



"A **SUSTAINABLE BUSINESS,**
DELIVERING FOR
CUSTOMERS, INVESTORS
AND THE **ENVIRONMENT**"

LEGITIMACY: BEING A RESPONSIBLE BUSINESS

OUR FINANCIAL AND CORPORATE PLEDGES

- Caymans company - closed
- Accounting presentation simplified
- Consulting with Ofwat to embed public interest with I-NEDs
- Majority I-NEDs on board
- Additional £65m resilience investment on top of £100m already invested, funded by dividend restraint
- Gearing also reduced through dividend restraint through to 2025

LATERAL ENDORSEMENT: SUPPORTING TRUST IN WATER



Anglian Water

OUR PLAN AT A GLANCE

AMP7 is a five-year stepping stone in our long term 25-year vision. AMP6 has put us in a great place and, over the coming years, we will move closer to achieving our four Strategic Direction Statement ambitions.

OUR STRATEGIC DIRECTION STATEMENT 25 YEAR AMBITIONS



MAKE THE EAST OF ENGLAND RESILIENT TO THE RISKS OF DROUGHT AND FLOODING



ENABLE SUSTAINABLE ECONOMIC AND HOUSING GROWTH IN THE UK'S FASTEST-GROWING REGION



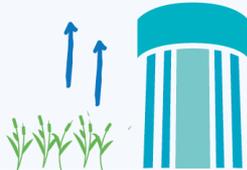
WORK WITH OTHERS TO ACHIEVE SIGNIFICANT IMPROVEMENT IN ECOLOGICAL QUALITY ACROSS OUR CATCHMENTS



BE A CARBON NEUTRAL BUSINESS BY 2050

c.30% INCREASE

in our proposed investment compared to AMP6



LESS THAN 1% INCREASE IN BILLS to deliver enhanced resilience and environmental obligations



OVER £1.5 BN

to be invested in resilient water supplies and a flourishing environment



SERVING OVER 200,000 new homes in AMP7



MORE THAN 80%

of our customers agreed our proposed bill changes were both affordable and acceptable



OVER HALF A MILLION

customer interactions have co-created our plan - ten times more than our last plan



ENSURING TRUST AND CONFIDENCE

reducing levels of debt and making independent non-executives the majority of our board



WE WILL OFFER SUPPORT TO

475,000 customers, who have affordability issues in each year of AMP7



22% REDUCTION

in leakage by 2025 and 50% by 2050 from an already frontier position



SHAPING THE **FUTURE**

The plan we submitted was ambitious - proposing the biggest investment in water and water recycling our region has ever seen.

More than 80% of our customers said our plan was **acceptable and affordable**



WE HAVE

PUBLIC INTEREST AT

THE HEART

OF OUR BUSINESS

OUR **SHAREHOLDERS** ARE

COMMITTED

TO **REDUCING GEARING**

DURING **AMP7** THROUGH

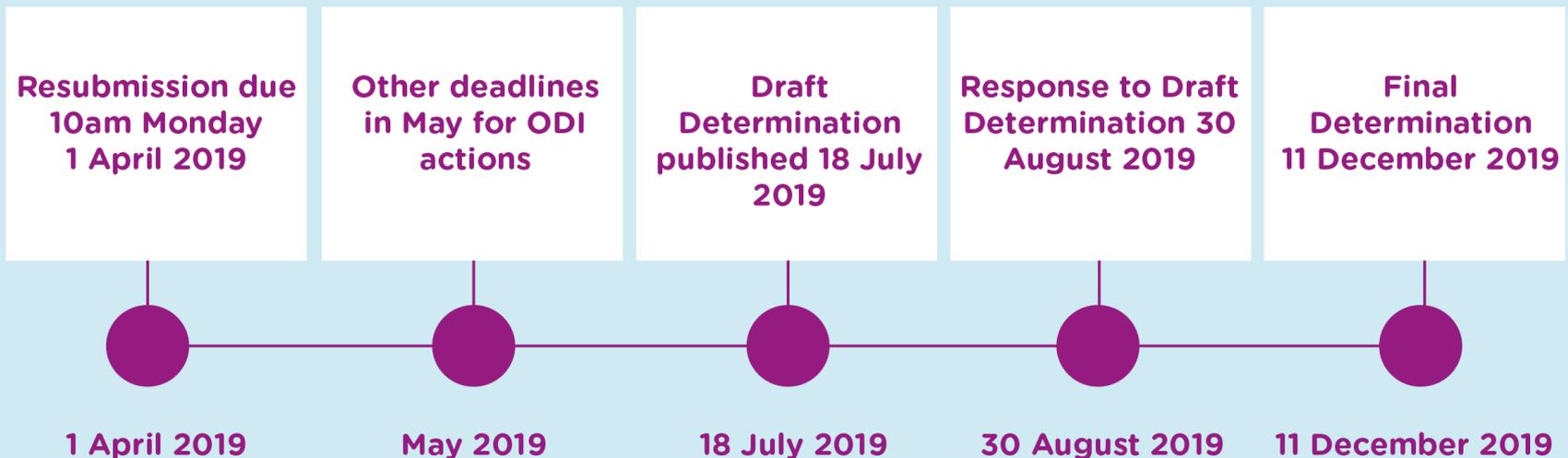
DIVIDEND **RESTRAINT**

HOW WE COMPARE TO THE WIDER INDUSTRY

Test Area	Water and sewerage companies											Water only companies					
	Anglian Water	Dŵr Cymru	Hafren Dyfodwy	Northumbrian Water	Severn Trent Water	South West Water	Southern Water	Thames Water	United Utilities Water	Wessex Water	Yorkshire Water	Affinity Water	Bristol Water	Portsmouth Water	South East Water	South Staffs Water	SES Water
Engaging customers	A	B	C	B	B	B	C	C	B	B	B	C	B	C	C	B	C
Addressing affordability and vulnerability	B	B	D	B	B	B	B	C	A	B	C	C	C	C	B	C	B
Delivering outcomes for customers	B	C	D	C	C	B	C	C	C	C	C	C	C	C	B	C	C
Securing long-term resilience	C	C	D	C	C	B	D	D	B	C	C	D	C	C	C	D	C
Targeted controls, markets and innovation	B	C	C	C	C	C	C	C	B	B	B	C	C	C	B	C	C
Securing cost efficiency	D	D	B	C	B	B	D	D	B	C	C	C	C	B	C	C	D
Aligning risk and return	C	C	D	B	C	B	C	C	C	D	C	D	C	C	C	C	C
Accounting for past delivery	B	C	D	C	B	D	D	D	B	B	B	C	D	C	D	B	B
Securing confidence and assurance	D	A	C	C	B	C	C	C	B	C	C	C	C	C	B	C	D

OFWATS INITIAL ASSESSMENT OF PLANS

- Just the first stage in a multi stage process
- not a Draft Determination
- Much will change between now and Final Determination



INITIAL ASSESSMENT OF OUR PLAN - THE HEADLINES

TEST AREA

1. ENGAGING CUSTOMERS

2. ADDRESSING AFFORDABILITY AND VULNERABILITY

3. DELIVERING OUTCOMES FOR CUSTOMERS

4. SECURING LONG-TERM RESILIENCE

5. TARGETED CONTROLS, MARKETS AND INNOVATION

6. SECURING COST EFFICIENCY

7. ALIGNING RISK AND RETURN

8. ACCOUNTING FOR PAST DELIVERY

9. SECURING TRUST, CONFIDENCE AND ASSURANCE

INITIAL ASSESSMENT OF OUR PLAN - THE HEADLINES

TEST AREA	OVERALL OFWAT SCORE
1. ENGAGING CUSTOMERS	A
2. ADDRESSING AFFORDABILITY AND VULNERABILITY	B
3. DELIVERING OUTCOMES FOR CUSTOMERS	B
4. SECURING LONG-TERM RESILIENCE	C
5. TARGETED CONTROLS, MARKETS AND INNOVATION	B
6. SECURING COST EFFICIENCY	D
7. ALIGNING RISK AND RETURN	C
8. ACCOUNTING FOR PAST DELIVERY	B
9. SECURING TRUST, CONFIDENCE AND ASSURANCE	D

KEY AREAS WE ARE REVISITING



Totex



ODIs



WATER IS OUR
BUSINESS.
WE HANDLE WITH
CARE, AND WE
DON'T COST THE
EARTH.