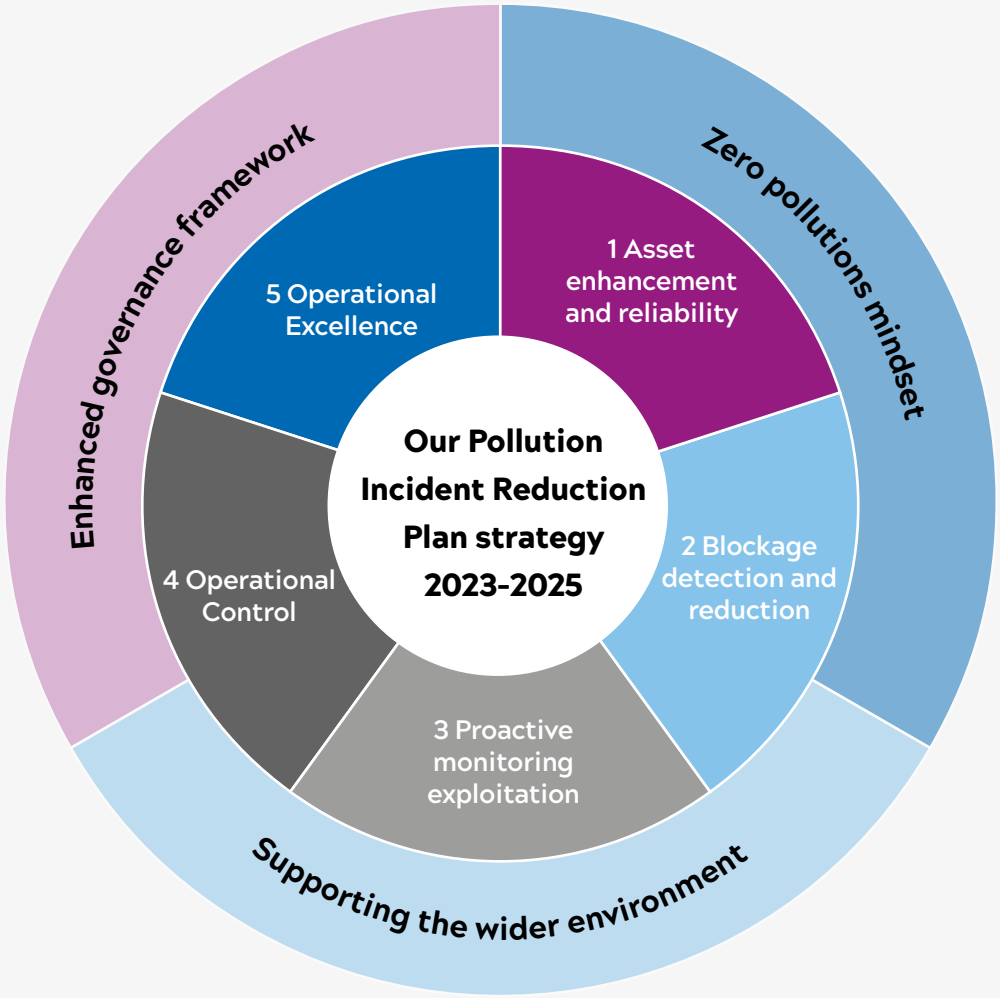
- Enhanced asset strategies
- Network misuse programmes
- Water misuse toolkit
- Predictive network analytics

Where we've matured our core business capabilities

- Operational performance
- Grown our insight capability
- Core competency programmes
- Organisational structure
- Basic maintenance programmes

Preparedness for AMP8

- Systems approaches
- Trialling enhanced targeting strategies
- Innovative catchment approaches



Achievements in AMP7

36% reduction in serious pollution incidents compared to 2023.

19% increase in self reporting over the AMP.

3,000 proactive interventions on pumping stations in 2024.

100% increase in sensor investment on rising mains over the AMP.

£100 million investment in assets and people.

17% blockage reduction in 2024 compared with 2023.

One of the largest sewer monitoring programme in the industry, with 42,000 installations at the end of 2024.

Achieved 100% coverage of predictive analytics with Ovarro on pumping stations.

10% increase in frontline staff over the AMP.

418% increase in proactive blockages, cleared through predictive analytics tool Ovarro compared to 2023.

Our AMP7 PIRP has formed the foundation of our AMP8 plans

In 2025, the way we're delivering our interventions to address the root cause of pollutions has been upgraded – see Section Three for our plans.

Overall assessment of 2024

This year, significant work has been undertaken across Water Recycling to address our pollutions performance. The £100 million investment from our shareholders, internal performance transformation programme and the implementation of our 2024 PIRP have all resulted in noteworthy improvements in our approach.

Work undertaken included the expansion of our industry-leading predictive analytics Dynamic Sewer Visualisation (DSV) programme. This comprised the **installation of over 42,000 monitors** and the deployment of advanced technologies such as Syrinix and Ovarro to improve visibility and early detection of issues. This has allowed us to **prevent events from materialising into actual pollutions**. For example, the 418% increase in proactive blockage detection from DSVs and 3,000 interventions on pumping stations using our predictive analytics capability.

We created **additional response capability**, which saw us launch a new Pollution Response Team, recruit 22 Environmental Pollution Technicians and implement over 1,000 alarm changes, to improve our responsiveness to high-risk sites. The DSV programme and our enhanced operational response capability have been fundamental building blocks to our pollutions response.

In September 2024, we initiated a **company-wide transformation programme** targeting seven key areas, including pollutions, flooding and treatment compliance. This has already delivered a 56% reduction in internal flooding and a 39% reduction in external flooding over the last six months.

We are confident that the measures we've implemented have set a strong foundation to underpin future performance enhancements. This confidence is reinforced by the **independent assurance** provided by Roland Berger, who confirmed that our AMP8 plan is built on the right actions.

While our investments and endeavours over the past 18 months have been significant, due to the lag associated with risk reduction actions, we are yet to see these improvements fully realised in our current performance metrics. However, **our lead indicators – such a 19% improvement in self-reporting – demonstrate that we are moving in the right direction**.

This year, our overall pollution performance outturn is elevated, with a higher number of total pollution incidents in 2024 (437) compared with 2023 (307). We understand the dissatisfaction from our customers and regulators that we have been unable to realise the improvements they rightly expect. **We're working hard to improve our performance** and reduce pollutions and our AMP8 plan reflects our commitment as a business to achieving this.

This year, asset failure and blockages were our leading root causes of pollutions. **Asset failure** (comprising electrical, mechanical, civil/structural), which we can pinpoint to a specific asset, accounted for 39% of incidents.

Blockages accounted for 36% of incidents, with sewer misuse (when fats, oils, greases and unflushable items enter sewers) contributing to over half of these.

Hydraulic overloading, which occurs when too much water enters our network, was responsible for 15% of incidents and was exacerbated by periods of **extreme rainfall and high groundwater levels** – conditions that affected over 50% of our region.

We are investing an additional £245 million in AMP8, to tackle blockages, respond faster, manage hydraulic overloading through surface water removal and reduce asset failure through resilience upgrades.

£100 million to address pollutions

In 2024 we supersized our PIRP activities, with an additional £100m investment directly from our owners.

This has allowed us to choose activities that would give us the fastest benefit, targeting interventions into hydraulic overloading, sizing up our planned preventative maintenance programme by 53% and investing directly into key assets; replacing pumps, screens and building new settlement tanks. The additional investments made in 2024 will start to positively impact our numbers in 2025 and beyond.

See Appendix 3 for further details on our 2024 interventions.

Expected Environmental Performance Assessment performance in 2024

Based on our 2024 performance, we expect to receive a two star score. The below table outlines our performance and highlights that pollutions is the key challenge we must face to improve our score. Pleasingly, we expect to meet the green threshold requirements for self-reporting and discharge permit compliance this year.

Performance metric	Score bands	2024 actual	Outcome
Total pollution incidents (category 1-3, from sewerage assets – normalised per 10,000km of sewer)	Green: less than 145 Amber: less than 267 Red: 268 or more	437	Red
Serious pollution incidents (category 1 and 2, from sewerage and water supply assets)	4	7	Red
Self-reporting of pollution incidents (category 1-3, from sewerage and water supply assets)	Green: 80% or more Amber: 65% or more Red: Less than 65%	88%	Green
Discharge permit compliance	Green: More than 99% Amber: More than 98% Red: Less than 98%	99.8%	Green
Satisfactory sludge use and disposal	Green: More than 98.2% Amber: More than 98% Red: Less than 98%	100%	Green
Delivery of the WINEP as part of AMP (%)	Green: 100% Amber: More than 98% Red: Less than 98%	99.3%	Amber
Supply Demand Balance Index (score)	Green: 100 Amber: Equal to 99 Red: Less than 99	100	Green

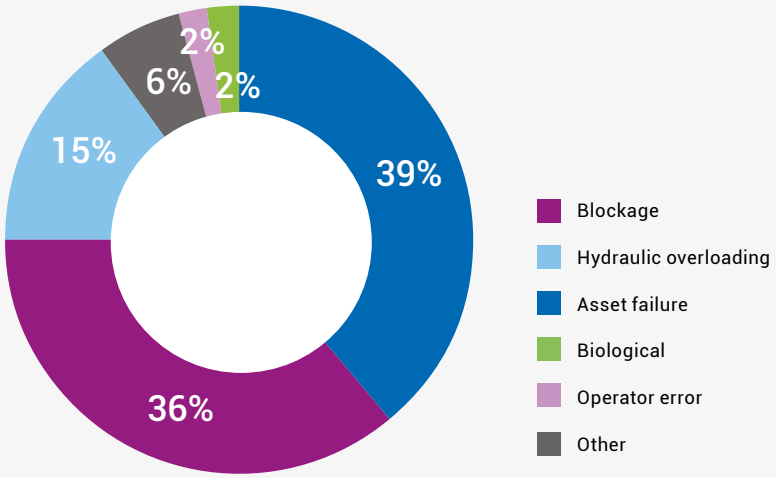
EPA scoring:

4 star – 6 or more green metrics and no red metrics, including core metric at green
3 star – 3 or more green metrics and no red metrics
2 star – 1 or 2 red metrics and/or 2 or less green metrics
1 star – 3 or more red metrics

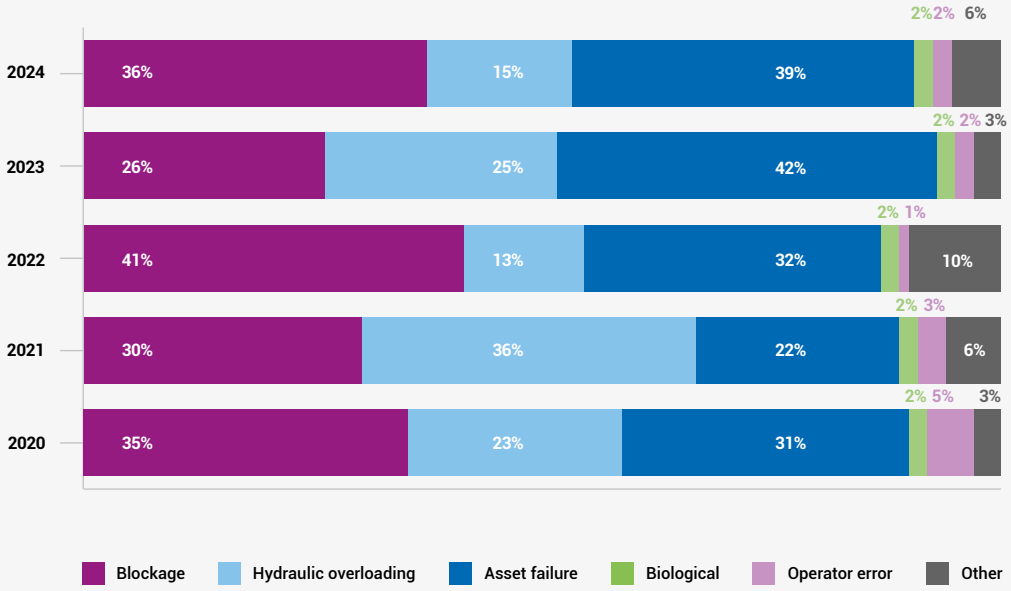
Total pollutions

Despite significant efforts and improvements across the business, upward pressures – including climate change, population growth and asset deterioration – have outpaced our progress. Regulatory changes and enhanced monitoring have also contributed to the reported figures. As noted, we anticipate receiving a two-star EPA rating for 2024 with 437 incidents recorded.

Root cause breakdown of total pollutions in 2024



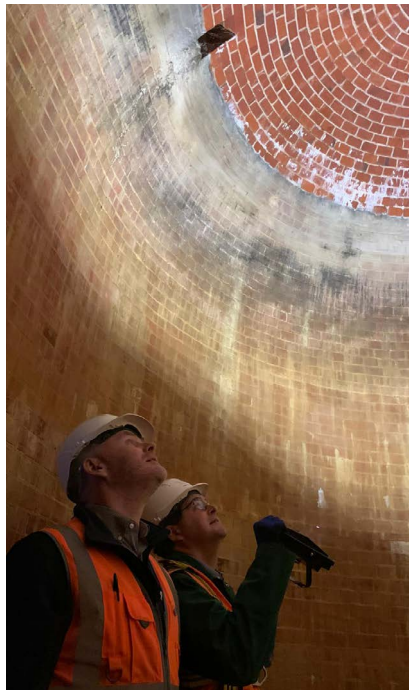
Root cause by year in AMP7



Key areas of challenge for total pollutions in 2024 include:

1

Asset failure (comprising electrical, mechanical and civil/structural) was our highest largest root cause at 39%, compared to 42% in 2023. This reduction reflects the early impact of our targeted resilience investments, including enhanced telemetry, condition-based monitoring and proactive maintenance at high-risk sites.



2

Blockages in our system accounted for 36% of pollution incidents. This result is an outlier compared to the number of blockages we are finding and fixing overall, which has dropped by 17% (36,000) compared with an AMP high of 42,700.

Of the 36,000 blockages we found and fixed in 2024, only 0.3% translated into a pollution: an increase of 0.1% compared to 2023. This highlights the importance of our data and targeting activities in reducing the risk of incidents.

3

Hydraulic overloading accounted for 15% of pollutions (2023: 25%). Hydraulic overloading has been exacerbated by more water entering our system, as a result of significant rainfall in the period. East Anglia received 785mm of rainfall from October 2023 to September 2024, which is 132mm greater than the long-term average for the period. In addition, exceptionally high groundwater levels, occupying 50% of the region, have been experienced this year.

4

Operator error, **unknown sources and biological** make up the remaining 10% of incidents.

Other influencing factors observed this year include:

- Monitoring and reporting: Increased monitoring and reporting, while positive, has contributed to higher recorded incidents, as we find and fix more pollutions across our asset base.
- 13.5% of total and 42.9% of serious pollutions contained elements of third-party influences.
- Public reporting of pollutions has also increased, with over 120 more pollution reports submitted by members of the public between 2022 and 2024, further contributing to the rise in recorded incidents.

Third-party interactions and the associated impact on pollution performance

While the majority of pollution incidents originate from within our operational control, a significant proportion – 16.8% of overall reported and investigated incidents in 2024 – were attributable to third-party actions. Although we are not responsible for these events, as noted on page 17 we routinely support environmental recovery efforts where our assets are implicated because it is the right thing to do. Where possible, we seek to recover associated costs, although this is not always feasible, particularly when the responsible party cannot be identified (for example oil discharges).

These incidents divert operational resources away from core Water Recycling activities. To manage this, we have implemented triage processes and continue to improve our ability to identify third-party influences early, enabling more appropriate handling by the relevant authority.

Common third-party incident types

Utility strikes

Damage caused by other utility companies failing to check drainage plans and survey before they commence groundworks remains a strong concern. We issue asset location data and expect compliance with their statutory obligations to avoid such incidents, however incidents continue to take place.

Vandalism

While our sites are secured in line with risk-based standards – and proportionate to the level of individual site risk – not all have CCTV. We report all vandalism to the police, but perpetrators are not always identified.

Foreign object blockages

Wipes and other unflushables of varying sizes (which in one instance included bedsheets) continue to enter our network and typify the system misuse we encounter daily. Our ECAS partnership, Just Bin It campaign, and its use of 'hedgehog' monitoring devices are helping to reduce these incidents through education and enforcement. See page 36 for more.

A bedsheet and rubber gloves found in the sewer network.

Misconnections

We employ a dedicated Misconnections Investigation Manager and support national best practice development. We work with local authorities, the Environment Agency (EA), and property owners to resolve illegal or inappropriate connections identified through our routine or catchment-based investigations. See page 22 for more.

Chemical discharges and fly-tipping

Substances such as oil, paint, and other pollutants are sometimes poured into our network. We conduct tracing investigations where possible, though sources are not always identifiable.

Trade effluent breaches

Our Trade Effluent team monitors compliance and works with businesses to prevent unauthorised discharges into our system.

Natural phenomena

Incidents such as algal blooms or natural foaming are referred to the EA for investigation under their remit for controlled waters.

Private assets

Failures from non-Anglian Water assets, such as septic tanks, are also referred to the EA.

Unauthorised floodwater diversions

When residents or emergency services drain floodwaters into the sewer system – see page 23 for further detail.

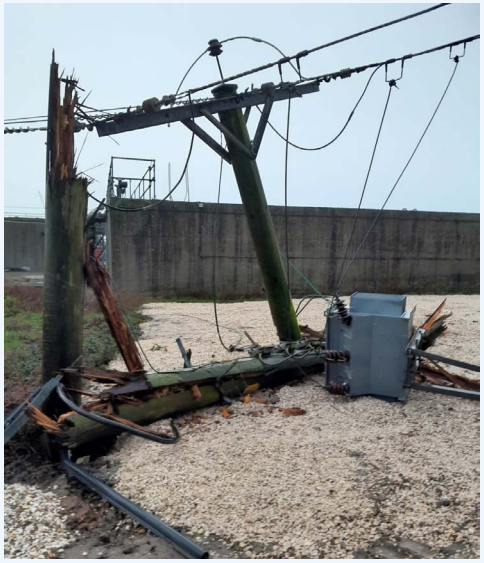
Electrical failures: a shared challenge

Although not classified as third-party incidents, electrical failures – particularly those caused by power company outages – are a leading root cause of pollution. In 2024, 40.7% of pollution incidents linked to electrical failure were due to unplanned power outages.

These are especially challenging during storms or widespread outages, when generator demand is high and restoration times to our assets are extended. Our response time – and the response of the power company – is critical in ensuring that sewage is kept in the system in this scenario.

While we are not funded to install permanent backup generators at all sites, most have mobile generator connection points and limited storage capacity to provide a grace period. In AMP8 we are increasing contractor capacity and investing in electrical resilience measures to reduce the need for reactive attendance. This includes installing equipment that allows assets to recover from short-term power losses automatically.

Fuel theft from generators is another third-party factor that can compromise our resilience. Despite these challenges, the EA expects water companies to be resilient to power outages, and these incidents are included in our pollution totals.



A power line collapse occurred during severe weather in 2024, causing mains power outage on one of our sites, leading to a pollution incident.

Serious pollutions

This year, we achieved our best performance for the AMP, with a 36% reduction in serious pollutions – down from 11 in 2023 to 7 in 2024. While this is an improvement, we recognise any serious pollution is not acceptable and we are working to improve this figure significantly in 2025.

The foundational factors influencing total pollutions contribute to our overall risk of serious pollution events. We have added extra layers of defence, designed to stop minor issues from escalating, which we refer to as our second and third lines of defence, or 'respond' strategies.

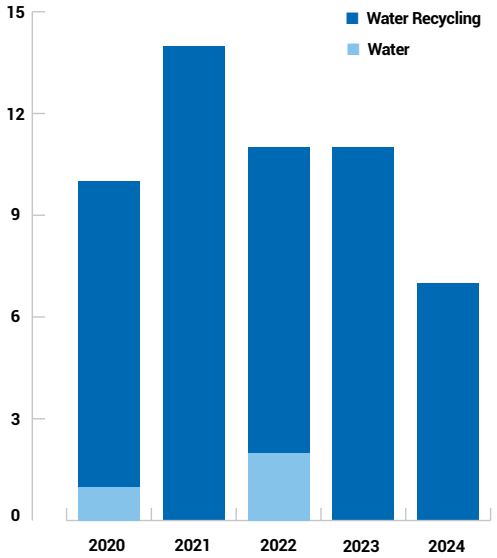
'Respond' strategies include:

1. The deployment of our proactive systems, such as the Burst Risk Management (BRM) system. By identifying and addressing potential issues early, we can mitigate their impact before they escalate. For instance, our proactive systems can flag a 'possible pollution' scenario, allowing us to take pre-emptive action to prevent serious environmental harm.
2. A new 'gated process'. This structured approach ensures that all necessary steps are taken to manage and mitigate pollution risks effectively. The gated process involves a series of checkpoints and decision points, where actions are reviewed and validated to ensure they align with our pollution management objectives. This methodical approach helps us maintain control over pollution incidents and ensures that our responses are timely and effective.
3. Our new Proactive Pumping Station Team with 18 technicians, expanding to 32 in AMP8. We will also establish two new 'First Response' teams, with 32 new technicians, to support faster response to alerts and reduce the risk of escalation.
4. Investing in enhanced telemetry and alarm optimisation, with over 1,000 alarm changes completed in 2024, to improve visibility and responsiveness at high-risk sites.

Our serious pollution incidents in 2024 were primarily caused by asset failure and third-party interference, with 42.9% of serious incidents involving elements of third party influence or extenuating factors. Examples of this include an incident involving a blockage caused by a 25cm screwdriver (creating a 'snag point' which resulted in rag built up), while another was linked to electrical failure from the UK Power Network during extreme rainfall. These cases highlight the importance of both operational resilience and external engagement.

For all serious pollution incidents in 2024, we have assessed the local area to ensure that there has been no lasting damage to the local environment.

Serious pollutions over AMP7



Addressing potable water risk

To address the serious pollution risk associated with water pollutions we introduced a number of key improvements in 2024:

The development of a Potable Water Pollution Risk Dashboard

This is a purpose-built dashboard, which ranks the entirety of Anglian Water's Treated Water Distribution underground assets, identifying high to low risk, based on likelihood of pollution event – as a result of either failure and/or discharge. Risk criteria include elements such as distance from water course, elevation, age of asset, previous pollution events etc. This work has given us greater visibility and understanding of the risk associated with our assets.

We used the risk dashboard technology to target the top 150 highest-risk water assets across the region. This has ensured we are ready and capable to deal with pollution events in the form of equipment, resource requirements, necessary response times, proactive interactions and escalation processes.

We also:

- Undertook a depot audit of our Integrated Maintenance and Repair (IMR) sites to ensure compliance and that any potential pollution risks are mitigated.
- Undertook a review of our pollution mitigation equipment, assessing the scope for new equipment, purchasing specialist equipment where appropriate and creating pollution mitigation 'grab bags' for teams in Integrated Operational Solutions and Supply.
- Conducted a review of mandatory Environmental Protection Training, and the inclusion of water pollutions in inductions for new team members, including awareness and escalation procedures.

Serious pollutions in 2024: a breakdown

This year, serious pollutions were mainly caused by blockages and asset failures, reflecting the same pattern seen in total pollutions. Three of the seven incidents (42.9%) involved third-party influence or extenuating factors.

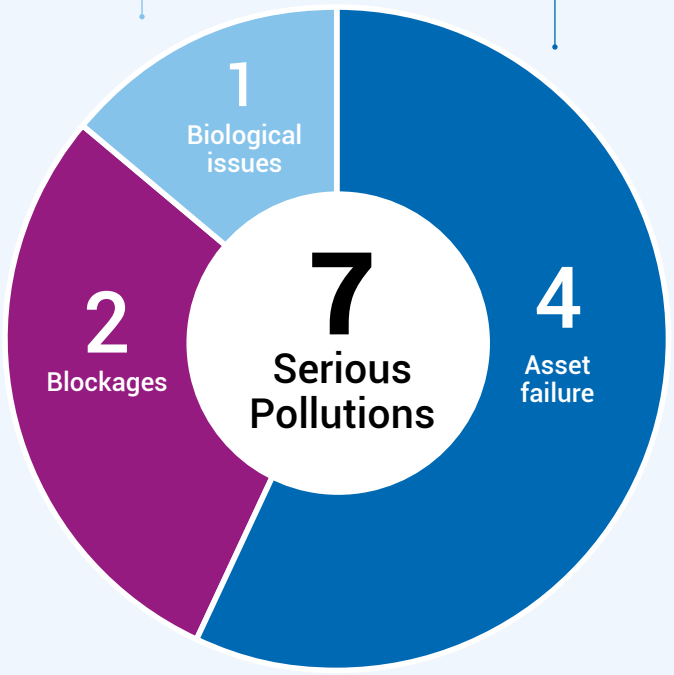
One incident was due to a biological issue

- A pump failure at a Water Recycling Centre (WRC) led to a discharge with visible discolouration in the watercourse. Ammonia and oxygen levels returned to normal and no solids were found on the riverbed. The tank was isolated and reset.

Two incidents were linked to blockages and third-party interference

- The first was caused by tree roots blocking a foul sewer, leading to foul water entering a surface water network. The damage was traced to a third-party lateral connection. The environmental impact was minor and localised. This incident was unsuccessfully contested with the Environment Agency (EA).

- The second involved a 25cm screwdriver lodged in a sewer, which caused a build-up of unflushables and a discharge into a nearby watercourse. This led to elevated ammonia levels and a fish kill in a nearby lake. The object was not ours and we unsuccessfully contested the incident with the EA.



Four incidents were due to asset failures

- At a Pumping Station, heavy rainfall and electrical failure caused a discharge into a nearby dyke. Around 600 fish died, but we believe this was due to low oxygen levels and other pollution sources. The incident classification was unsuccessfully contested with the EA.

- A power outage at a WRC caused a pump to fail, leading to a short discharge. There was no wildlife impact and the site was quickly brought back under control.

- A burst rising main caused flooding and pollution over 1,000 metres. Emergency measures included sandbags, tankering and overpumping.

- A burst rising main at a farm led to discharge into a dry ditch. Ammonia was detected up to 500 metres downstream. The flow was contained using sandbags and removed with tankers.

Self-reporting

We have made significant changes to the way we self-report pollutions over AMP7. This is a key metric for us and has seen us improve our self-reporting score by 19% over the AMP – meeting the green metric in the EPA scorecard.

Each year, we respond to between 9,000 and 10,000 reports from members of the public and the Environment Agency (EA), with 9,242 reports in 2024. Less than 5% of these reports are confirmed as pollution incidents linked to our assets.

The EA expect all incidents to be reported within four hours. In recognition of the importance of early reporting and transparency, 68% of incidents were communicated to the EA within two hours in 2024.

We investigate all issues reported to us and work with the relevant owners to ensure issues are resolved. It's an important value for our organisation that we 'do the right thing'. We have worked closely with the EA on incidents not related to Anglian Water assets in the past year, to help investigate and mitigate impacts. For example in 2024 we supported on an incident in Daventry, where roof runoff from a commercial property contributed to fish distress in a nearby lake.

Public reports between 2022 and 2024 have translated to more than 120 additional recorded pollution incidents, as public awareness of pollutions increased throughout AMP7.

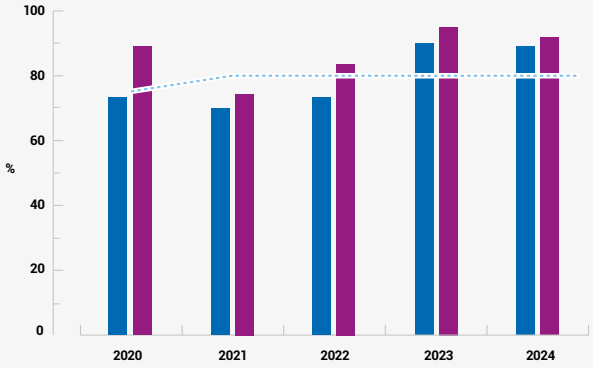
In recognition of this, the EA has announced a new digital service will be launched in 2025, to facilitate reporting of potential water pollution incidents by members of the public. We welcome this increased transparency and are working to ensure our systems and processes are aligned with this new reporting landscape.

The introduction of enhanced telemetry has been an important step in how we identify and mitigate against pollution risk. This has enabled earlier detection and faster response to potential incidents, improving our ability to protect the environment. However, it has also impacted our overall performance figures. The roll-out and implementation of telemetry devices since 2023 has resulted in around 20 pollutions recorded between 2023-2024, with more expected as its technical capabilities are evolved. This includes the proactive use of Event Duration Monitors (EDMs) and Dynamic Sewer Visualisation (DSV) sensors, which are now installed across 100% of storm overflows and over 42,000 sewer locations.

One such measure was a trial to proactively report every suspected burst rising main, following monitoring systems alarms. While this did not always end up as a pollution incident, it allowed us to communicate much more quickly to the EA about a potential pollution risk. This proved a success and is now a standard operating procedure.

To increase our transparency on risks, we have implemented significant improvements on how we report, how customers can contact us and how we continually improve. We have created new, easier methods for members of the public to contact us and identified 'hotspot' areas to target communication activities. This included making sure the right customer engagement strategies were in place. This work is supported by our 'Just Bin It' campaign and Environmental Compliance and Services (ECAS) partnership, which together aim to reduce sewer misuse and improve public understanding of pollution risks. Internally, we track self-reporting on a monthly basis, with a dedicated team who investigate each incident where self-reporting is missed. This team also supports root cause analysis and ensures lessons learnt are embedded across the business.

Self-reporting performance over AMP7



Additional changes include:

- Enhanced training framework for our people.
- Device improvements, with better connectivity in areas with poor signal, allowing for quicker reporting.
- New roles specialising in risk management, performance and continual improvement and data.
- New gated process framework, with key interventions, escalations and management of forecasted risks.
- Appointment of a dedicated Competence and Assurance Manager, to embed standardisation and best practice across teams.

Telemetered assets are monitored in real time, allowing us to detect and report pollution incidents quickly. Non-telemetered assets, like sewer networks, rely on public reports. Because we have greater visibility on telemetered assets, the EA expects higher self-reporting – above 90%, compared to 80% overall.

Review of total pollutions by root cause

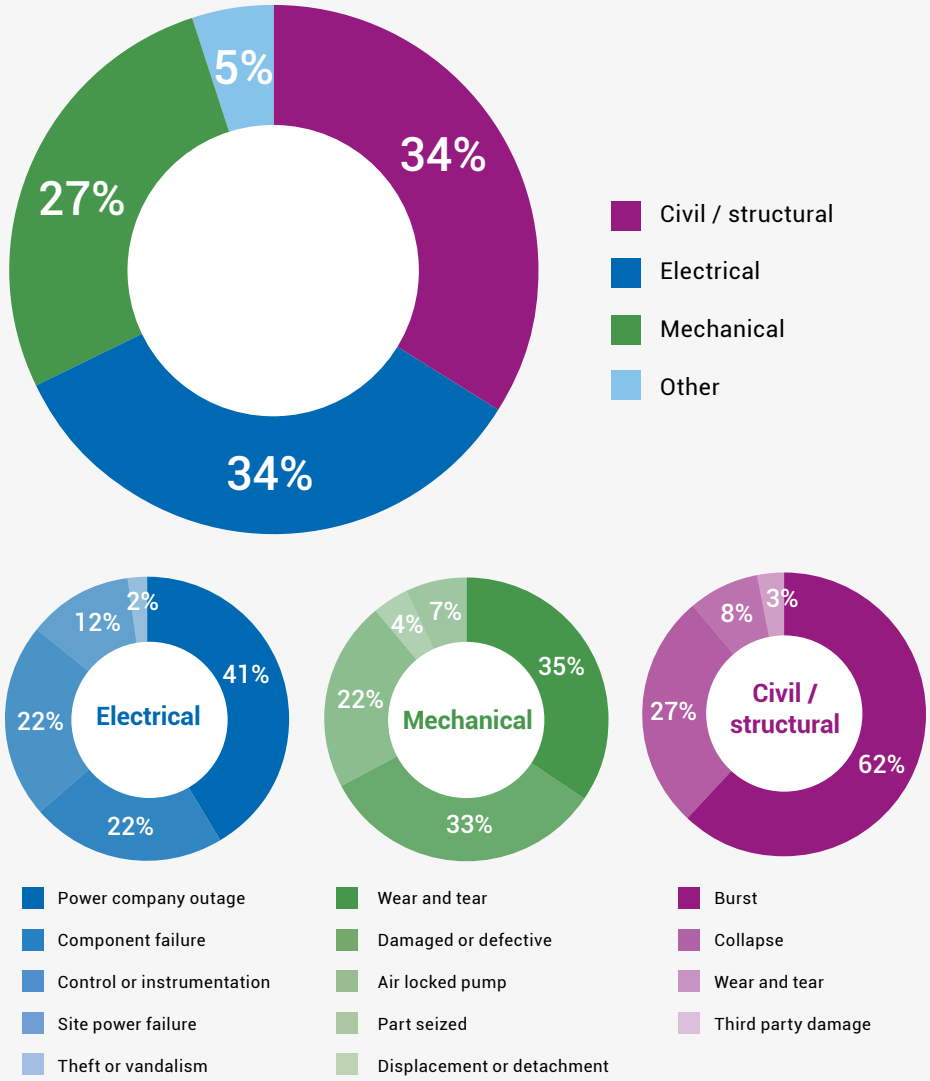
Asset failure

This year asset failure was our primary root cause, accounting for 39% of incidents.

We have an extensive and complex asset base, with above-industry-average numbers of pumping stations, foul sewers, rising mains and Water Recycling Centres. To monitor our system and assets we have alert and alarm technology, monitored by a central arm of experts in our Control Centre. Every year we monitor 550,000 incidents which have the potential to be a risk, and our asset base is covered by routine and regular maintenance programmes. Through our expert insight, we are required to surface a much smaller percentage of alarms that present a genuine risk. We use sophisticated data sets and real-time telemetry to assess the likelihood and consequence of failure. Through this approach, we have reduced our alarm volume on a like-for-like basis by 34%. This enhancement has increased the accuracy of the prioritisation and timing of interventions across our asset base. This improvement is coupled with the step changes we have made to our base maintenance programmes, such as early detection of performance issues, using predictive analytics and condition based monitoring.

Despite these investments, unexpected failures have still occurred. As our capability to invest in and leverage data and response systems matures, we will continue to narrow the gap.

Asset failure root causes by type in 2024



Top causes of pollutions by asset class in 2024

Water Recycling Centres

- Inlets – 21% – e.g. screen failing, blockage in the inlet, inlet pump failing, penstock issues.
- Aeration – 13% – e.g. failure of the control mechanism, power supply or mechanics of the blowers which aerate the sewage.
- Filtration – 12% – e.g. failures include arm not rotating, blocked spurge holes, material build up.

Pumping Stations

- Pumps – 50% – e.g., electrical component or control part failed, mechanical failure of the pump, airlocking of the pump, detachment, wear and tear.
- Whole site – 27% – typically electrical failure from the power company.
- Electrical component – 14% – any electrical component supplying power or controlling the action of the pumping station.

Networks

- Foul sewer – 74% – typically blockages, or collapses.
- Rising mains – 21% – typically bursts or leaks, structural failures.
- Surface water sewer – 2% – acting as a conduit.

Interventions by asset:

Sewer network

Our latest analysis suggests that 17% of our sewer network – approximately 13,000km – presents a higher environmental risk. This is based on a comprehensive assessment, using our geospatial platform, The Hive, which integrates internal and external data, to generate holistic, real-time operational risk assessments. Based on risk drivers and potential consequences, these sewer lengths have been prioritised for targeted, catchment-based interventions, including increased sewer maintenance, FSE visits and the installation of DSV monitors. This targeted approach is critical to improving performance and reducing pollution risk.

Rising mains

Rising mains remain one of our highest-risk asset classes. In 2024, bursts occurred on 4.8% of our 4,890km of rising mains. These assets are particularly vulnerable, due to their pressurised nature, which increases the likelihood of rapid and high-impact escapes. The introduction of Ovarro technology in 2023 has enabled us to monitor fill and empty times at pumping stations, to detect potential bursts. This has proven effective for rapid deviations but is less reliable for identifying slower leaks.

We continue to use more than 1,600 Syrinix pressure monitors and in late 2024, we added 1,300 DSV monitors at the discharge ends of rising mains, to triangulate data and improve detection accuracy.

Air valve maintenance and rehabilitation are proven ways to mitigate burst risk. In 2024, we inspected more than 2,100 recorded air valve locations and surveyed more than 4,100 modelled potential locations. These surveys identified 53 potentially leaking air valves and two bursts. This work led to targeted air valve replacements in 2024, with further work planned for 2025.

We also conducted exploratory work, using satellite imagery and ground condition data, supported by Sniffer Dog inspections, to identify and resolve potential issues. Where faults were found to be caused by our assets, they were promptly rectified without environmental impact.

We completed targeted interventions at 27 high-risk sites, including pipe relining, pump control upgrades and air valve replacements. A further 16 complex sites are currently in enabling or delivery phases.

Pumping stations

We have enhanced the development of technology like Ovarro to address pumping station operational issues (such as changes in pump start/stop values).

We also established a Proactive Pumping Station Service Team, recruiting 18 new technicians. This has led to a significant reduction in critical and high-priority sites triggering long-term performance alerts. Where we intervened early, no subsequent failures occurred.

Our response to short-term alerts has also improved, helping us prevent failures before they happen. This is supported by our enhanced wet well cleaning programme, which now targets the highest-risk pumping stations with increased frequency.

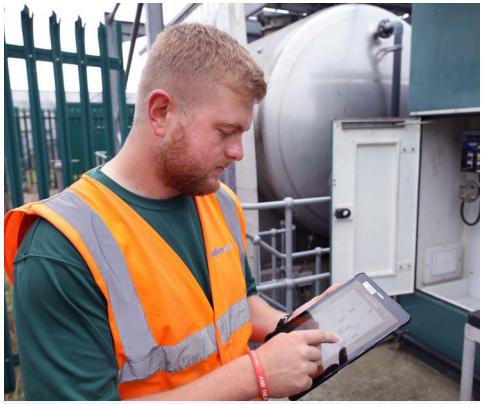
We have also invested in electrical resilience, including protection against third-party and on-site power failures and we installed additional telemetry alarms. In 2025, we will continue to roll out new installations and refine our understanding of future needs.

Water recycling centres

This year we combined compliance data with pollution root cause analysis, which highlighted a risk associated with our sludge handling processes. This insight led to targeted interventions, which contributed to our return to green compliance (100%) in 2024 and a reduction in sludge-related pollution incidents.

Despite this, we did not see the overall decline in pollution incidents from this asset class that we had anticipated. Our analysis confirmed that inlet works and screens present the highest risk. As a result, we have prioritised these areas for condition based monitoring in 2025.

We have also invested in condition-based monitoring for high-risk rotary assets, to protect against both pollution and compliance failures. This will be expanded in 2025, alongside a trial of mobile monitors, to inform future deployment strategies.



Key takeaways:

We have an extensive asset base and over the year we monitor 550,000 alerts with the potential to be an issue. Finding the small percentage that present a genuine risk is where we will make the most impact. Narrowing down of asset factors, coupled with external factors has been our focus.

Supporting this work has been the introduction of geospatial analysis through The Hive, which has significantly improved our insight and decision-making, particularly for our sewer network.

Analysis reinforces the elevated risk presented by inlet works and screens at Water Recycling Centres. We have prioritised these areas accordingly with condition based monitoring. This insight also underpins the importance of customer education on sewer misuse.

Blockages

Pollutions from blockages occur due to a build up in the sewer system, often caused by items like unflushable items (such as wet wipes) and fats, oils and greases (FOG). Blockage-related pollutions were our secondary root cause in 2024 and responsible for 36% of incidents. This is broadly in line with historic performance, where they contribute to approximately a third of events.

Blockage removal requires a multi-faceted approach, involving cleaning, proactive detection, and eduction and enforcement of Food Service Establishments (FSEs) and customers. Based on our 2023 root cause data, we focused considerable efforts on blockage reduction in our 2024 PIRP.

Taking a catchment approach to blockage reduction saw us carry out combined interventions simultaneously in targeted, high risk locations. These included cleaning, the installation of sewer depth monitors (also known as Dynamic Sewer Visualisation) and broad customer education, through our recently rebranded 'Just Bin It' campaign. This was supported by our partnership with Environmental Compliance Services (ECAS), which delivered over 19,000 FSE visits and prevented an estimated 3.5 million litres of fat, oil and grease from entering the network.

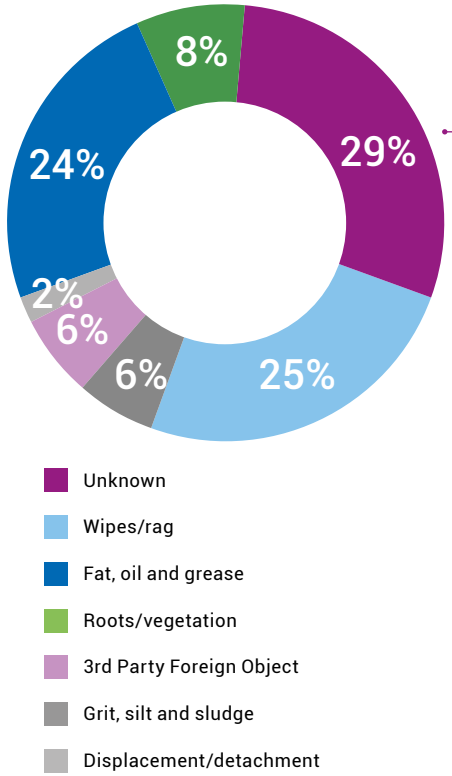
This approach has been extremely effective, taking overall blockages down from our AMP7 peak of 42,733 to 35,582 in 2024/25 – our best performance of the AMP. Although the number of pollution incidents caused by blockages is never acceptable, the number of blockages that cause pollutions is very low at 0.3% of total blockages.

Our hypothesis in 2023 was that reducing blockages as a primary root cause would translate into a reduction in pollutions. While we saw a 17% reduction in blockages and a 39% reduction in external flooding, the expected corresponding drop in pollution incidents did not materialise.

Further investigation has since helped us to understand what the critical factors are that convert a blockage into a pollution risk. For example, the identification of high risk manholes and dual manholes has allowed us to pinpoint where we are at greatest environmental risk. Understanding these spatial and hydraulic risk factors will enable us to pivot our targeting approach and focus interventions more keenly in AMP8.

In response, we are enhancing our geospatial analysis capabilities through The Hive platform, which integrates telemetry, weather data, and asset risk profiles to support smarter, place-based decision-making. This will allow us to prioritise high-risk locations and deploy resources more effectively.

Blockages in 2024: a breakdown



'Unable to determine' continues to make up the largest proportion – the blockage is not always able to be retrieved for identification. A large proportion are inferred based on operator feedback to be wipes/rag (unflushables) or FOG.

A 'hedgehog' collecting wipes as part of our Just Bin It trial in Kettering, Northamptonshire.

Key takeaways:

Sewer misuse accounts for 55% of blockages (FOG, unflushables and third-party objects). This has underlined the importance of educating consumers and businesses on responsible disposal of unflushables and FOG.

Despite driving down the total number of blockages this year we did not see this translate into a reduction in incidents – despite this being evident in other metrics such as flooding. A deeper analysis of the relationship between blockages and pollutions has directly informed our 2025 PIRP and AMP8 strategy.

Hydraulic overloading

Hydraulic overloading occurs when too much water enters the sewer system, often due to heavy rain or surface water, causing it to overflow and cause a pollution. This year it accounted for 15% of incidents.

There is a cyclical pattern to the predominance of hydraulic overloading in our root cause data, closely aligned to cycles of increased groundwater levels. 2021 was the last year where we saw hydraulic overloading as the primary root cause (36%). Although by percentage it appears less prominent in 2024, raw numbers suggest it was a significant contributor to our performance (94 events in 2021 vs 119 in 2024).

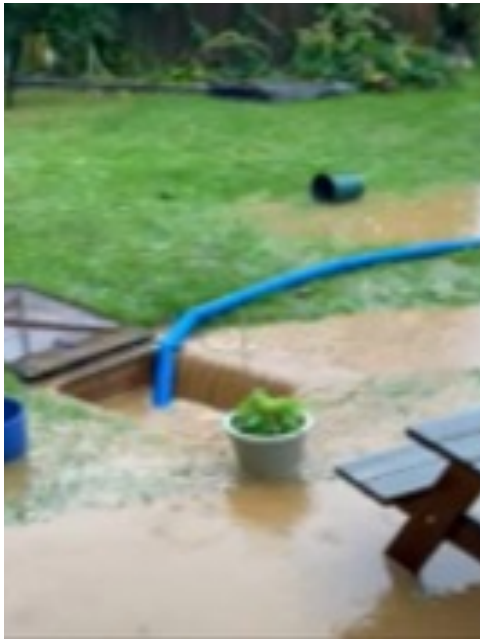
In the past we have tackled hydraulic overloading through infiltration reduction plans (IRPs), with the primary intervention being sewer relining to 'seal' the network. At the beginning of our 2023 PIRP, we committed to 25 IRPs, of which we delivered 15 in 2024. However, we have changed our approach, considering the catchment as a whole. We found that, while traditional approaches like sewer relining had some benefit, the resulting reduction in incidents was not as high.

Two key pathfinder projects initiated in Grimston and Yaxley – areas suffering from hydraulic overloading – have shown us that the root cause of overloading at our assets is more than just 'leaky sewers'. We carried out extensive land and drainage surveys to understand other inputs to the system.

We concluded:

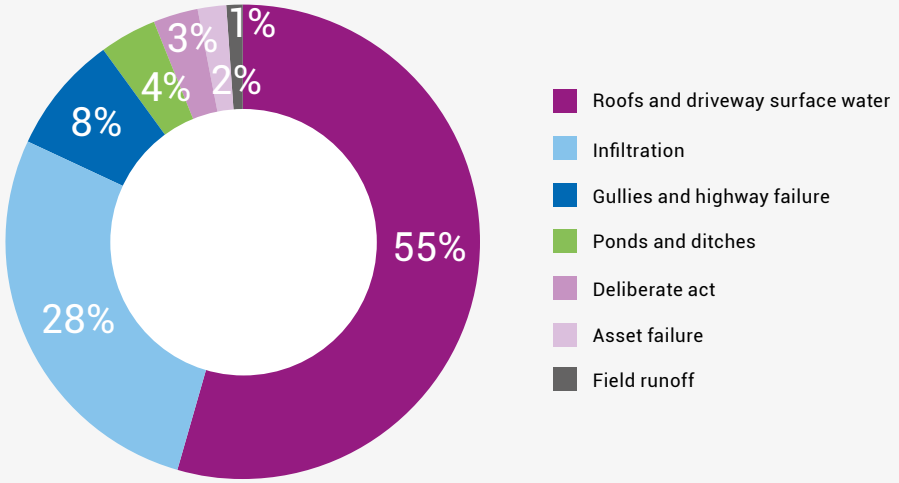
- Managing unwanted surface water removal into our sewer network is a key area we need to focus on going forward. Through 'right to connect' or otherwise, homes and businesses have connected surface water drainage to our foul sewer network, when quite often there is a suitable alternative storage water system.
- Sewer networks function as open systems at the customer end, allowing entry through private lateral connections, system relief points and natural openings — such as manholes. As such, we need to incorporate these sources into our approach.
- Where drainage ditches, channels and other storage in the catchment have been removed or are not maintained, flow is diverted into our system, adding more pressure.
- High groundwater levels can force their way through the sewer, regardless of its condition.
- To protect properties during flooding, emergency services and members of the public actively pump or move excess flow into our system. While this is understandable, it further overloads the system and increases pollution risk.

These insights have shaped our AMP8 strategy, which includes **£76 million of investment in hydraulic overloading mitigation**, with a focus on catchment-wide interventions, partnership working and regulatory engagement, to address root causes beyond our direct control.



This image shows an example where in times of surface water flooding customers have illegally drained surface water into the foul sewer.

Hydraulic overloading in 2024: a breakdown



Key findings:

Through analysis undertaken this year, it has been confirmed that surface water connectivity is the main contributor to hydraulic overloading verses infiltration of groundwater. This is guiding our plans in 2025.

We have had more success from our innovative catchment investments than traditional relining.

In 2025, we will be expanding our efforts to support the wider programme of flow mitigation and reduction. This includes targeted surface water removal schemes, infiltration reduction plans and nature-based solutions — such as SuDS.

Managing surface water removal into our sewer network

Connected surface water to foul water systems contributed to 55% of hydraulic overloading incidents this year and also increases the risk for flooding events. In response (and to reduce the risk of this type of event), this year, we have adopted a new approach to better manage surface water removal. This focuses on both highway and property connections to the foul water system, which are governed and regulated under Sections 115 and 106/116 of the Water Industry Act (1991), ensuring compliance and effective water management.

For highway connections, we are now seeking to terminate arrangements (connections) that are allowing significant levels of surface water to enter into the foul water system, later resulting in an impact on our assets. This process involves close collaboration with Highway Authorities, to ensure there is ample opportunity to put in place appropriate solutions before any connections are removed. Where this is the case, our goal is to have highway assets removed within six months, with a minimum notice period of 90 days.

For non-domestic property connections, we evaluate the legality of these connections, by examining correlations with historic pollution and flooding incidents. If a connection is found to be materially unlawful, a 21-day notice is served due to the inherent associated risk.

Additionally, Anglian Water is providing alternative catchment-based solutions through capital delivery schemes. These schemes include the installation of soakaways, SUDS pods, water butts, planters, and the redirection of surface water into sewers or ditches – all measures to reduce the risk within the local area.

This strategic approach not only enhances the efficiency of our operational systems, but also significantly reduces pollution and flooding risks, contributing to a sustainable and resilient infrastructure for the environment and the communities we serve.

Unauthorised floodwater diversions, surface water misconnections and hydraulic overloading of our network

The impact of the wider non-Anglian Water drainage network is important to consider with respect to pollutions. When overwhelmed with water, materials can escape from our network and reach a water body, creating a pollution incident.

Our region is particularly sensitive to the wider drainage system, given its geology and geography. That's why working with third-party owners is essential, to successfully mitigate against flooding and pollutions.

This was brought into sharp relief in 2024, when 28 incidents of flooding were recorded as pollution incidents, due to the unavoidable contact between water and sewage during periods of flooding. The third-party factors were groundwater saturation (managed by local councils) and excessive river levels and flooding (managed by The Environment Agency). This in turn caused hydraulic overloading, due to too much water in our network – which it was not originally designed for. The Environment Agency later acknowledged many of these events were beyond Anglian Water's control or had no impact on the environment, resulting in reclassification of 15 of the 28 events. We continue to respond and support flood management as part of our duties under the Flood and Water Management Act 2010.

Additionally, unauthorised public or emergency services activities – such as the opening of manholes to allow floodwaters to drain into the sewer system, and the unauthorised pumping of water and neglected riparian maintenance on privately owned land — exacerbated the flooding risks.

The severe flooding between January and March was caused by a combination of extreme rainfall, elevated groundwater levels and rivers exceeding their capacity, due to high flows and catchment saturation. In February 2024 we experienced rainfall levels 200% above the 1991-2020 average, compounded by preceding storms and saturated soils, which resulted in extensive runoff and river levels that, in some areas, reached record highs.

A customer opened a manhole to allow flood water to drain away in January 2024.

Despite Anglian Water's assets functioning at full capacity, the scale of these events overwhelmed our network.

Using our complex case investigation team, we were able to comprehensively analyse our systems to find the sources of unwanted water in our system. We have backed this deep root cause analysis with the establishment of 12 Multi-Agency Groups (MAGs), to drive a holistic and collaborative approach to flooding, along with removing unwanted water from our system.

In a region that is highly vulnerable, working together is crucial. We cannot fix the wider system, but failure shows up in our assets, leading to escapes from the network.

Our complex catchment investigations confirm that responsibility for the root causes and effective mitigation of such incidents rests with multiple respective authorities overseeing each domain. Although we advocate for a collaborative, approach – it is clear that these incidents were beyond our control, as there was no reasonably practicable intervention by us that could have altered the outcome. Furthermore, these incidents would not have happened without the third-party influence that caused them.

Our upcoming Flooding Incident Reduction Plan Executive Summary outlines the multi-agency work we are doing to address flooding and groundwater issues in hotspot areas across our region.

Evidence captured by one of our people, showing residents pumping out flooded waters from their properties into sewers – without a permit to do so.

Removing excess surface water: a case study

Yaxley is one of our pathfinder catchments, where we have undertaken comprehensive investigations and targeted interventions over AMP7, to address the root cause of pollutions and flooding in the area. These extensive investigations identified more than 60,000m^2 of surface water from roofs and paved areas misconnected to our foul network. Furthermore, almost 1,000 points of water infiltration into the network were identified.

Through this activity and the evidence captured, we were able to confirm that surface water was contributing to the operation of the emergency overflow at the nearby pumping station and localised flooding during heavy rainfall.

Of the 60,000m^2 of surface water area misconnected to our network, we identified 11,304m^2 of highway surface run-off connected to the foul sewer across the catchment. Through our relationship with the local Highways Agency, we were able to highlight the impact and contribution that the highways drainage system is having on our network – both in terms of it resulting in the overloading of our foul sewer and its subsequent impact on spills and flooding.

To address surface water from roofs and paved areas, we used integrated nature-based solutions including; installing Sustainable urban Drainage Systems (SuDS) such as water butts, flowerbeds and plants which soak-up excess water and prevent it from entering the system. This kept rainwater out of the sewers and created more capacity, while also enhancing habitats and protecting the local environment.

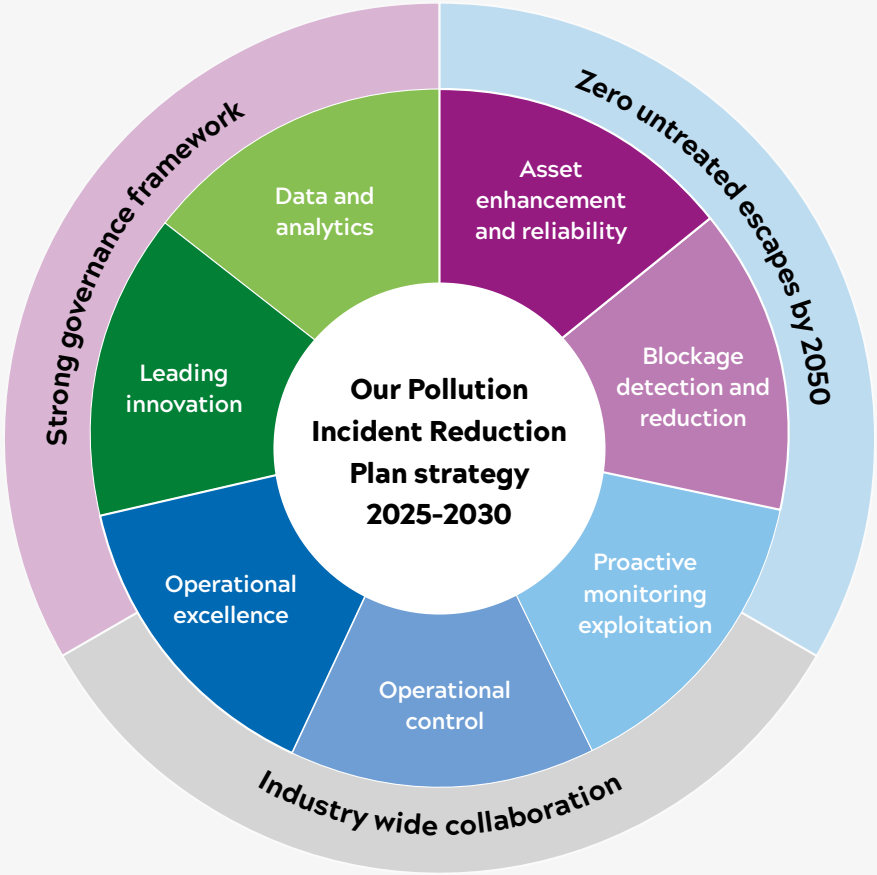
In addition, we reinforced 286 metres of main line sewer and relined laterals (the sewer pipes connecting properties to our main sewer) from 15 properties.

At the end of our first year of work in Yaxley, we successfully removed 26,000m^2 of misconnected surface water from our sewer network from 160 locations across the catchment: a 43% decrease.

This approach is something we are committed to replicating across further high risk catchments in the coming AMP.

3 Our 2025 Pollution Incident Reduction Plan

Our AMP8 strategy: taking the learnings from AMP7 and applying them going forward



(New) Data and analytics

This includes:

- Systems approaches
- Systems analysis
- Trialling enhanced targeting strategies
- Enhanced targeting strategies

(New) Leading innovation

This includes:

- Water misuse toolkits
- Innovative catchment approaches
- Network misuse programmes

Core business capabilities

These have been enhanced with:

- Core competency programmes
- Basic maintenance programmes
- Growing our insight capability
- Operational performance

Operational excellence

This has been enhanced with:

- Enhanced asset strategies
- System investigation capabilities
- Additional fast response capabilities

What's different

- The characteristics of our PIRP are the same – we're working to reduce pollutions from blockages, hydraulic overloading (as a result of too much water in our system) and asset failure.
- Our core delivery strategies from AMP7 have been continued and enhanced.
- This approach has been backed by third-party assurance.

In AMP8, the way we are delivering our PIRP strategy will see an incremental shift. We will:

- Intervene strategically at high-impact times, using expert knowledge and tools.
- Use smarter models and better data, to plan the best time and place to act.
- Take action at critical moments, using expert skills and advanced tools.
- Look for wider system-based solutions, not just one-off fixes.
- Make a big leap in how quickly we can respond.
- Increase funding beyond usual budget.

Investment for AMP8

Overall, in AMP8, we will be investing more than £4 billion into running our business, improving our performance and enhancing the environment. This includes an uplift of £245 million additional investment.

Hydraulic overloading

We plan to invest **£76 million** to tackle excess flow, through targeted surface water and infiltration management schemes.

We're enhancing our infrastructure to manage excess water in our system more effectively and prevent overloading. We are prioritising surface water removal, infiltration reduction, and nature-based solutions such as SuDS (Sustainable urban Drainage Systems).

Asset failure

We plan to invest **£60 million** to reduce asset failure through;

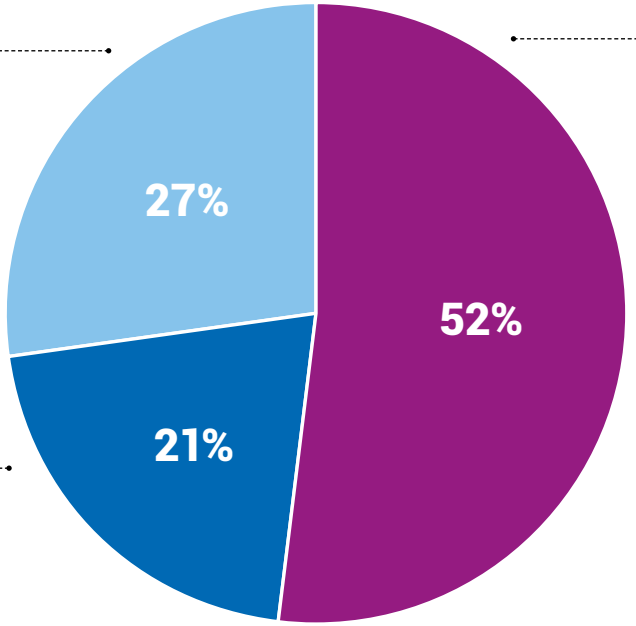
£35 million on faster response capabilities.

£12 million on pumping station resilience and enhanced maintenance.

£12 million on rising main operational enhancements.

Asset Failure (Reduced Asset Failure): We're investing in asset maintenance and upgrades, to minimise the risk of failures. This includes condition-based monitoring, air valve rehabilitation and targeted capital investment at high-risk sites.

Asset Failure (Response to Failure and Events): We're improving our response strategies, to quickly address and mitigate the impact of any asset failures. We are expanding our Proactive Pumping Station Team by 18 people and deploying new Fast Response teams, with a further 32 people.



Blockages

We plan to invest **£150 million** in blockage prevention and removal with:

£22 million on sewer misuse and enforcement.

£80 million on proactive sewer inspection and cleaning.

£47 million on sewer monitoring.

Sewer monitors: This investment will see us further expand our sewer cleansing programme, installing a further 62,000 DSV monitors in AMP8 (bringing the total to approximately 105,000).

Blockages: We're supersizing our education and enforcement programmes with commercial and domestic customers in the fight to prevent unflushables and FOG from entering sewers. In addition we are increasing the number of technicians, with an additional 40 people to help us respond faster to blockages.

Capability and behaviours:

Over the AMP we will employ more than 215 additional frontline people to prevent, mitigate and respond to pollution risks. We'll also foster a culture of excellence and accountability within our teams, to drive better environmental outcomes. This includes enhanced training, revised Licence to Operate frameworks and a new Competence and Assurance Manager.

Clean water network interventions:

Leveraging insights from the Potable Water Pollution Risk Dashboard, implementing 24-hour regional standby cover and putting response plans in place for top 50 highest risk assets.

2025 plans on a page by root cause

Reduced asset failure

Root cause	Strategic theme	Interventions	Asset class	Activities	2025 detail	New, enhanced or BAU	Year 5 annual risk reduction*
Asset failure	Reduced asset failure	Rising main operations	Rising mains	Targeted pressure and transient monitoring	200 new Syrinix pressure monitors on high risk mains.	Enhanced	8
		Pumping station resilience	Pumping stations	Third-party power failures	Process and investment to 650 high risk pumping stations to improve response to UKPN power failures using generators and tankering.	Enhanced	37
				Resilience part II and III	1,356 new brown-out timers and auto-reset systems on new and existing sites of risk.	Enhanced	
				Platinum wet well cleaning	Increased cleaning frequency (six monthly) at 650 high-risk pumping stations to prevent blockages from FOG and unflushables.	Enhanced	
				Rectification of known risks (2024 activity carried over)	Finalisation of 17 outputs from 2024.	Ongoing	
		Water Recycling Centre (WRC) resilience	WRCs	Inlet pumping stations and screens	363 WRC inlet pumping stations to be serviced using performance data, and included in wet well and screen maintenance.	Enhanced BAU	11
				Additional sludge thickeners (ongoing from 2024)	Installation of 4 new thickeners to reduce tanker movements and sludge-related pollution risks.	Enhanced	
				General capital investment	1,000+ interventions to mitigate site-specific risks, including asset replacements and configuration improvements.	Enhanced	
				Named site schemes (2024 activity carried over)	Finalisation of Cotton Valley, Lowestoft and Ingoldmells schemes from 2024.	Ongoing	
		Proactive planned maintenance	WRCs, pumping stations	Ovarro enhancement	Expansion of condition-based maintenance using Ovarro data. 18 new technicians to increase proactive servicing and reduce failures.	Enhanced, moving to BAU	10
				Condition based monitoring (including 2024 activity carried over)	We're increasing our use of condition based monitoring, to proactively assess asset performance in real time, reducing the risk of failure. This will see the installation of vibration sensors on 210 critical assets across 64 sites to detect deterioration early.	Enhanced	
						Total	**67**

*All risk reductions are approximate

Response to failure and events

Root cause	Strategic theme	Interventions	Asset class	Activities	2025 detail	New, enhanced or BAU	Year 5 annual risk reduction*
Asset failure	Response to failure and events	Water Recycling Networks (WRN) - frontline response	Networks	Frontline response – Networks	We are bolstering our front line staff with an additional 62 people to support sewer misuse, fast response, complex investigations, and data analysis.	Enhanced	17
		Operations – frontline response	Pumping stations	Fast response pumping station team	Increase the size of the Proactive Pumping Station team by 50% (18 additional people).	New	20
			Pumping stations	Ovarro short-term analysts	Additional two data analysts to monitor short term pump performance to trigger site visits (via new fast response team) to attend site and rectify before total pump failure or blockage.	Enhanced	
		Alert/alarms management	All	Expansion of customer triage	Additional customer triage role in the scheduling team to review specific job types and prioritise work with a high pollution risk.	Enhanced	20
				Alarm optimisation	Implementing a principles-led, risk-responsive alarm management and operational monitoring strategy focused on standardising pollution-related processes, optimising alarm prioritisation, and enhancing telemetry-driven insights to reduce alarm volumes.	Enhanced	
				Fast-flowing externals triaging	Introducing a risk-based triage process that prioritises fast-flowing sewage incidents, supported by 24/7 control room resourcing, to ensure faster, more consistent pollution prevention and response.	New and enhanced	
						Total	**57**

*All risk reductions are approximate

Blockage prevention and removal

Root cause	Strategic theme	Interventions	Asset class	Activities	2025 detail	New, enhanced or BAU	Year 5 annual risk reduction*
Blockages	Blockage prevention/ removal	Sewer inspection and maintenance	Foul sewers	Sewer cleansing (PPM)	Targeted cleansing of 300km of high-risk sewers using geospatial risk data.	Enhanced	28
				Sewer rehabilitation (complex and regular)	Identification and targeting of top 17km highest risk sewers for relining/ replacement to prevent structural failures and reduce infiltration. This is in addition to ongoing work from 2024.	Enhanced	
		Sewer monitoring	Foul sewers	Dynamic Sewer Visualisation (DSV)	Installation of 25,000 monitors in high-risk areas to detect blockages early and prevent sewage escapes.	Enhanced	24
		Sewer misuse, education and enforcement	Foul sewers	Sewer misuse programme	Education and enforcement in 4 hotspot areas to reduce misuse from FOG and unflushables. Includes community engagement, enforcement, and targeted communications.	Expanded and enhanced	16
						Total	**68**

*All risk reductions are approximate

Flow reduction and management

Root cause	Strategic theme	Interventions	Asset class	Activities	2025 detail	New, enhanced or BAU	Year 5 annual risk reduction*
Hydraulic overloading	Flow reduction and management	All	All	Complex investigation team and surface water management and infiltration schemes	We are increasing our complex investigation team by 10 new people. This team, alongside our alliance teams, will identify parcels of work across a number of high risk areas to deliver surface water management and infiltration schemes. Circa £16 million in 2025 is planned across both activities.	Enhanced	26
						Total	**26**

*Risk reduction is approximate

Water

Root cause	Strategic theme	Interventions	Asset class	Activities	New, enhanced or BAU	New, enhanced or BAU	Year 5 annual risk reduction*
Water-related events	Flow reduction and management	Asset intelligence	Water	Potable Water Pollution Risk Dashboard	Response plans put in place for top 50 highest risk water assets following the development water distribution asset dashboard.	BAU	15
	Response to failure and events	Frontline response	Water	24-hour reactive cover – water networks	Expansion of regional standby cover with 6 FTEs and new equipment to ensure rapid pollution response outside working hours.	New	20
	Capability and behaviours	Training, knowledge and assurance	Water	Training, knowledge and assurance	Pollution awareness and compliance training for all Water staff, including operational refresher training and reporting protocols.	Enhanced BAU	n/a (enabler)
						Total	**35**

*All risk reductions are approximate

Capability and behaviours

Root cause	Strategic theme	Interventions	Asset class	Activities	Detail	New, enhanced or BAU	Year 5 annual risk reduction*
All	Capability and behaviours	Capability and behaviours	All	Training, knowledge and assurance	Review and update of 6 training packages, including competence assessments and e-learning modules. Addresses pollution incidents linked to individual competence.	Enhanced	28
				Continuous learning	Ongoing learning and collaboration across the wider industry.		
						Total	**28**

Emily Timmins, our Director of Water Recycling, has recently been appointed to the board of the Women's Utilities Network (WUN), an organisation committed to supporting women in the utilities sector.

Senior Water Recycling team members exploring advanced pollution prevention techniques and best practice with partners in the Netherlands.

Continuous learning

We actively collaborate with other water companies and stakeholders to drive continuous improvement. Our approach is shaped by international knowledge-sharing – such as a recent visit to the Netherlands to explore advanced pollution prevention – and by our leadership in the National Pollution Group (NPG), chaired by our Director of Water Recycling, Emily Timmins. The NPG fosters open, trusted exchange across the sector, enabling rapid learning on topics like power resilience, blockage prevention, and monitoring strategies. We also share best practice through industry forums and partnerships, drawing on insights from our catchment work, analytics, and customer engagement.

*All risk reductions are approximate

Self-reporting in 2025

In 2025 we will:

- Create additional resourcing in the Tactical Operations Team, to create further 24/7 business resilience.
- Appoint a dedicated Competence and Assurance Manager, to embed further changes and standardisation.
- Introduce new key metrics, covering time to attend potential events, time to report events, workload forecasting and resourcing.
- Continue to make key functional changes in our Pollution Control Centre, providing greater situational visibility of key reporting times.
- Explore alternative reporting methods to the EA and where reporting is made by phone, to reduce average time-to-report.
- Align with the EA on the agreed time to report incident start timings, to ensure less variance in data between EA data sets and Anglian Water's.

Spotlight on key interventions

The Hive: risk-based assessments, modelling, and visualisation in real time

As part of our drive for enhanced systems analysis, we launched the Hive, an ArcGIS model of our network, in 2024. It is providing a map of our region with a single, holistic, real-time view of what's happening across our wastewater network. Bringing together data from across our telemetry systems, the Met Office's weather reporting and our investment programme, the Hive is giving us rich insight into pollution and flooding events, along with predicting and preventing future risks.

Using this ArcGIS model means we now have access to all of the data needed to make informed decisions about how we can improve pollution events and flood resilience, all in one place. Crucially, we can make faster and better decisions, because the risk picture we have access to is richer and simplifies complex information.

The Hive is a key driver of our move towards a more proactive culture on maintenance and investment. And it offers an exciting way to make decisions in a more place-based way.

We have plans to continue layering more datasets onto the map – and eventually add our drinking water network.

Outputs from this mapping are used to inform our annual PIRP updates and are available to the EA upon request.

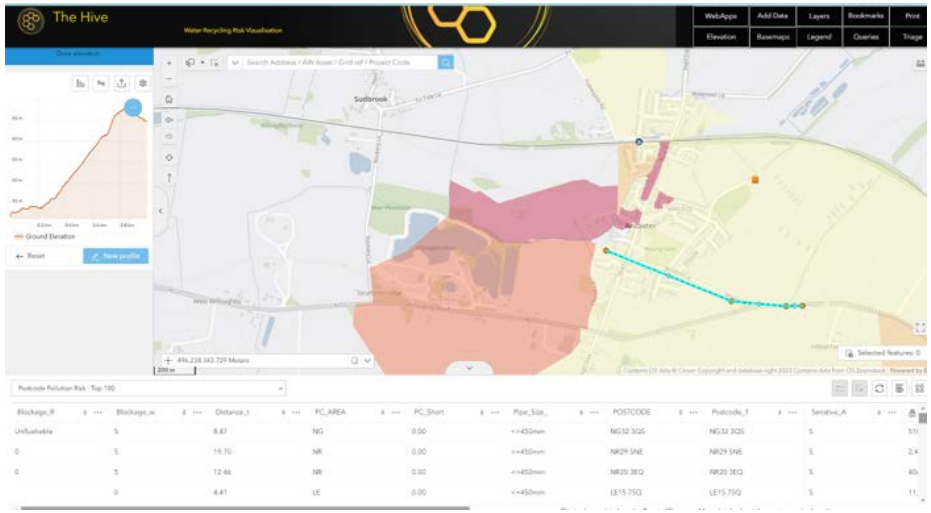
Since the launch of the Hive we've enhanced our understanding of our assets and network and seen benefits such as:

- The ability to empower faster, more informed business decisions and enable us to prioritise risk effectively.
- Centralised, real-time data at the fingertips of users – ensuring information is trusted and consistent for everyone.
- Comprehensive risk insights across the network to identify key areas for targeted investment.
- Supporting catchment-based thinking and better situational awareness.

The Hive: networks portal success story:

"While using The Hive, I noticed a local pumping station was operating at a high level. I contacted the Operations Manager to address this concern, and we promptly arranged for a technician to inspect the site, who confirmed the pumps were blocked. The pumps were quickly unblocked, the site was pumped down and normal operations were restored. Thanks to the visual insights provided by The Hive, we were able to catch the problem early and prevent a potential flooding. This scenario highlights the critical role of The Hive in helping us stay on top of potential issues and ensuring we can act quickly to protect our environment."

David Underwood, Senior Network Technician



A screen-view of The Hive

Just Bin It

We're supersizing our education and enforcement programmes in the fight to prevent unflushables and fats, oils and greases (FOG) from entering the sewers. This year our reduction of blockages across our network reached an all-time low, with a 17% reduction. However, addressing the underlying cause – sewer misuse by customers and businesses – is a key issue we're working to address. On average, we unblock a pipe every fifteen minutes. In 2024 we expanded our behavioural change approach with our 'Just Bin It' trial.

This domestic campaign was materially different to our previous engagement activities, introducing property-level monitoring in hotspot locations, derived from our analytics. Using 'hedgehogs' to capture wipes, we counted the number being flushed by nearby customers. This insight informed the hyper local awareness – and in some cases enforcement – activities we undertook.

The 'Just Bin It' trial brought to life the scale of the blockage challenge: based on our findings we estimate that over half a million wipes are flushed into our region's sewers every day – that's around 9,500 packets of wipes.

In the coming year, we will be significantly enhancing the campaign across our region to educate the public on sewer misuse and the importance of responsibly disposing wipes, sanitary items and cooking fats, oils and grease. Communication and engagement activities are followed by an enforcement program to ensure compliance, where needed.

Underpinning this work is our partnership with ECAS (Environmental Compliance Experts). In 2024/25, ECAS carried out 19,000 visits to Food Service Establishments (FSEs) across our region, preventing an estimated 3.5 million litres of fats, oils, and grease (FOG) from entering the sewer network. This proactive work plays a vital role in protecting our infrastructure and the environment.

In AMP8, we're expanding this programme, with ECAS, extending their support to include other commercial businesses, helping to reduce sewer misuse at source.

In parallel, we're strengthening our internal capabilities. We're currently recruiting dedicated resources and onboarding contractors to support targeted enforcement in four pilot areas — two urban and two rural. Each area will benefit from a tailored communications plan, supported by our regional engagement team, which is already engaging with MPs and local councils across the region.

These localised efforts will be supported by a region-wide communications campaign, amplifying our 'Just Bin It' message with help from our PR and Media team. We're also empowering internal influencers — Anglian Water colleagues embedded in their communities — to act as trusted voices and help spread awareness.

The impact:

- We estimate that **over half a million** wipes are flushed into our sewers every day.
- We collected **14,948 unflushables** in four months from hedgehogs.
- We've seen an average **26% reduction** in wipes from the campaign.
- Biggest reduction: **87% in unflushables.**
- We also saw a **reduction in floodings** – versus the same time frame last year — and **no pollutions**.

Our domestic misuse 'hedgehog' devices will help to tackle blockages by capturing and removing unflushables, evidencing the scale of the problem.

Just Bin It campaign poster

Compliance and governance

Strong governance is central to delivering on our Purpose. Our governance framework ensures that pollution performance is transparently monitored, independently assured and directly linked to executive accountability.

Internal assurance and oversight

A robust governance structure is in place to review and assure pollution incidents. In 2025, we are introducing a dedicated Pollution Programme Board, chaired by our CEO, Mark Thurston. This board will provide strategic oversight of pollution performance across the business and ensure that interventions are aligned with our long-term environmental goals. The board will meet regularly to review progress, assess risks and challenge delivery against our Pollution Incident Reduction Plan (PIRP).

Board-level accountability

Pollution performance is regularly reviewed by our Executive Committee (ExCo), Board, and Remuneration Committee. These forums provide critical oversight and ensure that pollution reduction remains a top priority at the highest levels of the organisation.

Link to remuneration

Our commitment to accountability is further reinforced through our remuneration frameworks. Executive pay is directly linked to pollution performance and a key measure for bonuses paid to senior leaders. Future outcomes for executives are contingent on delivering measurable improvements in pollution performance. Our 2024/25 Annual Integrated Report (AIR), to be published in July 2025, will articulate the specific actions and decisions taken by the Board, in relation to pollution performance and executive remuneration.

Regulatory engagement and transparency

We maintain a proactive and transparent relationship with the Environment Agency (EA), including regular reporting, quarterly scorecards and monthly data reconciliation meetings. Our governance model supports this engagement, by ensuring that the pollution data we provide is accurate, timely and subject to internal challenge and assurance.

Together, these governance mechanisms provide a clear line of sight from frontline operations to Board-level decision-making, embedding pollution performance into the core of our corporate accountability.

Alignment to wider plans

Our PIRP is aligned with our Drainage and Wastewater Management Plan (DWMP), PR24 Business Plan, and wider asset health strategies. Interventions outlined in this plan are informed by asset condition assessments and investment priorities identified in these documents. A cross-reference matrix is included in our internal planning documentation to ensure consistency and integration across all regulatory submissions.

Environment Agency annual return and tracking

Our goal is to maintain a collaborative and productive relationship with the EA. We have engaged with them throughout the creation of this PIRP, incorporating their feedback and making amendments to our plans where required. In AMP8 we will submit an annual Annual Return to the EA for our PIRP, present a summary of its delivery at annual performance meetings and supply any additional information when requested.

We also have a regular cadence of reporting and engagement, with touchpoints at all levels across both organisations. This includes:

- Submitting quarterly scorecard reports.
- Directors' meetings (attended by the Director of Water Recycling and the Head of Pollutions).
- Monthly meetings for the reconciliation of pollution data.
- EA and Anglian Water Operational Team meetings.
- Local liaison meetings between the EA and Anglian Water field managers.

Additionally, we regularly respond to and engage in the EA consultation process for proposed changes, such as the recent EPA changes and proposed 16_02 self-reporting amendments.

Forecasting performance in AMP8

Forecasting future performance is complex and needs to account for influencing factors that will have a direct impact on our performance. These include:

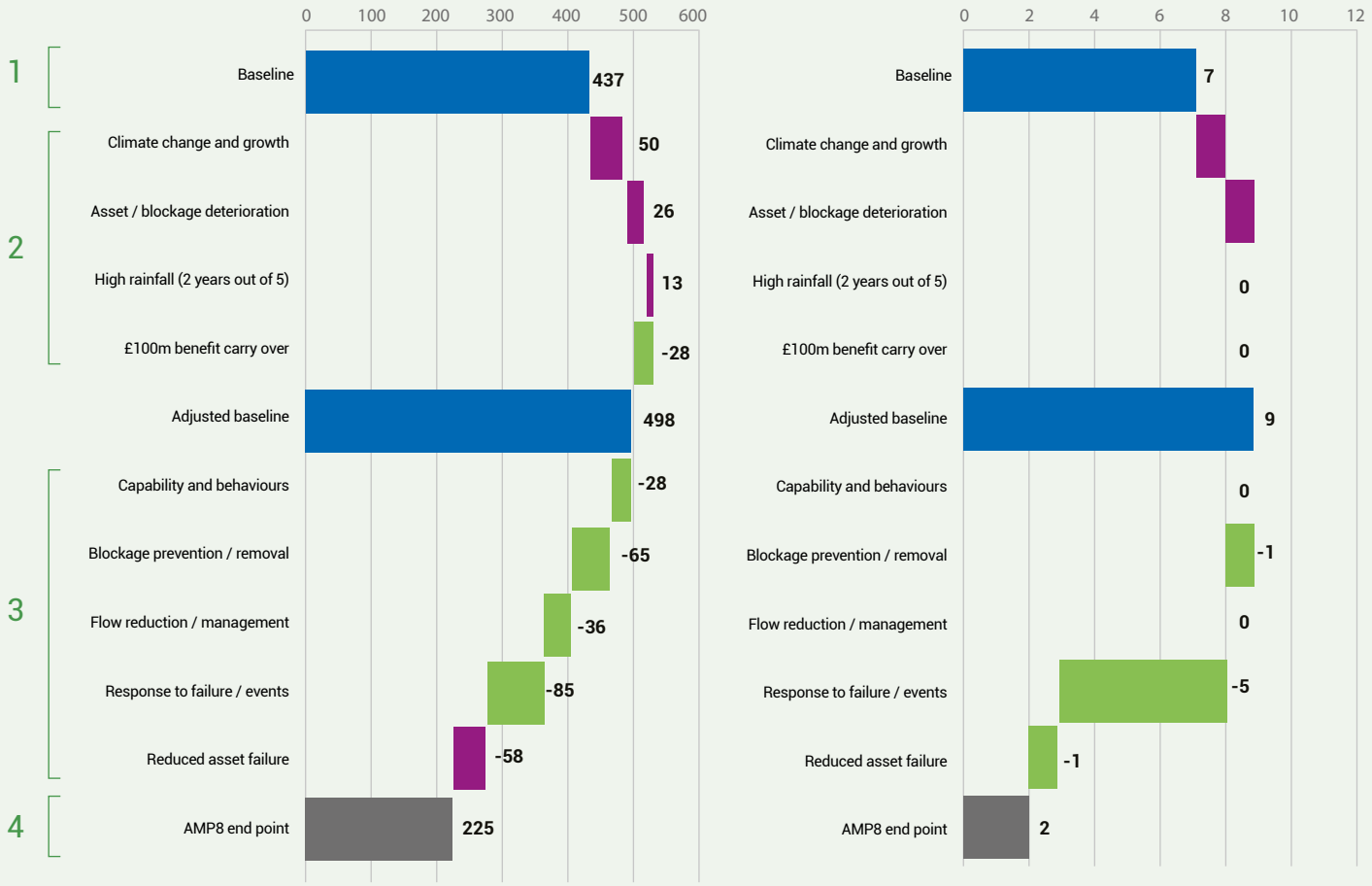
- Climate change and population growth.
- Asset deterioration.
- High rainfall events (forecasted to impact two out of the five years in line with AMP7).

We would expect these pressures to impact our performance by approximately 90 incidents per year by the end of AMP8, which we have assumed will occur as a linear year on year increase.

By implementing the strategic interventions outlined in Section Three, we are forecasting a year five position of 225 incidents. This accounts for the need to offset the influencing factors outlined above. We have also included the benefits from AMP7 interventions delivered through the £100m shareholder investment, where the benefits will be realised in AMP8.

Similarly for serious pollutions, our baseline for the AMP is seven serious pollutions, with an end of AMP8 forecast of two serious pollutions.

Note: these forecast only includes pollutions as they are currently defined by our regulators. It does not include regulatory changes to pollution categorisation that may be introduced in the future.



1 This is our AMP8 starting point.

2 These are the factors that will increase the number of pollutions: the £100 million investment has helped offset some of these pressures.

3 These are the interventions we are undertaking to improve our performance.

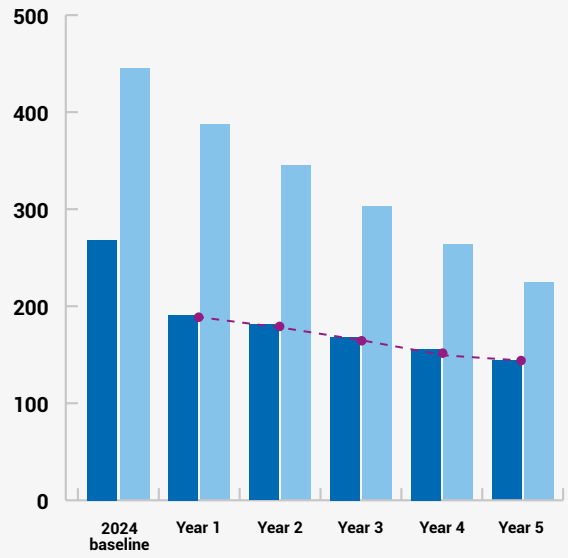
4 As a result, this is our Year 5 end of AMP forecast for total and serious pollutions.

The projected end of AMP8 baseline of 437 represents a total pollutions figure, if we were to continue at the current rate, without implementing any strategic interventions. The end-of-AMP8 forecast of 225 for total pollutions and two for serious pollutions shows the benefits expected from our strategic interventions.

Expected EPA glidepath in AMP8

Based on the glidepath targets in Year 1 of 390 total pollutions and 4 or less serious pollutions, we are forecasting to receive a two star EPA score in years 1-4 of AMP8, and a three star score in Year 5. We're currently forecasting a substantial ODI penalty position in Year 1 of AMP8, with a declining trend across the AMP, reducing significantly by Year 5. This outlook may shift depending on factors such as regulatory developments and the CMA redetermination.

Total pollutions

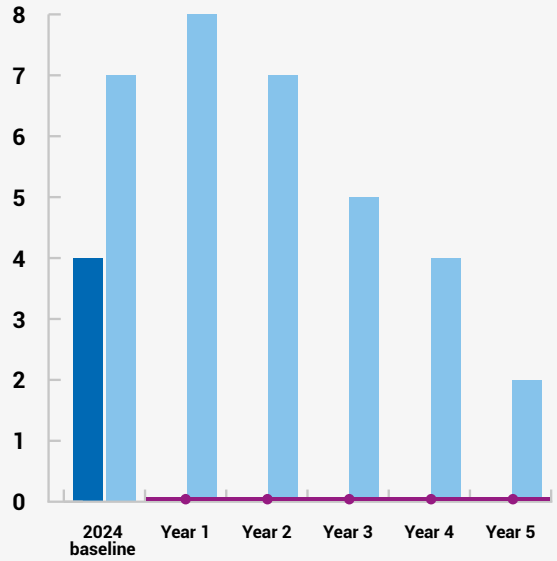


Target
Total pollutions – Categories 1-3 inc. Water and Water Recycling

Projected actual
Total pollutions – Categories 1-3 inc. Water and Water Recycling

PCL Target

Serious pollutions

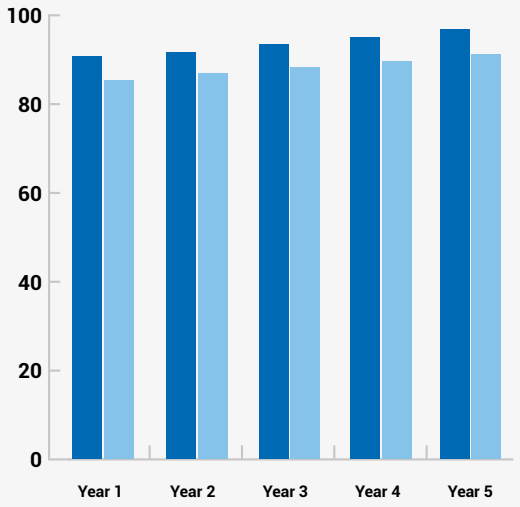


Target
Serious pollutions – Categories 1-2 inc. Water and water recycling

Projected actual
Serious pollutions – Categories 1-2 inc. Water and Water Recycling

PCL Target

Self-reporting



Self-reporting on telemetered assets target

Overall self-reporting target

Assurance of AMP8 plans

In late 2024 Anglian Water commissioned Roland Berger to conduct a third-party review of our Water Recycling plans. The in-depth review was conducted over a six-week period during January and February 2025, with input from Stantec.

The resulting report noted that:

- We are responding quickly to worsening AMP7 pollutions performance.
- We have an AMP8 pollution plan built with an integrated view of benefit realisation.
- Our base plan focuses on the right actions to address performance.
- We are benchmarked and performing in line with our peers.

Assurance of £100 million shareholder investment

In 2024, Anglian Water engaged Aqua Consultants to provide independent assurance on the programme of interventions associated with the additional £100 million investment from shareholders. The assurance is currently underway and is reviewing whether works undertaken have achieved targeted reductions in the risk of pollution incidents, assessing the robustness of the chosen programme of interventions and whether the additional targeted investment achieved the desired results and represented value for money.

4 The changing landscape in AMP8

Changing regulatory requirements in AMP8

EPA reporting and metrics

We are preparing for the inclusion of new metrics in our EPA score from 2026. These include:

- Waste Management Permit Compliance: We are developing our capabilities to comply with this new metric, which will cover compliance with waste management permits and exemptions. Our goal is to prevent pollution incidents, emission limit breaches and odour issues – ensuring our waste management practices meet the highest environmental standards.
- Water Company Flood Resilience: We are enhancing our flood resilience capabilities to meet this new metric. This involves assessing our infrastructure and implementing strategies to mitigate flood risks, aligning with the National Flood and Coastal Erosion Risk Management Strategy for England. Our Flood Incident Reduction Plan Executive Summary, to be published Summer 2025, outlines our plans going forward.

Flow compliance for discharge permits

As part of our ongoing efforts to enhance environmental protection, we are actively working to meet the new flow compliance measures for discharge permits. At our Wastewater Treatment Works (WwTW), we are continuing with our programme of installing monitoring systems for overflow operations and flow passed forward for treatment. This technology is allowing us to more effectively assess and ensure compliance with storm overflow operations.

In addition to adhering to numeric limits that control discharge quality, we are also focusing on Dry Weather Flow (DWF) limits, which regulate the volume of discharge. We are simplifying our methods for assessing DWF compliance to ensure accuracy and efficiency. By 2026, we aim to fully integrate DWF and overflow operation compliance within our discharge compliance metrics, or as separate metrics if necessary.

Our goal is to significantly enhance our compliance regulation and data reporting processes. We are committed to providing timely and robust data based on clear compliance methodologies. This proactive approach will help us better protect the environment and meet the stringent requirements set forth by our regulators.

Proposed changes to Incident self-reporting and recording guidance (16_02)

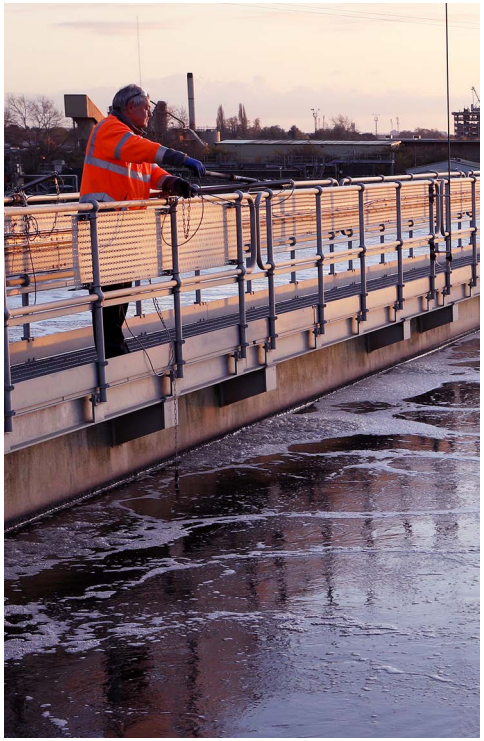
The Environment Agency (EA) recently launched a consultation on its planned revision of the 16_02 guidance on 'Reporting, recording and managing incidents involving water company assets'. The guidance describes how incidents are expected to be recorded and managed and sets out the EA's expectations of self-reporting of incidents by water companies.

We fully support the overarching aim of strengthening self-reporting and incident classification and believe transparency around the operation of wastewater assets is essential, so water companies can be properly scrutinised and held to account by regulators, customers and the wider public.

We also support the intent behind this guidance to formalise regulatory expectations on contentious issues – like dry day spills – which will enable fair scrutiny and comparison across reporting periods and between companies.

However, we have raised strong reservations about several aspects of the proposed new guidance, namely:

- It would require companies to devote significant quantities of customer money and operational resource to assuring compliance for little, if any, environmental benefit.
- It would create significant financial risks, at a time when companies need to attract unprecedented sums of new investment to deliver new infrastructure and environmental improvements, harming the sector's investability.
- It would misleadingly imply to the public that the financial pain they are enduring from substantial bill increases is resulting in overall pollutions getting worse, further undermining trust.



Referral to the CMA: addressing pollution performance targets and asset maintenance in AMP8

Earlier this year we asked Ofwat to refer our Final Determination for AMP8 to the Competition and Markets Authority (CMA) for a re-determination.

This was not a decision we took lightly, but in the present Final Determination, the overall risks are not balanced, such as the underfunding for asset maintenance, which puts long-term investment and resilience at risk.

Specifically, for total pollution incidents, we have asked the CMA to consider setting targets in light of all of the assets that potentially cause pollution incidents, such as pumping stations and water recycling centres. Typically, less than half of category 1-3 pollution incidents are caused by sewers. Anglian Water has more non-sewer assets, relative to sewer length, than other companies. Ofwat's common Performance Commitment Level requires us to deliver no more than 13.5% of industry pollutions, despite having 18% of sewage treatment works and 20% of network pumping stations. We also have 29% of the industry's rising mains, which at an industry level are eight times more likely to experience incidents than foul sewers. This is because they are pressurised systems, where problems with the asset are more likely to lead to an environmental impact.

With a flat, low-lying region we have more of these assets to serve our customers and face more risk than a typical company, but this is not recognised in how performance is measured and gives a misleading impression of our performance.

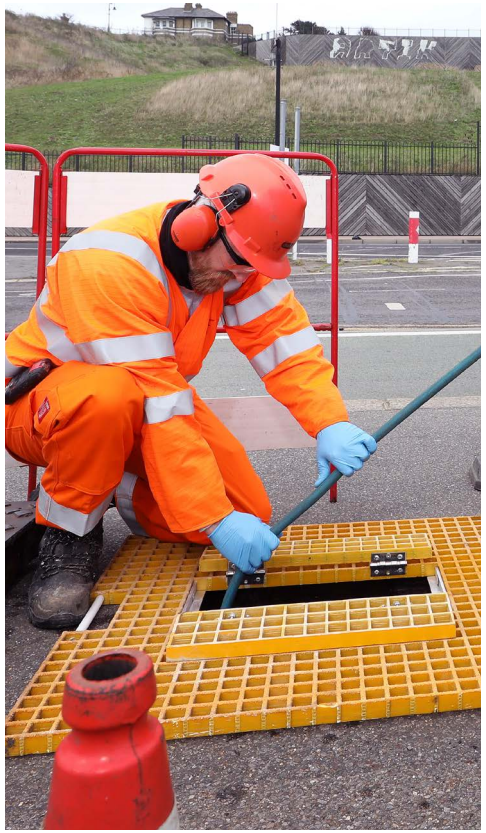
We and other companies highlighted to the CMA external influencing factors on performance from climate change and enhanced monitoring — and that this needs to be taken into account when setting a baseline for the industry.

Our Climate Change Adaptation Report, updated in December 2024, forecasted increased risks related to raw water quality and sewer flooding. Risks to sewer flooding from extreme rainfall and risks to our assets from flooding are two of the five, key climate-related risks. Both types of flooding carry an associated risk for pollution incidents.

In addition, recent analysis by KPMG found that, in AMP8, as many as 24% of total pollution incidents, 23% of external flooding incidents and 13% of internal flooding incidents will be attributable to climate change. Base cost allowances will therefore become more stretched through attempts to tackle new challenges. Ofwat has taken little account of this driver of increased pressure upon its base.

Finally we observed that in AMP7 the industry was expected to improve performance by 40%, without any explicit funding to improve. In AMP7 industry performance has stagnated, but the Final Determination repeats this approach with an expectation that the industry can improve by 30%, without explicit funding and without recognising upward pressures.

Taken together the Final Determination does not set a reasonable performance expectation for the funding provided. We await the outcome of the CMA redetermination, which will be published before the end of this financial year.



The National Audit Office (NAO) released a report in April, highlighting that the water sector now needs to attract an unprecedented amount of investment to address significant environmental, supply and infrastructure challenges. It found that government and the regulators have failed to drive sufficient investment in the water sector, which now needs to build 30 new projects, at a cost of £52 billion, to meet future water demand. Ofwat anticipates a 70% increase in infrastructure spending, totalling £47 billion in the next five years. This is part of £290 billion required to meet government targets over the next 25 years.

Conclusion

Our 2025 PIRP demonstrates Anglian Water's strategic commitment to reducing pollution incidents and enhancing environmental performance through targeted, evidence-based interventions.

With £4 billion worth of planned investment in Water Recycling enhancements in AMP8 and a significant expansion of operational capacity, we are addressing the root causes of pollution – blockages, hydraulic overloading, and asset failure – while embedding long-term resilience into our infrastructure. This includes a shift to catchment-based approaches, enhanced telemetry and predictive analytics, to better anticipate and prevent pollution events.

Our plan is underpinned by robust governance, assurance and a clear glidepath for performance improvement, aligned with regulatory expectations. A new Pollution Programme Board, chaired by our CEO, will oversee delivery – and pollution performance is directly linked to executive remuneration. While we acknowledge that AMP8 presents considerable challenges, including climate pressures and evolving compliance metrics, our proactive approach and transparent reporting provide a credible and accountable framework for delivery.

We are confident that the measures outlined in this plan will not only mitigate environmental risks, but also support long-term value creation for stakeholders, ensuring we are well-positioned to meet future obligations and restore public trust.

Key highlights:

- Targeted investment: an additional **£245 million planned over AMP8,** to reduce pollution incidents – with around 200 new frontline staff to be recruited in 2025 alone. Our allowances, including this uplift, will see us spending £150 million for blockages, £76 million for hydraulic overloading, and £60 million for asset failure interventions.
- 2025 performance focus: ambition to achieve a **14% reduction in total pollutions** and continue to **build on the improvement seen in serious pollutions** in 2024. These targets are supported by a clear glidepath and a suite of lead indicators, to track progress.
- Root cause strategy: our 2025 **interventions directly address the three primary causes of pollution** – asset failure, blockages and hydraulic overloading – through enhanced monitoring, maintenance and customer engagement. This includes the installation of 25,000 sewer monitors, expansion of the 'Just Bin It' campaign and targeted surface water removal schemes.
- Regulatory alignment: our PIRPs in AMP8 will be iterative to meet **evolving regulatory expectations**, including changes to the Environmental Performance Assessment (EPA) and flow compliance metrics. We are also preparing for new metrics on waste management permit compliance and flood resilience.
- Independent assurance: third-party **reviews confirm the robustness of our approach** and the appropriateness of our interventions. In 2024-25 Roland Berger and Aqua Consultants have provided assurance on our AMP8 strategy and £100 million shareholder investment, respectively.
- Long-term resilience: the plan supports our **ambition to achieve zero untreated escapes by 2050**, while also preparing for climate-related and demographic pressures. This includes adapting to increased rainfall, groundwater levels and population growth across our region.
- We have shared our plans with the Environment Agency and incorporated their feedback into our PIRP, and have committed to publishing updated yearly plans throughout AMP8.

Appendix 1: Background and further information

Purpose of the PIRP

This document outlines our pollutions progress and performance in 2024, alongside our pollution improvement plans in 2025 and in the coming AMP period.

We have reviewed our performance by pollution root causes and asset class, which has formed the basis for the work we will undertake in 2025 and over the coming AMP, to improve environmental protection and reduce pollutions. This includes tangible risk reduction and mitigation measures, through increased operational capabilities.

The Environment Agency has required water companies to have pollution incident reduction plans since 2019. We have published our plans externally since 2023 to hold ourselves to account.

From 2026, as part of the Water Special Measures Bill, water companies will be required to publish an annual PIRP, disclosing core reporting requirements. In the interim, we have followed the guidelines set out by the Environment Agency as to what our plan should include. The Environment Agency state that the purpose of the PIRP is to:

1)

To inform the regulator and the public of the progress water companies have made in reducing pollution incidents and the interventions that have driven this.

2)

To inform the regulator and the public of the further steps water companies will take to make additional improvements going forwards.

As company, we use our PIRP as a tactical roadmap, to improve our pollution performance. We also see it as an opportunity to openly and transparently articulate the risk reduction activities we are undertaking, particularly in the context of delivering on our Purpose to bring environmental prosperity to the region we serve. Going forward, our PIRPs will be iterative, taking into account the challenges and learnings we experience in the coming years.

What is a pollution?

A pollution is when untreated wastewater or drinking water escapes from our equipment and harms nearby water bodies like rivers, lakes, chalk streams and the sea. If our equipment is causing a pollution, we work with the Environment Agency (EA) to find and fix the problem.

When a pollution takes place it is called an incident.

As a company, we mostly interact with the environment by taking water from it (for drinking water) and returning water to it (clean, treated wastewater). Because we know our work carries a risk of harming the environment, we have a Pollution Incident Reduction Plan (PIRP). Our plan aims to prevent pollutions in our region.

What is an asset?

An asset is any equipment we use to provide water to our customers and recycle water to be returned back to the environment. This include sites like water recycling centres and pumping stations, along with sewers, storm overflows, drinking water pipes and supply pipes. Our PIRP focuses on the equipment most important to preventing pollutions, which is usually related to the equipment we use to treat wastewater, but can also include clean water.

Types of pollutants from the water sector

Untreated wastewater

Wastewater is water that has been used and is no longer clean. Once wastewater has been treated at a water recycling centre it can be safely released back to into the environment. Untreated wastewater, however, is a pollutant with sewage in it. Sometimes it is mixed with rainwater (storm sewage). Untreated wastewater can make water look dirty, smell bad and can contain sewage debris, such as unflushable items that have been flushed into the sewers – like wet wipes. It can also have ammonia from organic material, which can harm aquatic life.

Potable (clean) water

Potable (clean) water is treated drinking water that our customers use. It contains small amounts of chlorine, which usually isn't harmful to water bodies, as the chlorine in it quickly disappears. However, sometimes (like when a pipe bursts) the force and volume of potable water can wash sediment into water bodies or disturb the riverbed, negatively impacting the environment.

Zero untreated escapes

Our long-term goal is to stop any untreated wastewater from entering the environment by 2050. In the past, our water and water recycling equipment had safety measures to release excess water into the environment to prevent flooding, which by modern standards, is no longer fit for purpose. Our infrastructure and equipment can also break, particularly as it ages, which means that untreated (polluted) water can enter into nearby streams or rivers. We are working hard to reduce pollutions, but it will take time to ensure no untreated wastewater is entering the environment. That's why our goal is to achieve zero untreated escapes by 2050, giving us the time and resources needed to make the necessary changes across our entire network.

How the Environment Agency categorise pollution incidents

Category 1 incident:

Major, serious, persistent and/or extensive impact or effect on the environment, people and/or property.

Category 2 incident:

Significant impact or effect on the environment, people and/or property.

Category 3 incident:

Minor or minimal impact or effect on the environment, people and/or property.

Category 4 incident*:

Substantiated incident with no impact.

*Currently under review by the Environment Agency

The Environment Agency looks at several factors to understand the impact of a pollution incident, including:

- How long the incident lasted.
- How large the affected area was.
- The effect on the local environment.
- The value of the area for recreation and enjoyment.
- How close it is to places where drinking water is taken.
- The impact on farming and businesses.
- The effect on human health.

How customers can support the work we are doing to reduce pollutions

Our customers can have an enormous impact on the success of the work we're doing: for example, our experts estimate that around 500,000 wet wipes are flushed into our sewers every single day. That figure doesn't include other unflushable items we find, like nappies, tampons or sanitary pads.

Alongside wet wipes and other items that are not suitable to be flushed into our sewers, many people drain fats, oils and greases in their kitchen sink, further contributing to blockages.

In 2024, blockages were responsible for around a third of all pollutions in our local environment. If everyone in our region put wipes and other items in the bathroom bin and put fats, oils and greases in the kitchen bin, it would greatly reduce the risk of blockage-related pollutions. This, in turn, would allow us to focus our efforts on finding and fixing the other causes of pollutions.

What you can do:

Ask everyone in your household to only flush toilet paper. Everything else (even wipes that are labelled as 'flushable') needs to be put in the bin.

Make sure you drain any fats, oils or greases onto paper towel and (once cool) put it in the bin.

Tell your friends and family about pollutions from blockages and how small changes can make a real difference. You can find more information here.

Appendix 2: Glossary

Term	Plain English explanation
PIRP (Pollution Incident Reduction Plan)	A plan created by Anglian Water to reduce pollution incidents from its water and wastewater systems.
AMP (Asset Management Period)	A five-year planning and investment cycle, used by the water industry. AMP7 covers 2020–2025; AMP8 covers 2025–2030.
Pollution incident	When untreated wastewater or clean water escapes from the system and harms the environment, such as rivers or streams.
Serious pollution	A pollution incident that causes significant or major harm to the environment, people, or property.
Blockage	A build-up in the sewer system, often caused by items like wet wipes, fats, oils and grease, which can lead to pollution.
Hydraulic overloading	When too much water enters the sewer system, often due to heavy rain or surface water, causing it to overflow.
Asset failure	When equipment, such as pumps or pipes, breaks down – potentially leading to pollution.
Self-reporting	When Anglian Water identifies and reports pollution incidents themselves, rather than waiting for someone else to report them.
Zero untreated escapes	Anglian Water's long-term goal, to stop any untreated wastewater from entering the environment.
Flow compliance	Meeting legal limits on how much water can be discharged from treatment works, especially during dry weather.
Catchment	The area of land where water collects and drains into a particular river, stream, or sewer system.
Surface water	Rainwater or water from roads and roofs that can enter the sewer system and cause overflows.
Infiltration	When groundwater seeps into the sewer system through cracks or joints, increasing the risk of overloading.
Rising main	A pressurised pipe that carries wastewater uphill to a treatment plant.
Telemetry	Technology that remotely monitors equipment and sends alerts if something goes wrong.
Dynamic Sewer Visualisation (DSV)	A system that uses sensors to monitor sewers in real time and detect blockages early.
Sewer misuse	When people put the wrong things down toilets or drains, like wipes or cooking fat, which can cause blockages.
Sustainable Drainage Systems (SuDS)	Natural ways to manage rainwater, such as water butts, soakaways, or planted areas, to reduce pressure on sewers.
The Hive	A digital tool used by Anglian Water to view and analyse real-time data across its wastewater network.
Environmental Performance Assessment (EPA)	A score given by the Environment Agency to measure how well water companies protect the environment.
CMA (Competition and Markets Authority)	A government body that reviews decisions about funding and targets for water companies if there is a dispute.

Appendix 3: 2024 interventions by asset type

Asset class	Activity	Outputs delivered	Assessment of results and learnings	Status
Foul sewer	**Repeat blockage standards and process**	Repeat blockage process refined and embedded.	Our repeat blockage rate has reduced to 12% from a 17% baseline. Our time between repeats has grown positively from 259 days to 413 days.	Complete, now BAU
Foul sewer	**Targeted proactive sewer cleansing**	726km of sewer cleaned.	Our cleaning programme is a staple feature of our PIRP. We continue to hone our targeting for maximum benefit. We are also using 'hedgehogs' to help us better understand the source and volume of unflushables in high risk lengths see page 36).	Complete, now BAU
Foul sewer	**Dual manhole surveys and rehabilitation**	2,670 sewer surveyed and 204 repairs made.	The separation of foul and surface water lines in dual manholes reduces the risk of foul water having a conduit to reach a watercourse in the event of a blockage.	Complete
Foul sewer	**Sewer Monitors and DSV**	42,000 monitors installed.	We installed far beyond the 33,000 monitors we initially targeted. 74% of alerts have been successful in identifying a building blockage (over a 12 week rolling period).	Complete, now BAU
Foul sewer	**ECAS**	More than 3,850 FSE visits.	3,032 tonnes of fat, oil and grease were prevented from entering the sewer network, which is in excess of our original target of 1,595 tonnes.	Complete
Foul sewer	**Infiltration reduction plans**	15 Infiltration reduction plans have been delivered.	We are moving to catchment based approach – see case study on Yaxley on page 24.	Complete
Foul sewer	**Public sewer survey work**	560km of sewers surveyed.	We survey sewers to understand condition, which informs our rehabilitation programme.	Complete, now BAU
Foul sewer	**Sewer rehabilitation**	4.8km of sewers rehabilitated and 188 manhole refurbishments.	On the lengths rehabilitated, there have been no civil/structural issues such as collapses. We continue this activity in AMP8, expecting to rehabilitate 17km.	Complete
Foul sewer	**Sewer rehabilitation on complex sewerage assets**	3 schemes completed.	Due to the complexity of the rehabilitation, two further schemes will be completed in 2025.	In progress
Foul sewer	**Event Duration Monitor (EDM) onboarding**	1,433 monitors installed.	100% of proactive EDM dry day investigations completed in calendar year.	Complete, now BAU
Foul sewer	**CCTV vehicles**	4 new CCTV vehicles available.	Vehicles are supporting important investigation work to identify and rectify defects in assets.	Complete, now BAU
Foul sewer	**Surface and Groundwater management**	Surface and groundwater management schemes completed in 11 locations.	We are moving to catchment based approach – see case study on Yaxley on page 24.	Complete
Foul sewer	**Emerging infiltration**	16 schemes completed across 9 locations.	We are moving to catchment based approach – see case study on Yaxley on page 24.	Complete

Asset class	Activity	Outputs delivered	Assessment of results and learnings	Status
Rising Mains	**Syrinix**	Installed 830 pressure monitors.	We have seen a reduction in the number of bursts on lengths that have been rehabilitated using the information provided by pressure monitoring.	Complete
Rising Mains	**Ovarro enhancement for rising mains**	Ovarro has been rolled out across 100% of rising mains.	70% of alerts successfully identify performance issues for rectification (over a 12 week rolling period), allowing us to intervene ahead of failure.	Complete, now BAU
Rising Mains	**Air valve survey and rehabilitation**	85% of the original programme has been completed. 2,200 known locations surveyed, rehabilitation of 56 rising mains following 4,300 surveys.	There have been no rising main bursts on lengths where air valves have been rehabilitated, demonstrating the value of this work.	Complete
Rising Mains	**Future mitigation of rising main failure (Transient reports and satellite surveys)**	71 transient reports have been completed , which is 21 more than our original plan.	We have seen a reduction in the number of bursts on lengths that have been rehabilitated using the information provided by pressure monitoring. We continue to explore how to triangulate data to improve detection of slower leaks on these assets to enhance detection.	Complete
Rising Mains	**Rising main rehabilitation**	11 rising mains have been rehabilitated.	There have been no rising main bursts on lengths where rehabilitation has occurred.	Complete
WRCs	**Inlet blockage alarms**	Our inlet blockage alarm alert work is completed.	81% of alerts successfully identified a performance issue on an asset (over a 12 week rolling average).	Complete, now BAU
WRCs	**Enhanced screen maintenance**	98% screen availability consistently maintained.	Screening at our inlets prevents unflushables from entering the treatment process and damaging assets. Despite a focus on screening, inlet failure is the still the highest asset root cause on WRCs.	Complete, now BAU
WRCs	**Cotton Valley Inlet screw pumps**	Upgrade from LV to HV still in progress.	This work is ongoing.	In progress
WRCs	**Power Resilience**	All fixed generators have planned work to carry out on load testing.	Our generators are now tested on load, meaning they are less likely to fail in the event of an unplanned power outage. This increases our resilience to events.	Complete, now BAU
WRCs	**Cotton Valley inlet power upgrade**	Inlet power upgrade has been completed with two new transformers installed.	The completion of this work reduces risk around power interruption.	Complete
WRCs	**Whitlingham transformer failure**	The transformer repair has been completed.	The completion of this work reduces risk around power interruption.	Complete
WRCs	**Programme Logical Controller replacement Lowestoft**	This work is in progress with a completion date of September 2025.	We will report on the outcome of this activity in our 2026 PIRP.	In progress
WRCs	**General WRC/STC as-set health interventions (creation, refurbishment or replacement of assets)**	Asset health interventions are complete on 7 sites.	The remaining sites will be completed by September 2025.	In progress
WRCs	**Sludge base plan review**	We are moving an average daily volume of 5,333m3 sludge.	We have greater control and visibility of our sludge position in 2024 compared with previous years. In wet periods, high demand for tankers can lead to difficult choices between compliance, customer and environment.	Complete, now BAU

Asset class	Activity	Outputs delivered	Assessment of results and learnings	Status
WRCs	**Sludge dry solids programme**	The proof of concept installation has been completed. 9 further sites are in progress.	The proof of concept hopes to shift dry solids to the target of 5%.	Complete, now BAU
WRCs	**Sludge blanket detection review**	655 alarm points are operational on 143 sites. 100% of sites with sludge blanket detectors confirmed as working sensor to screen (availability).	This provides us with increased visibility on sites that didn't have monitoring before allowing faster response and intervention to sludge blanket issues.	Complete, now BAU
WRCs	**Sludge tank level monitors**	1,100 monitors have been installed across 700 sites.	Visibility of sludge tank levels supports planning and prioritisation of sludge movements.	Complete, now BAU
WRCs	**WRC UT assurance pro-gramme**	47 audits have been completed with 167 actions identified.	N/A.	Complete
WRCs	**Urgent deployment asset fleet**	22 urgent deployment assets are available for use.	These assets are a temporary support for assets which are struggling to maintain compliance. They reduce the risk of a compliance failure.	Complete, now BAU
WRCs	**Action limit standards**	1,077 action limit standards have been reviewed.	We have built in increased resilience by ensuring that the trigger points for action limits are correctly set according to risk.	Complete, now BAU
WRCs	**Info-Tiles**	This activity was cancelled as we did not see the initial results we expected.	The proof of concept has been completed. Unfortunately this did not yield the results that we expected and the technology is not appropriate for the application. This activity will not be progressed.	Complete
WRCs	**FE Pod Monitors**	21 FE pod monitors are now in use.	We have 95% visibility on No Fails Left sites that have remote performance monitoring.	Complete, now BAU
WRCs	**Ingoldmells additional FST**	This work remains in progress. Estimated for a November 2025 sign-off.	We will report on the outcome of this work in our 2026 PIRP.	In progress
WRCs	**Condition Based Monitoring Equipment**	150 condition based monitoring equipment have been installed.	Installs will be completed by the end of September 2025 at which point benefit can be assessed.	In progress
WRCs	**Installation of further ammonia monitors on WRCs (sites with ammonia consent less than 5mg/l with no exiting monitoring)**	19 monitors are now in place and operational.	This provides greater visibility of the treated final effluent quality entering the watercourse, especially at sensitive locations.	Complete, now BAU
WRCs	**Additional sludge thickeners**	2 units are in delivery, 1 waiting for approval on additional scope, 2 in commissioning stage.	This work remains in progress.	In progress

Asset class	Activity	Outputs delivered	Assessment of results and learnings	Status
Pumping stations	**Assets out standard**	99.85% of sites have assets available or a mitigation plan in place. All 72 work centres have at least one entry in the app showing its use across the region.	Reducing assets out increases the overall resilience of our assets.	Complete, now BAU
Pumping stations	**Wet well cleanse enhancement**	80% of the wet well programme was completed.	The reduction in blockages shows the effectiveness of our cleaning programmes. This will continue for AMP8.	In progress
Pumping stations	**Power resilience phase 1**	345 power interventions have been completed.	This additional resilience will support the recovery from power blips and unplanned outages. We continue to build this resilience with a further programme in our AMP8 PIRPs.	Complete, now BAU
Pumping stations	**Pumping Station Ovarro enhancement**	Ovarro has been successfully implemented on 100% of pumping stations.	82% of alerts successfully identified a performance issue (over a 12 week rolling average). We are increasing our front line staff provision in AMP8 to respond to such alerts as outlined in Section Three.	Complete, now BAU
Pumping stations	**Proactive pumping station resilience risks**	To date we have delivered 586 outputs over 187 sites. We continue to deliver the remaining set out in our original plan.	We have seen a 28% reduction in the number of pollutions with a root cause of asset failure from those sites with completed interventions.	In progress
Pumping stations	**Rectification of known risks on pumping stations**	To date we have delivered 27 outputs out of a total of 44.	60% reduction in the number of pollutions with a root cause of asset failure from named sites (NB: Asset not included in measure until remedial work carried out).	In progress
Water	**Pressure Monitoring**	Pressure monitoring is live on 90% of water network assets.	Pressure monitoring enables the management of pressure to reduce the likelihood of bursts.	Complete, now BAU
Water	**Asset Risk Models**	Potable water risk monitoring dashboard is live.	The dashboard allows risk to the environment to be visualised from water assets. A build will be the writing of response plans.	Complete, now BAU
Water	**Mobile Mitigation**	All relevant roles have been equipped with water pollution response kits.	Response kit is now widely available. In AMP8, we will continue to train and educate staff working in water on risks to the environment from potable water.	Complete, now BAU
Water	**Standby Resource**	Three geographical work areas have out of hours pollution response standby.	Our intention was to equip two areas following hotspot analysis however due to the success all three areas now have out of hours standby resource in place.	Complete, now BAU
Cross business	**Maintenance review**	10% increase in the number of jobs completed per month.	A change in ways of working has freed up additional resource to enable an increase in maintenance activities. We are building on this in AMP8 with an overall increase in frontline staff.	Complete, now BAU
Cross business	**Flow control standards**	Flow control standards have been implemented.	We have a dedicated function within the business to understand and plan for excess flows.	Complete, now BAU
Cross business	**Enhanced Storyboard**	Storyboard amendments to support sharing data with the EA have been completed.	91.3% of storyboards completed to deadline and passing quality checks. We continue to work on improvements to increase the ease of sharing information with the EA.	Complete, now BAU
Cross business	**Improved root cause analysis process**	The Environmental Protection Plan process has been rolled out to all relevant staff.	85% of qualifying events as defined by the EPP trigger matrix, and in line with rollout plan have been completed for 2024.	Complete, now BAU

Asset class	Activity	Outputs delivered	Assessment of results and learnings	Status
Cross business	**Enhanced TankR application**	All proposed changes to the application have been completed with 90% uptake.	90% of non-routine tankering requests to be made through the TankR application (excludes RBC work, missed high risk sludge loads, water jobs).	Complete
Cross business	**Respond to data**	Our insights team are in post.	Our analysts and systems and continually learning as part of business as usual improvements.	Complete, now BAU
Cross business	**Operational control**	Regular rhythm of performance conversations established at all levels.	Our frequent 'performance cell' meeting with all teams ensure that all staff are clear on risks, priorities and are supported with decision making.	Complete, now BAU
Cross business	**Enhanced alarm approach**	Activity to simplify and remove noise from our alarm systems is ongoing.	Wet weather has increased alarm numbers, however we have seen a reduction from same period in 2023 which saw an average of 13,674 per week. In 2024 we had eight named storms which contributed significantly to our increase in alarms. The weekly alarm count averaged just over 11,500 alarms. From the eight storms a total of 95,465k storm-related alarms were received.	Complete
Cross business	**Zero pollutions mindset**	All schedule activities have been delivered.	This includes stand downs, news bulletins, training materials, team days, intranet pages, campaigns and informational material – this is ongoing to ensure that we are all considering environmental risk in our routine activities.	Complete, now BAU
Cross business	**Tanker and jetter resource**	9 additional jetter and tankers are now in use.	These additional vehicles provide us with increased flexibility to carry out the emergency and planned maintenance tasks we need to.	Complete, now BAU
Cross business	**Environmental response technicians and support managers**	22 Environmental Pollution Technicians and 2 Support Managers have been recruited and are in post.	These roles support environmental impact assessment when there is potential pollution.	Complete, now BAU
Cross business	**Dedicated triage resource**	3 staff have been recruited.	These roles support the accurate triage of work ensuring that potential pollution incidents are prioritised above other work.	Complete, now BAU
Cross business	**Enhanced root cause resource**	2 staff have been recruited to support completion of Environmental protection plans and to assure the quality of this work.	A full root cause dataset is available and is supporting investment decisions.	Complete, now BAU

Our reporting suite

Price Review 2024 (PR24)

This executive summary provides an overview of our business plan for the regulatory period 2025-2030, known as AMP8.

Our Service Commitment Plan

This plan responds to Ofwat's 2022/23 assessment of water company performance. This report focuses on performance across nine commitments.

A Framework for the Future: Reforming the Water Industry

This document outlines our submission to the Cunliffe Call for Evidence (Executive Summary).

Sustainable Finance Impact Report (SFIR)

Our SFIR charts progress against our Key Performance Indicators, tied to sustainable investments.

Thriving East

The Thriving East report covers research from Capital Economics on the region served by Anglian Water.

A year of progress on river health

This report provides an annual update against our Get River Positive commitments and other environmental performance measures related to river health.

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