



# Anglian Water – a regulated business

AMP6 and beyond

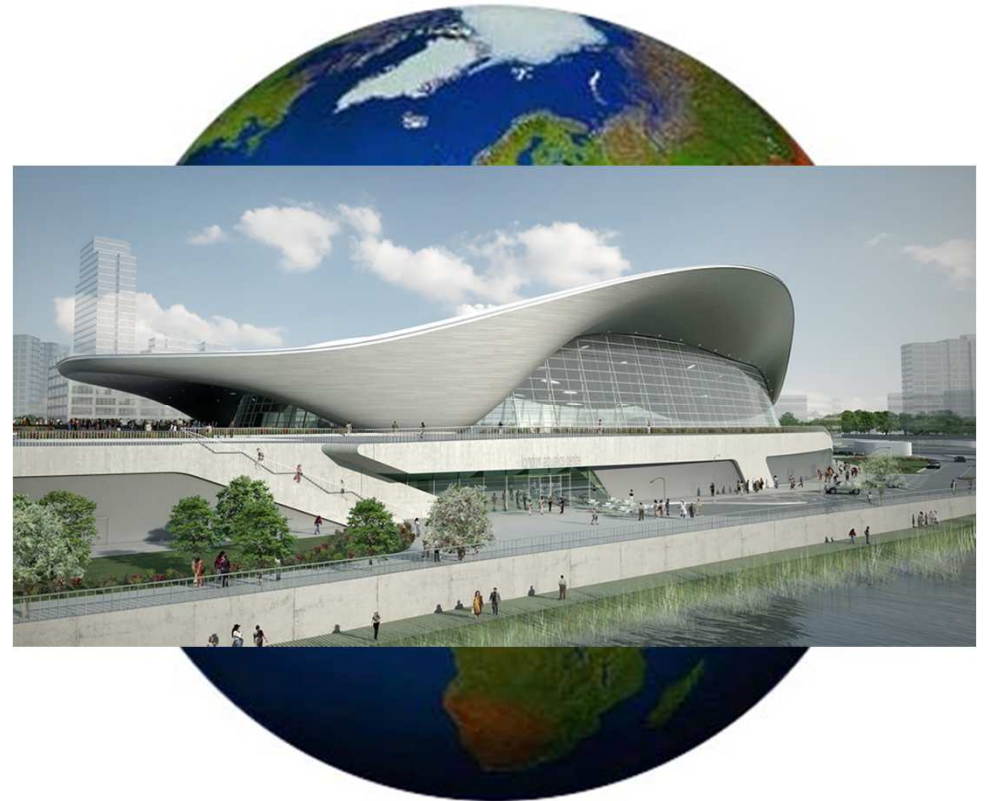
**Jonathan Glerum – Flood Risk Manager**

LOVE EVERY DROP. PUT WATER AT THE HEART  
OF A WHOLE NEW WAY OF LIVING.

# Water & water recycling



- 4.2 million customers use 1.1 billion litres of water every day – enough to fill 440 Olympic swimming pools.
- 37,232 kilometres of water supply pipes.
- 140 water treatment works.
- 5.5 million customers use 1 billion litres of used water every day.
- c. 75,000 kilometre long network of sewers.
  - 30,000km adopted in 2011
- 1,119 water recycling centres.
- Over 4,000 sewerage pumping stations.



# Regulation



- Highly regulated on quality of customer service and prices able to charge
- The water industry operates on five-yearly cycles called Asset Management Plan (AMP) periods.
- Prices are set by Ofwat at the beginning of each period.

# Regulation



- Ofwat determines how much Anglian Water can charge its customers to:
  - finance day to day spending
  - finance capital investment programme
  - reward outperformance
  - continue to finance previous capital investment through the return the company earns on its regulatory capital value (RCV)
  - pay tax it is liable for

# Cost benefit



- Only invest in solutions where there is clear demonstrable benefit to their customers.
- When determining a solution, the following must be assessed:
  - Risks
  - Opportunities
  - Value

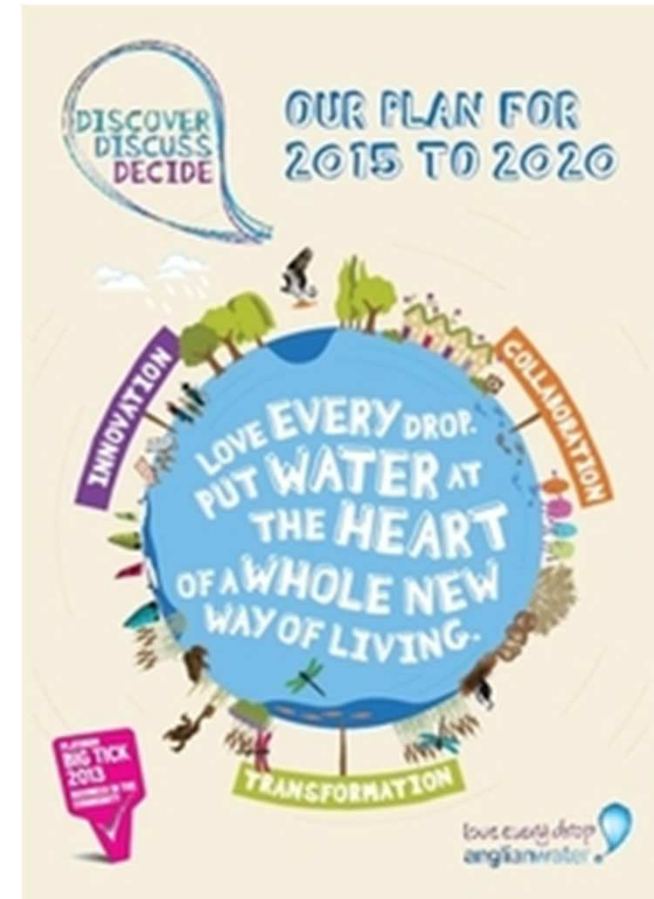
# Business Planning



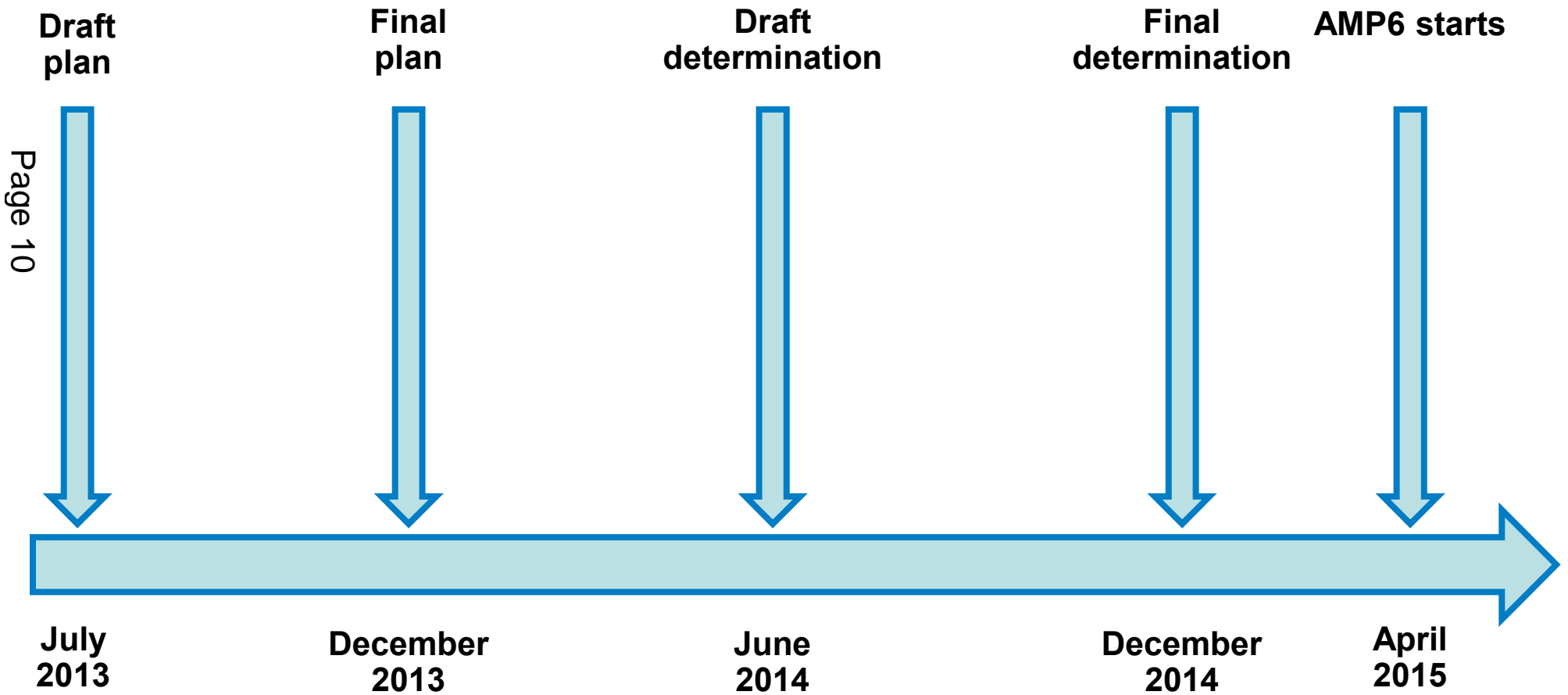
# Public consultation



- Discover, Discuss, Decide
- Our biggest ever consultation with our customers
- Helped to shape the future of services.

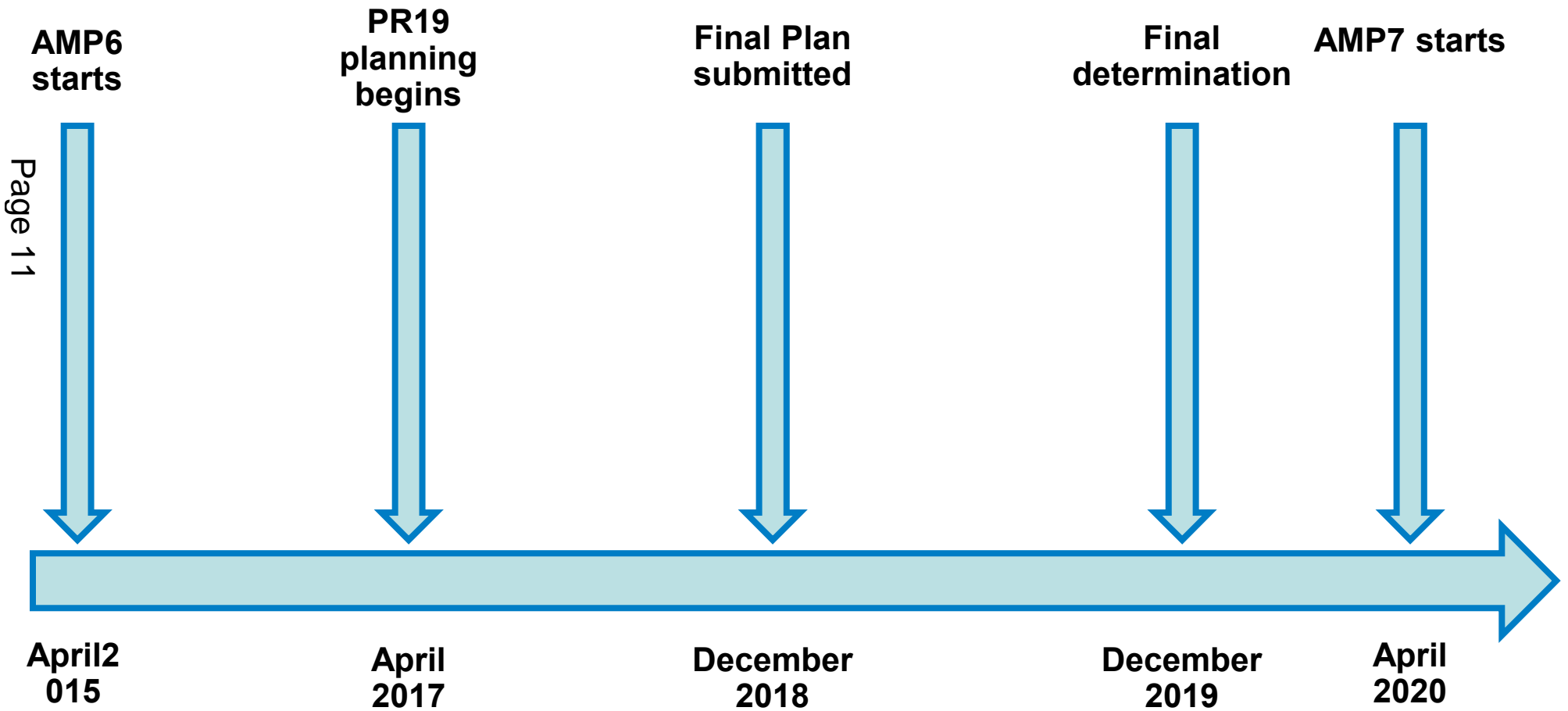


# Business Plan timeline





# Business Plan timeline



# What's changed?



- **Outputs** **→** **Outcomes**

Outcome	Example
Satisfied customers	Flooded properties
Fair charges	Value for money
Flourishing environment	Bathing waters = excellent
Smaller footprint	Carbon reduction
Caring for communities	Community perception
Investing for tomorrow	Delivering infrastructure improvements

- Outcome Delivery Incentives (ODIs)
- Financial and reputational incentives

# ODIs – some examples



Sewer flooding	
Internal flooding	Financial penalty only
External flooding	Financial penalty only
Sustainable solutions	Reputational incentive

Flourishing environment	
Bathing waters = excellent	Financial reward & penalty
SSSIs = favourable	Reputational incentive
Pollution incidents	Financial penalty only

# What we plan to deliver - flooding



- Resilience of our assets - £1.5m
- Partnership funding - £8.4m
- Sewer flooding - £45.3m
  - 75 high risk
  - 42 linked low risk
  - 36 low risk
  - 106 linked external areas
  - 34 additions
  - 85 non cost beneficial solutions
  - 256 internal & external mitigation

# What we plan to deliver - flooding



- CSO and EO improvements - £5.7m
- SW reduction - £4m
- SWMPs - £0.6m
- Increased capacity at WRCs - £113m
- Managing growth - £74m
- Use SuDS to alleviate flooding & SW management
  
- = £252.5m

# What does this mean for Lincolnshire?



- 16 sewer flooding schemes planned in Lincolnshire
  - \*\*Subject to CBA\*\*
- Only Essex has more...
- Louth PF contribution
- Stamp End PF contribution ongoing
- Grantham (one of four locations) for SW reduction project

# Maintaining a level of service



- Proactive Planned Preventative Maintenance (PPM) programme
- Currently spend £7m/year
- Prioritised for repeat blockages or where pollution incidents may occur.



# Maintaining a level of service



- Reactive maintenance used to remove temporary blockages caused by:
  - Silt deposits
  - Tree roots
  - Fat, oil and grease
  - Unflushable products,
    - Wet wipes
    - Sanitary products

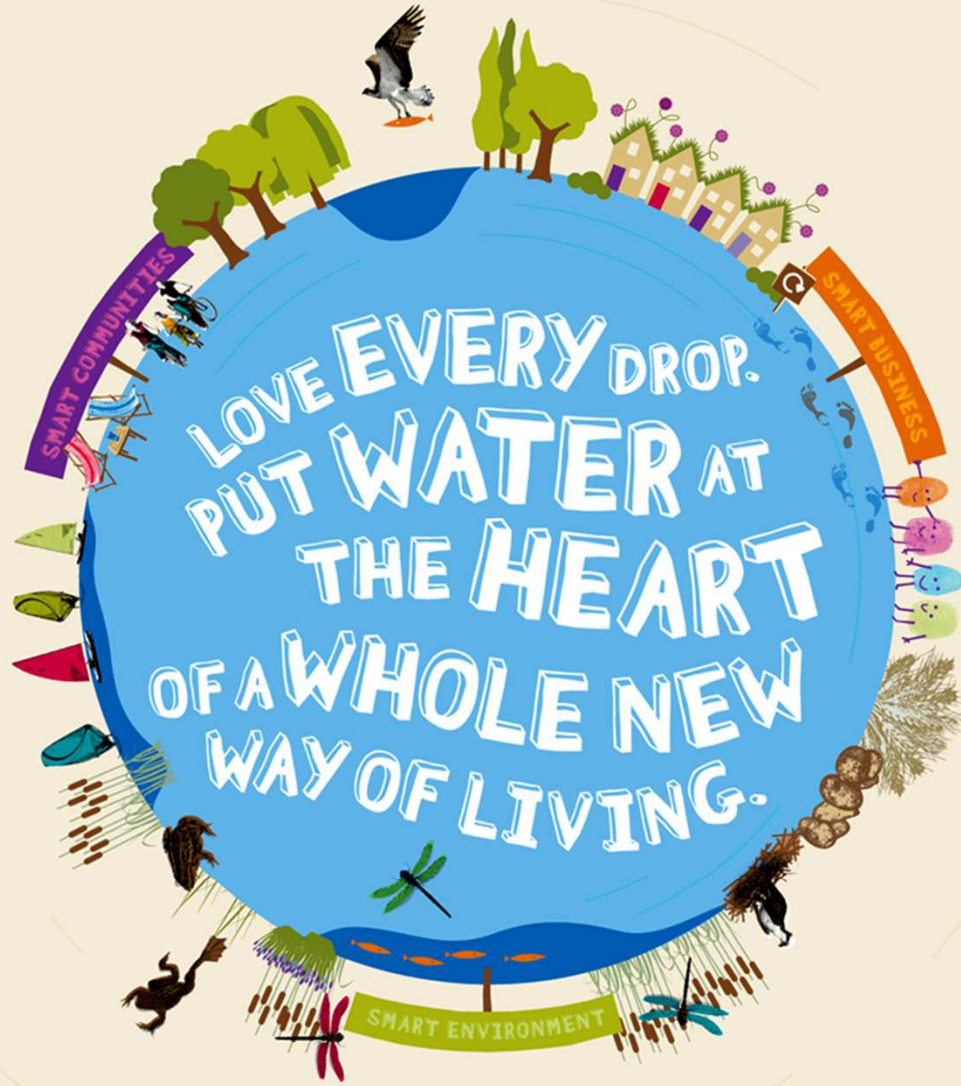






**Thanks for listening**

LOVE EVERY DROP. PUT WATER AT THE HEART  
OF A WHOLE NEW WAY OF LIVING.



love  
every  
drop.   
anglianwater

Scheme Name	Location	LLFA	Proposed Year Delivery	Solution Type (Storage/Pumping/MOPS/Su DS/Pipes)
S9035150/3 - DG5 Flooding - Skegness: Saxby Avenue and Roman Bank. Not Modelled	IGOMSC - INGOLDMELLS Catchment	Lincolnshire	2	MOPS
S9706570/3 - DG5 Flooding - Huttoft, Sutton Road	IGOMSC - INGOLDMELLS Catchment	Lincolnshire	2	??
S9711075/4 - DG5 Flooding - Lincoln, Usher Avenue	CANWSC - CANWICK Catchment	Lincolnshire	2	Sewer
S9727006/3 - DG5 Flooding - Lincoln, Westbrooke Road (NM)	CANWSC - CANWICK Catchment	Lincolnshire	2	New PStn
S9732222/2 - DG5 Flooding - Spalding,VICTORIA STREET ,2 (FEH+CC)	HOLBSC - HOLBEACH Catchment	Lincolnshire	2	MOPS
S9734222/2 - DG5 Flooding- Skegness, Lumley Road	IGOMSC - INGOLDMELLS Catchment	Lincolnshire	2	MOPS
S8916160/9 - DG5 Flooding - Lincoln:Dunmore Cl.Heysham Cl,Calder Rd (NM)	CANWSC - CANWICK Catchment	Lincolnshire	3	Storage
S8917036/8 - DG5 Flooding - North Hykeham, Delph Road (FEH)	NHYKSC - NORTH HYKEHAM Catchment	Lincolnshire	3	Storage
S8913454/11 - DG5 Flooding - Fulstow, Main Street (NM)	LOUTSC - LOUTH Catchment	Lincolnshire	4	??
S8947327/7 - DG5 Flooding - Lincoln, Wragby Road (FEH)	CANWSC - CANWICK Catchment	Lincolnshire	4	Sewer
S9035655/3 - DG5: Caythorpe, High Street Internal Flooding, No27. Not Modelled	CAYTSC - CAYTHORPE Catchment	Lincolnshire	4	??
S9035660/3 - DG5: Gipsy Bridge, Leagate Road (NM)	GIPSSC - GIPSEY BRIDGE Catchment	Lincolnshire	4	??
S9713389/4 - DG5 Flooding - Boston, Lindis Road, 45	FISHSC - FISHTOFT Catchment	Lincolnshire	4	??
S9732128/1 - DG5 Flooding - LINCOLN ,THE NOOKING - Relining (NM)	LEADSC - LEADENHAM Catchment	Lincolnshire	4	??
S9453251/3 - DG5 Flooding Sutton on Sea Highgate Lane (NM)	MABLSC - MABLETHORPE Catchment	Lincolnshire	5	??
S9732121/1 - DG5 Flooding - LINCOLN ,MEADOW LANE (NM)	NHYKSC - NORTH HYKEHAM Catchment	Lincolnshire	5	??

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