

Statement of Significant Changes in relation to the Anglian Water Services Charges Scheme 2025/26

Our tariff structure for 2025/26 is unchanged from our 2024/25 scheme.

Charges seek to recover, at 2025/26 prices, the revenue allowed to us by the Regulator, Ofwat.

The calculation of allowed revenue for 2025/26 has three elements:

1. the wholesale revenue per control based on the “K” factors per service area set out in the Final Determination published on 19 December 2024;
2. the published CPIH for November 2024; and
3. the allowed retail revenue expressed as an average cost to serve per customer.

Published “K” Factors

The K factors set out a percentage increase to the prior year allowed revenues on a consistent price base. For the 2025/26 charging year the published K factors are as set out in the table below:

Price Control	K Factor
Water Resources	60.79%
Water Network Plus	18.01%
Wastewater Network Plus	3.12%
Bioresources	4.07%*

*Bioresources = deduced K based on adjusted usage

A substantial proportion of the increase to next year’s bills is driven by the step change in investment that supports us meeting the challenges from a rapidly changing climate, a growing population and the environmental and quality obligations agreed with our Environmental Regulators.

CPIH

Reflects the upward cost pressures resulting from inflation and allows us to recover these costs in order to maintain delivery of our service obligations to our customers.

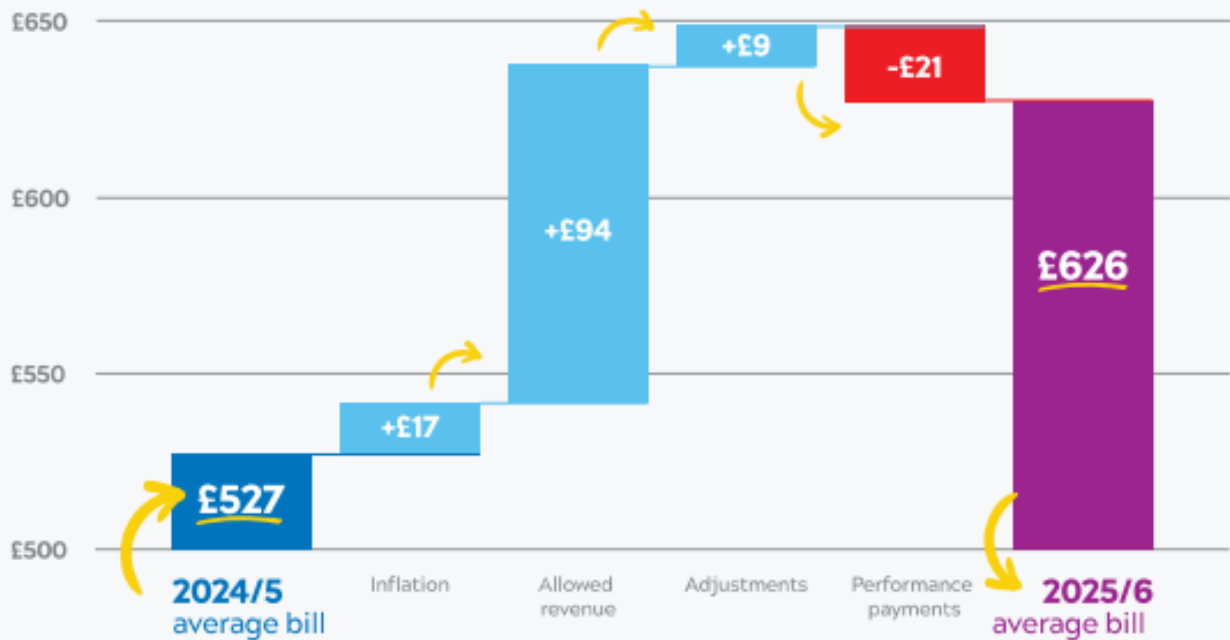
Our charges are based on the November CPIH figure of 3.54%.

Bill incidence effects

As a consequence of the calculation of allowed revenue, and our forecast of customer numbers and demand, we expect all customer classes to experience bill increases that exceed five per cent, based on a constant level of usage.

The following graph illustrates the key movements between the average bills for 2024/25 and 2025/26.

How bills are calculated



Household Customers Handling Strategy

For Household customers we're maintaining and increasing awareness of our affordability support services through a number of communication channels. These include paid digital media, social media, radio advertising, email, on bill messaging as well as pay-per-click search terms for customers looking for bill support. We've created a bank of content using Anglian Water employees to bring to life practical and tangible ways we're able to help customers needing support with their bills. In addition, we continue to provide bespoke personalised messaging via their online MyAccount on how to access support if they have any concerns regarding paying their bill.

We have established 'Support Sundays' on social media to maintain a drumbeat of messages showcasing the customer support available, as well as targeted relevant moments in time such as Talk Money week. This is underpinned by revised content and signposting on our website where we've streamlined and optimised the content and navigation making it easier for customers to find the information they need. This year we're expanding this information so as well as explaining where the charges are spent and invested, we're also explaining to customers the drivers behind the increases as we move forward into AMP8 and the charges covered in PR24.

Our research into the extent of water poverty in our region demonstrates that we have in place direct tariff support sufficient to provide discounted charges to all those eligible for support.

Typical bill incidence effects are as set out in the tables below:

Line description	WATER			SEWERAGE			COMBINED (WITH SWD)			
	2024/25	2025/26	% Change	2024/25	2025/26	% Change	2024/25	2025/26	% Change	£ Change
ANGLIAN WATER										
Measured - standard										
100 m3 pa	£246.54	£321.07	30.2%	£295.94	£327.14	10.5%	£542.48	£648.21	19.5%	£105.73
150 m3 pa	£351.31	£455.48	29.7%	£392.41	£432.58	10.2%	£743.72	£888.06	19.4%	£144.34
200 m3 pa	£456.08	£589.89	29.3%	£488.88	£538.03	10.1%	£944.96	£1,127.92	19.4%	£182.95
250 m3 pa	£560.85	£724.30	29.1%	£585.36	£643.47	9.9%	£1,146.21	£1,367.77	19.3%	£221.57
Measured - watersure										
	£241.00	£310.00	28.6%	£295.00	£323.00	9.5%	£536.00	£633.00	18.1%	£97.00
Measured - aquacare plus										
100 m3 pa	£219.37	£286.82	30.7%	£268.28	£297.22	10.8%	£487.65	£584.04	19.8%	£96.40
150 m3 pa	£269.81	£352.73	30.7%	£309.42	£342.84	10.8%	£579.22	£695.57	20.1%	£116.34
200 m3 pa	£320.24	£418.64	30.7%	£350.56	£388.45	10.8%	£670.80	£807.09	20.3%	£136.29
250 m3 pa	£370.68	£484.55	30.7%	£391.70	£434.06	10.8%	£762.37	£918.61	20.5%	£156.24
Unmeasured										
100 rv	£365.95	£485.19	32.6%	£398.94	£448.90	12.5%	£764.89	£934.09	22.1%	£169.20
180 rv	£381.95	£506.18	32.5%	£414.53	£466.06	12.4%	£796.48	£972.24	22.1%	£175.76
250 rv	£395.95	£524.55	32.5%	£428.18	£481.08	12.4%	£824.13	£1,005.63	22.0%	£181.50
300 rv	£405.95	£537.67	32.4%	£437.92	£491.80	12.3%	£843.87	£1,029.47	22.0%	£185.60

Line description	WATER		
	2024/25	2025/26	% Change
HARTLEPOOL WATER			
Measured - standard			
75 m3 pa	£122.96	£156.89	27.6%
100 m3 pa	£153.45	£194.68	26.9%
150 m3 pa	£214.43	£270.27	26.0%
200 m3 pa	£275.40	£345.86	25.6%
Measured - watersure			
	£144.00	£185.00	28.5%
Measured - aquacare plus			
75 m3 pa	£122.96	£156.89	27.6%
100 m3 pa	£140.78	£179.68	27.6%
150 m3 pa	£176.42	£225.27	27.7%
200 m3 pa	£212.06	£270.86	27.7%
Unmeasured			
Licence Fee	£161.45	£210.00	30.1%