

# Anglian Water Services Full year results 2023/24

## Performance Highlights

- + **Leading performance on spills and improved pollution measures**
- + **100% rollout of Event Duration Monitors on storm overflows ahead of government target**
- + **Supported 389,371 customers in 2023/24**
- + **12.7% of customers on Priority Services Register (PSR), ahead of industry average**

### Financial Performance

**£963** million of capital investment

**9%** revenue increase to £1.6 billion

Operating profit of **£431** million, up **1.7%**

**£350** million additional investment, £100 million for pollution reduction

### Debt Management

Debt composition: **47%** index linked **21%** fixed **0%** net floating debt

### AMP8 Plans

**£7.5** billion debt issuance planned for AMP8

Pre-funding already commenced with **£520** million bond raised in February 2024

Strategic interconnector and largest WINEP programme ever

### Customer Satisfaction

Achieved best-ever acceptance score for safe, reliable drinking water

**94%** customer satisfaction with tap water colour and appearance, **90%** with taste and smell

### Key Financial Metrics

Revenue  
**£1,627m** (2024) v **£1,495m** (2023)

Operating profit  
**£431m** (2024) v **£424m** (2023)

Operating cash flow  
**£767m** (2024) v **£711m** (2023)

Net debt  
**£6,977m** (2024) v **£6,248m** (2023)

RCV  
**£10,681m** (2024) v **£10,020m** (2023)

Adjusted loss before tax  
**£72m** (2024) v **£287m** (2023)

Gearing  
**69%** (2024) v **66%** (2023)