

# Anglian Water / Fenland District Council Scrutiny Committee

2<sup>nd</sup> December 2024

## Attendees:

Natasha Kenny – Head of Quality Regulation and Enforcement

Grant Tuffs – Regional Engagement Manager

Lucy Hodge – Water Recycling Networks Manager



# About Anglian Water



**Our purpose** is to bring environmental and social prosperity to the region we serve through our commitment to **Love Every Drop.**

We are geographically the **largest water and sewerage company** in England and Wales



Serving **7 million** people across the East of England and Hartlepool

We operate and maintain **39,248km** of water mains.

Laid end to end, this is further than a trip to Sydney and back

And we operate and maintain **77,300km** of sewers



Laid end to end this is almost **twice around the earth's circumference**



**88%** have a meter fitted

We employ around **6,000** people, and work alongside a further **3,000** alliance partners and contractors.

Our AMP8 plan will see us create circa **7,000** new jobs across the region



We pump less water into supply every day now than we did in 1989, despite supplying

**26% more properties**

Since privatisation in 1989, Anglian Water has invested **£16.9 billion** improving services in our region.

# Ofwat performance report



**We know that our performance needs to improve in some areas and with the arrival of our new CEO, we are focussed on a dedicated programme.**



The Ofwat report looks at performance from 2023/24. Since then, the measures we've put in place mean that performance is already improving, but we acknowledge we still need to go further.

Direct comparison across the industry is difficult because Performance Commitment Levels (PCL) differ between companies.

For example, despite leading the industry on tackling leakage, because we missed our stretching target we are classed and 'lagging' and this contributes to our underperformance payments.

We are working with Ofwat to ensure the measures for the next five years are appropriate and drive the right outcomes for customers, stakeholders and the environment.



## Better than performance commitment level in these areas:

- Customer satisfaction
- Priority services
- Mains repairs
- Unplanned outage
- Sewer collapses

## Poorer than performance commitment level in these areas:

- Leakage
- Per capita consumption
- Drinking water quality
- Internal sewer flooding
- Sewer flooding
- Pollution incidents
- Treatment works compliance



# Flooding

Sewer flooding is often caused by the effects of extreme rainfall, and therefore a collaborative response is key.



## Causes of sewer flooding

Our sewers are designed to take wastewater away from homes and businesses, but if they fill up with surface water caused by heavy rainfall or flooding rivers, or groundwater, the waste from homes has nowhere to go. In incidents like this, customers may experience flooding, overflowing manholes or find they can't use their facilities.

## Anglian Water responsibilities

-  Flooding and drainage issues are complicated, with many different organisations having a range of roles and responsibilities.
-  We look after the sewers and any flooding from manholes.

## Anglian Water actions

-  Our teams are working hard to keep our sewers flowing as they should.
-  In key hotspot areas we have set up Multi Agency Groups (MAGs).  
These groups have driven collaborative action between agencies responsible for flooding and water management.

# Pollutions



We know we need to do better and we are committed to improving.

To deliver upon our purpose – to bring environmental and social prosperity to the region we serve – we must address and improve our pollutions performance.

We are already seeing progress here due to work we have already started, but we know we need to do better.

Therefore, in our next business plan we have proposed that by 2030 we will:

- ★ Double our investment in the environment to £4 billion to enable nature recovery.
- ★ Reduce total pollutions by 41%, and achieve no serious pollutions by 2030.

\*this is all subject to Ofwat approval.

Our shareholders have also recently injected an additional £100 million to fast-track improvements. This funding will focus on a few key actions;

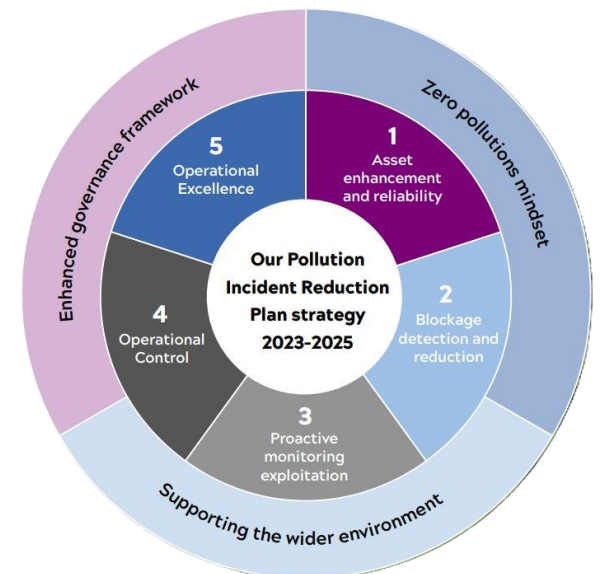
- ★ Blockage prevention.
- ★ Improving assets we already have.
- ★ Increasing capacity of our systems and increasing our resource to do this.



**Pollution Incident Reduction Plan**  
2023 performance update



[Pollution Incident Reduction Plan](#)

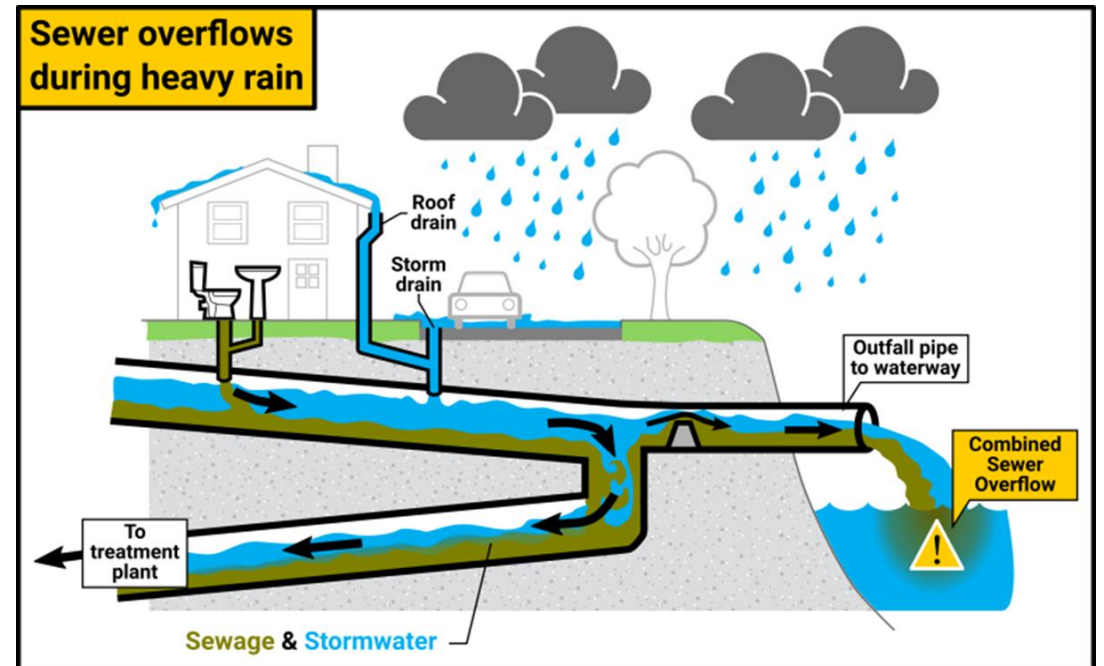


# Storm overflows



They occur as a result of combined systems becoming overloaded during high rainfall.

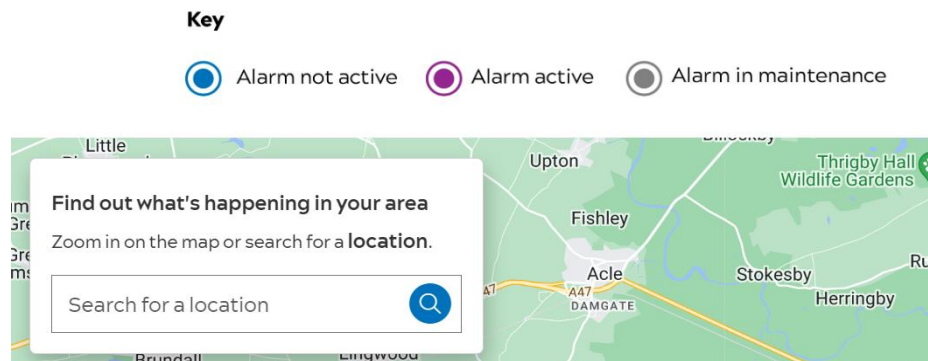
- Combined sewers take both sewage and rainwater and can become inundated with water following high rainfall events – storm overflows take pressure off the system by releasing excess water into rivers and the sea to protect homes and businesses from flooding.
- All storm overflows are permitted by the Environment Agency as the vast majority of what they release is rainwater.
- These types of sewers were built in Victorian times and 60s and 70s – none have been built since privatisation (1989). These days separate foul and surface water systems are built.



# Storm overflows – monitoring and improvements

All of our storm overflows are monitored, and we will act on each one to reduce spills.

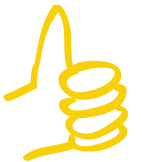
- Event Duration Monitors (EDM) monitor spills (frequency and duration) from our storm overflows.



This data is returned to the EA as part of our regulatory annual return, and it can be viewed on the DEFRA data services platform.

We also publish this data on our near real-time map, this shows if a spill has commenced within an hour of activation of the monitor.

- We are currently installing thousands of additional sewer monitors which will help us to proactively act to protect customers and the environment.
- We have also submitted a Storm Overflow Action Plan to DEFRA which contains a detailed improvement plan for each overflow to ensure that they not discharging more than 10 times a year by 2050. Where we can, we have set ourselves more ambitious targets to meet 10 spills before the EA target of 2050.



# Our role in planning

**Our say in planning is limited as developments have the automatic right to connect and we are not statutory consultees in planning applications.** !!

Under the Water Industry Act 1991, any development with planning permission has an automatic right to connect to Anglian Water owned foul sewers, regardless of capacity issues/concerns.

We do however actively engage in the planning process by responding to major developments (10 dwellings or more). We also comment on specific minor proposals if requested to do so by the Local Planning Authority (LPA).

Our Public Affairs and Policy teams work with Westminster and Whitehall to lobby for policy changes which would improve outcomes for our customers and the environment. ↘

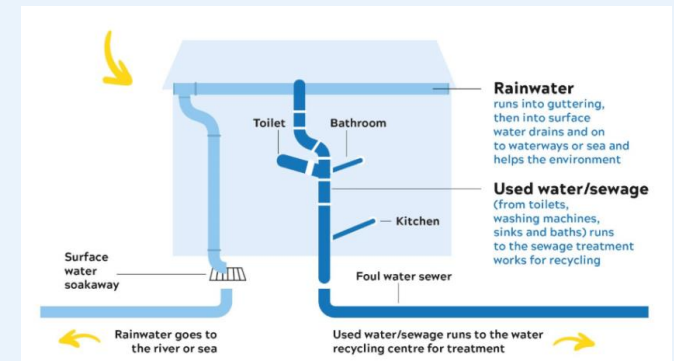
Whilst the government is continuing to consider implementing Schedule 3 of the Flood and Water Management Act, we are becoming more robust on our responses to planning applications (which we are not statutory consultees on) and local plans (which we are).

We are looking to stipulate a Sustainable Point of Connection (SPOC) in a planning condition if there is an increased risk of flooding, spills from overflows or pollution.

This will avoid network pinch points. ↘

The surface water from the roof of 1 house is equivalent to the wastewater flow from 100 houses.

So, we work with customers to tackle misconnections.





# Proposed investment in 2025-2030



We have proposed to invest around **£10 billion** across our region between **2025 and 2030** to meet the needs of our growing region and ensure we are resilient to our changing climate.

These plans are subject to approval by Ofwat, our financial regulator. We expect the final determination this December.

We are investing millions in bringing forward plans for the Fenland Reservoir to help meet the growing demands on water supply.

Also propose to invest **£11 million** in Fenland. Investment includes:

**£3.4 million** at March Water Recycling Centre to meet new permit requirements for odour containment

**£3.4 million** to increase the treatment capacity at Doddington and Manea

**£1.8 million** to improve phosphorous removal at Whittlesey and Chatteris Nightlayer Fen Water Recycling Centres

**£1.2 million** at March, Dartford Road/Elliott Road storm overflow to reduce spills to 10 per year by 2050

**£479,000** to reduce storm overflows to 10 per year by 2050 at March, Wisbech Road/Norwood Road.