Fast Facts on **Leakage**

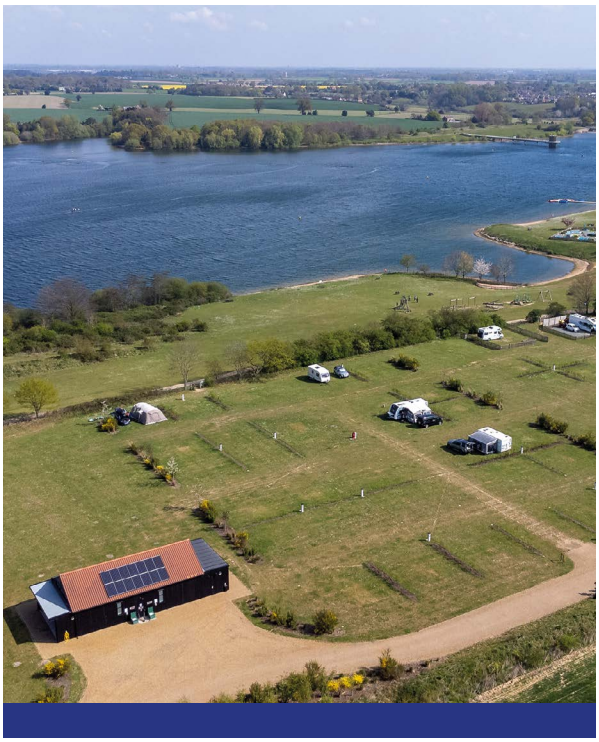
Anglian Water Group

Our current position

Historic investment in leakage has seen us achieve our lowest-ever leakage level this year (2022/2023). At **179.5 megalitres** per day (the equivalent of around 75 Olympic sized swimming pools) this represents a **38% reduction** in leakage since privatisation and it's **7.5% better** than last year's leading result. For the past 13 years we have outperformed the sector with leakage levels half the national average. This strong position helped us keep water flowing through the drought.

In summer 2022, we invested to increase the number of leakage repair teams by a third, as the hot weather caused unprecedented soil movement, and subsequently more bursts and leaks. We had more than **100 repair crews**, diverting other teams to critical bursts, which enabled us to minimise water lost as quickly as possible. Retaining the additional teams also helped us weather the subsequent freeze-thaw in December.

Despite the fact that we lead the industry on leakage, we narrowly missed our ODI target, which was on course prior to the run of extreme weather and therefore does not reflect our long-standing position as industry leaders.



38% **reduction in leakage since privatisation**

£22 billion

to deliver a further 50% leakage reduction from our 2017/18 position

Plans for next AMP and our Water Resources Management Plan (WRMP)

As a company with one of the lowest leakage rates in the United Kingdom, we know that the costs for finding and repairing smaller leaks are significant. Recognising that the challenges experienced by each company are different we know that a national **50% reduction** in leakage will only be achieved by some companies reducing their leakage values by a much larger amount than forefront companies such as us.

We have determined that it would cost **£22 billion** to deliver a further **50% leakage reduction** from our 2017/2018 already leading position and while we will continue to invest to tackle leaks, it's fair to say our leakage levels have significantly contributed to reducing leakage in the United Kingdom. Alongside this, our smart metering approach will help ensure our leakage levels will be below both Public Interest Commitment targets by 2025 and below the National Infrastructure Commission target by 2040 without further action.

We will improve on this with our WRMP24 strategy which will see us below the National Infrastructure Commission target by 2030, reaching the very low levels of **3.53m3 per km** of main/day or **46l/properties** per day by 2050. These levels will be unprecedented across the industry.

For WRMP24 we will:

Continue to actively explore how the use of state-of-the-art technology can help us to achieve further reductions

Utilise fixed (permanent) acoustic logging. This is a technique for pinpointing leakage

Work in close collaboration with Water Resources East wholesale colleagues and retail partners, rolling out extra support where there is an appetite

Continuously optimise our own operations and internal processes

Continue the smart meter programme and include shared supply customers with a number of new schemes to assist customers in vulnerable circumstances or with affordability issues

Further the potential of our demand strategy, as we recognise that these water savings will manage sustainable growth in our region and also mitigate against deterioration of water bodies

Demand management

Our demand management strategy has always been key to our success, and we will continue to drive further water savings through demand management. There are other opportunities to key into, for example, building on the smart metering strategy to develop our analytical systems and communications to help customers find and repair leaks (either plumbing losses or customer supply pipe leaks) as fast as possible while also improving the customer journey using online and video assessments.

Working in close collaboration with our Water Resources East wholesale colleagues, as well as our Retailer partners and their customers will also help us understand business consumption in much more detail. This collaborative engagement has indicated that customers are currently unsure about the need to reduce water consumption and how they could achieve this.

You can read the full Water Resources Management Plan here