Anglian Water's 2025 pollutions and spills performance

Our sewerage and wastewater network operates as an ecosystem. We own and operate over 1,200 Water Recycling Centres, over 7,000 pumping stations and more than 100,000 kilometres of pipes and sewers – all of which are underground. Alongside this, we have hundreds of water storage points and storm tanks and operate 1,471 storm overflows, a number which is steadily decreasing as we make investments.

Our job is to keep sewage and wastewater in the asset that it needs to be in and to treat it to the right standard, safeguarding customers and the environment. Under extreme weather conditions, or if our infrastructure breaks, particularly as it ages, this can result in a pollution.

In the past, our water and water recycling equipment was designed with safety measures to release excess water into the environment to prevent flooding. We are permitted to take (abstract) water from the environment and to return (discharge) used water once it has been treated. This water is clean but can be high in nutrients. Each abstraction and discharge is subject to permit conditions set by the Environment Agency.

Our long-term aspiration is to achieve zero untreated escapes by 2050, however, we need the time and resources to make changes across our entire network. We are taking steps forward now, investing in the right areas to deliver sustained improvements that reduce risk, protect the environment, build trust and secure the resilience of our services for the future.

Our 2025 performance

Our storm overflow performance in 2025 was strong. The total number of spills reduced by 62% and the total duration of all spills reduced by 84%, when compared to 2024.

Metric	2025	2024	Context
Average duration of spills per Combined Sewer Overflow (CSO)	70 hours	312 hours	78% reduction
Total duration of spills across all CSOs	101,621 hours	625,977 hours	84% reduction
Average number of spills per CSO	12.2	31	65% reduction
Total number of spills across all CSOs	16,779	44,072	62% reduction

Storm overflows were originally installed on the sewer network to protect homes and businesses from flooding during heavy rain. So, while dry years like 2025 mean storm overflows are needed less often, when compared to a similarly dry year (2022) our performance improved, indicating that the investments we have made are already delivering improvements.

Between 2020 and 2025, we invested almost £100 million to construct and upgrade 112 storm tanks across the region. This has helped to reduce storm overflows from Water Recycling Centres by creating storage to hold excess flows during heavy rain, reducing the need for storm overflows to be used as emergency release valves to prevent flooding. This, combined with work to reduce rainfall entering the system in the first place and improvements to monitoring and prediction technology, has helped to drive our best performance to date.

In 2025, our total pollutions reduced by 15%, to 371 (2024: 437).
We saw an increase in serious pollutions from 7 (2024) to 12 (2025).

Metric	2025	2024	Context
Total pollutions[1] (Category 1 - significant Category 2 - minor Category 3 - environmental impacts)	371 (Water Recycling) 65 (Water)	437 (Water Recycling) 45 (Water)	15% reduction
Serious Pollutions (Category 1 and Category 2)	12	7	71% increase
Category 3 (environmental impacts)	359	430	15% reduction

Our performance was influenced by the exceptionally dry weather conditions. While intense rainfall can increase the load on our networks, extended dry periods can create other pressures. Reduced flow of water within the network can result in increased sedimentation, concentration of wastewater, and greater build up of fats, oils, grease, wipes and debris within pipes. These conditions create a higher baseline susceptibility to blockages and sewer collapses, which increases the likelihood of pollution events once flows increase.

This is clear in the stats. 82% of our total pollutions in 2025 can be traced to three primary root causes: foul sewer blockages (138), electrical failures (76) and civil and structural failure of underground assets (52). Overall, we experienced pressures across several asset types, reflecting the sensitivity of an ageing infrastructure network to prolonged dry weather conditions.

While our performance isn't yet where we want it to be, the overall reduction in pollutions is a step in the right direction. In 2026, we will build on the foundations we put in place over the past year, with a greater focus on actions that deliver the greatest impact – effective response, flow control and containment. By strengthening rapid incident response, actively managing flows and deploying targeted containment solutions, we can significantly reduce the impact of pollution events.

We have had two independent reviews on our investments to reduce pollutions, which confirm our pollutions risk at treated assets has reduced, alongside further recommendations, which we are progressing.

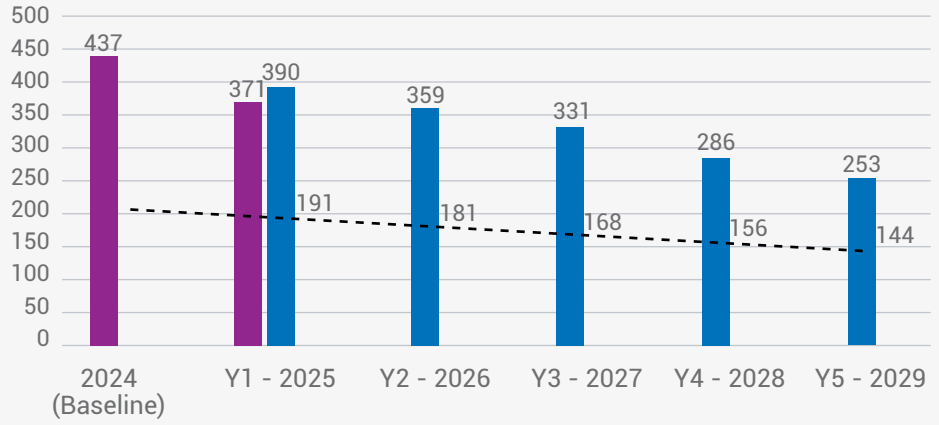
All of this work is part of our £1 billion investment programme to 2030 to reduce impacts to the environment. This includes investments in improving our monitoring so we can predict and prevent pollutions and spills before they happen.

Alongside this, our Water Industry National Environment Programme (WINEP) for 2025-2030 represents a £2.4 billion commitment to the environment – with over £700 million earmarked to manage flows across catchments, install nature-based solutions alongside traditional infrastructure such as storage to reduce the pressure on sewers.

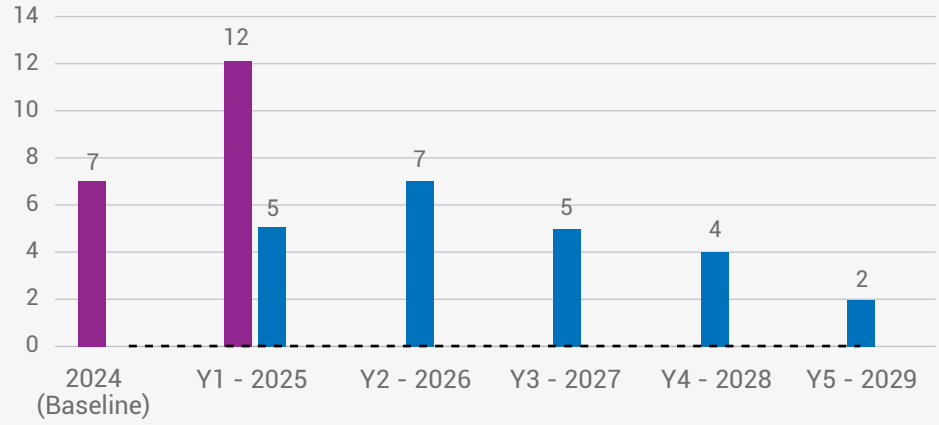
1 *Data true as of 9th March 2026. All incidents are classified under the Environment Agency's Common Incident Classification Scheme 16_02. Our pollutions performance is assessed on a calendar year basis.

Do you expect pollutions performance to improve over this AMP?

We anticipate a steady improvement trend to take shape[2]. Our position may be influenced by regulatory developments, such as funding and changes to guidance.



Glidepath to the end of AMP8 for Total Pollutions



Glidepath to the end of AMP8 for Serious Pollutions

What about the Environment Agency's 'Environmental Performance Assessment'?

The Environment Agency has updated its methodology for the Environmental Performance Assessment (EPA) for 2026-2030. Future assessments of environmental performance will use eight metrics to determine an overall rating, ranging from 1 (failing) to 5 (excellent). We expect our rating to be announced in July.

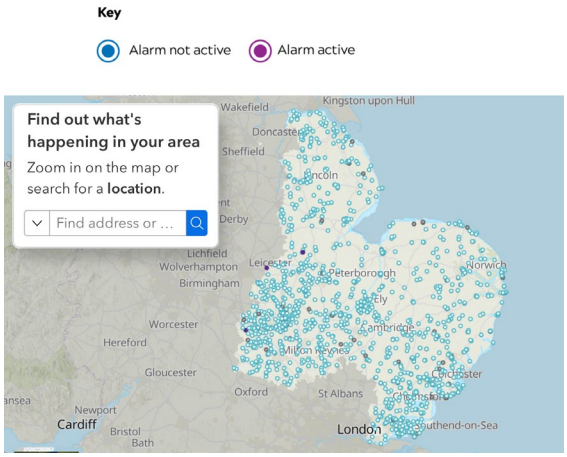
Our current forecasts indicate that we are likely to be rated at 'two' (requires improvement) for years 2026-2029, rising to 'three' (fair) in 2030. We expect performance to be re-baselined across the sector to support the setting of new targets in 2028.

2 Based on the Environment Agency's 16_02 guidance

Where can I find out more?

We have a number of short and long-term plans to improve asset resilience, our performance and move towards our future aspiration.

On **storm spills**, We aim to be as transparent as possible, with providing near real time information on storm overflow activation. This map is updated every 60 minutes and gives an indication of the latest activation date, time and duration.



Our **long-term Flow Compliance Plan** sets out our approach to ensure our wastewater systems are managed, monitored and maintained in a way that prevents environmental harm and supports sustained compliance with Regulation 4 of the The Urban Waste Water Treatment Regulations, section 94 of the WIA91 and our Licence obligations. This work is being funded by our shareholders as part of our Ofwat Undertakings. We have committed to a £57 million programme of work through to 2028, where initially, we will deliver targeted investment across a minimum of eight priority catchments. We have also set up a community fund, which will provide £5.8 million to support community groups and not-for-profit organisations in our region to improve their local environment and create a positive social impact. We will report our progress to Ofwat every six months.

Our **Pollution Incident Reduction Plan 2026** reflects on our progress over 2025. This is the first year that Pollution Incident Reduction Plans (PIRP) across the water sector are a statutory requirement. We have voluntarily published a PIRP since 2023. In this document, we share the innovative and ambitious plans we are putting in place to drive further improvements – investing in smarter tech, boosting our root cause analysis, and using data to spot risks early to drive faster action – alongside our performance forecasts across the AMP. Find out more here.

Our **Drainage and Wastewater Management Plan** sets out our plans to manage and recycle water in our region and includes the scale of investment needed to reduce the risks and impacts of sewer flooding over the next 25 years. Based on analysis tools, such as hydraulic modelling, we set out interventions that are needed across water recycling catchments to ensure our infrastructure is fit for the future. Our DWMP is a statutory requirement updated every five years, with the second cycle under preparation for publication in 2028. Find out more here.