Total pollutions performance in **2023/24**

We are disappointed to report an increase in total pollutions this year, up to **307 compared to 258 in 2022**.

For serious pollutions we had **0 category 1 pollutions** and **11 category 2 pollutions**, which is a stabilisation on our 2022 figures.

In line with our Pollution Incident Reduction Plan (PIRP) we're **tackling the challenges** and seeing **sustainable improvements** across our pollutions performance.

Our shareholders have agreed **£100 million**, to accelerate our work to improve performance on spills and pollutions in 2024.

Between October 2023 and March 2024, England witnessed its wettest period on record.

2023/24 pollution performance in context

In February: parts of our region received 300% more rainfall than the average for this time of year.

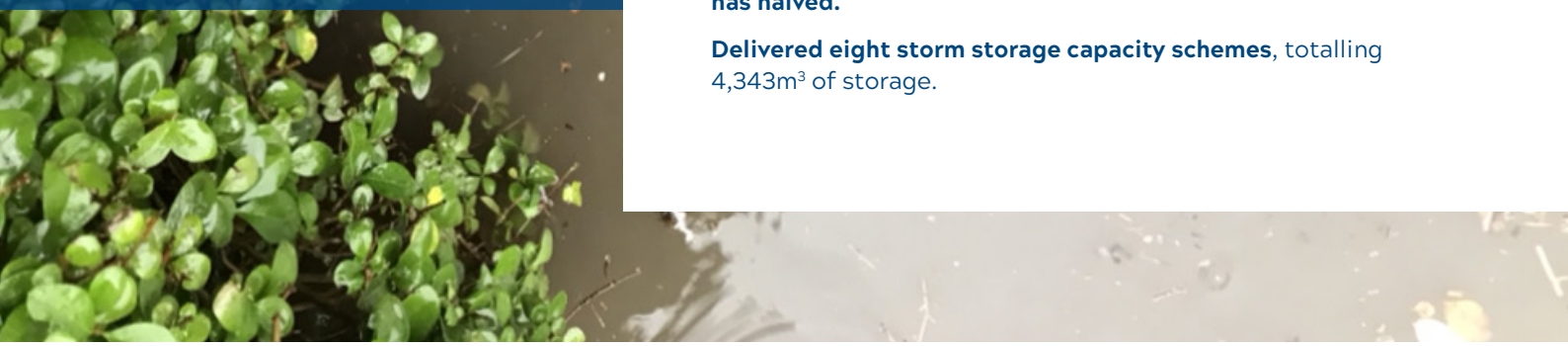
70% of our storm spills occurred during the last three months of the year.

Despite the record wet weather we have the **Lowest average spills per overflow in the industry:** with an average of 22 spills per Event Duration Monitor (EDM), compared to **industry average of 33**.

Surrendered 131 storm overflow permits between 2022 and 2023.

Woodbridge invested in storm tanks – **the number of spills has halved.**

Delivered eight storm storage capacity schemes, totalling 4,343m^3 of storage.

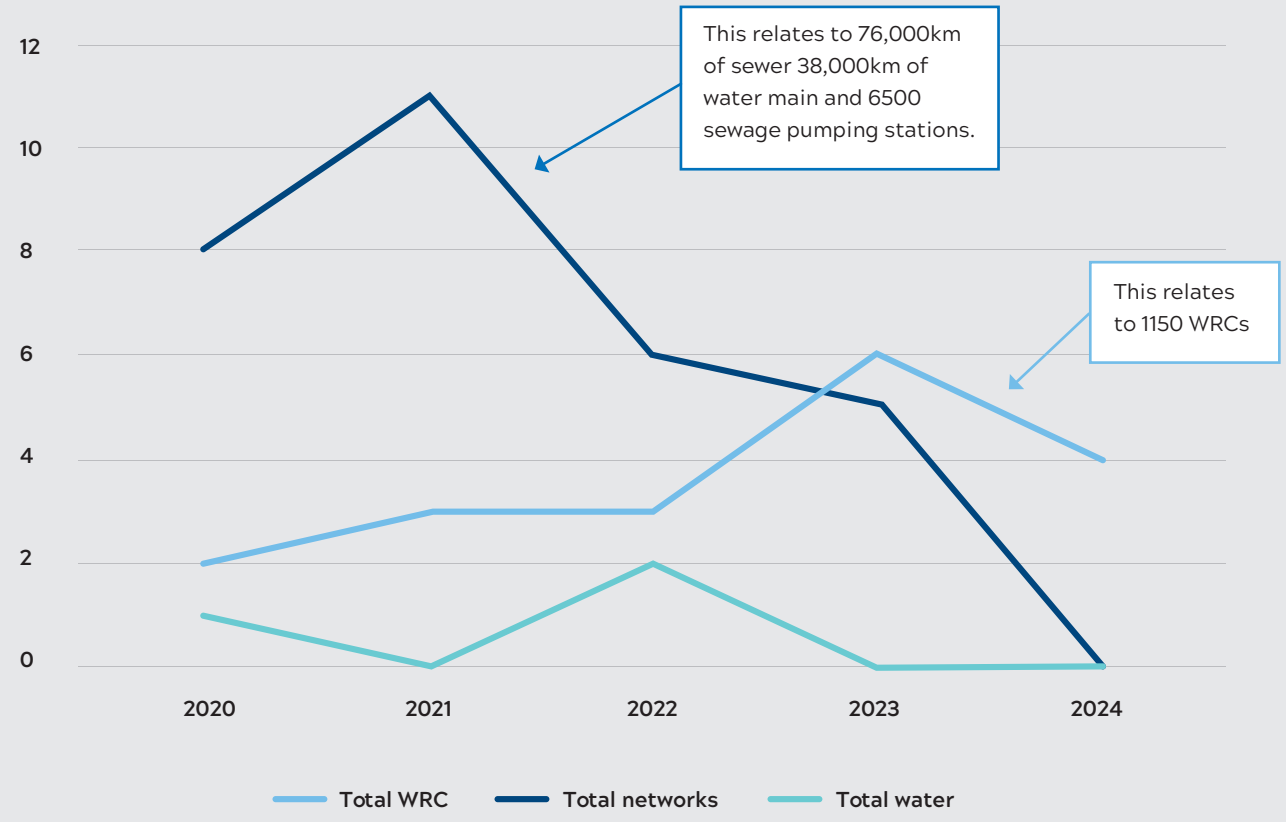


As part of our PIRP, we have made a number of improvements, despite the wet weather, which are largely down to the vast amount of work taking place within the Water Recycling side of the business.

- We had **13% less pollutions** compared to 2021
- We have had **no serious incidents** on our networks since October 2023 – By contrast, in 2021, 11 serious pollutions were on our networks.
- We've **reduced the risk of failure** on our pumping station assets
- Sludge in our Water Recycling Centres (WRCs) is at **an all-time low**.
- Blockages have **reduced by 10%** on 2022's measures, marking our best performance this AMP to date.
- In 2024, **no treatment works failed** their compliance, marking our best performance in AMP to date.

While plans are being implemented at pace, we are realistic it will take time to translate into results. We remain confident we are on track to deliver the outcomes our customers want, with additional investment targeted to where it will deliver the greatest benefit.

Serious pollutions by Asset Class



Serious pollutions from total networks (sewer and water mains and sewage pumping stations) continues to decline, as does serious pollutions from our water network. In 2023 the main driver of serious pollutions was from our water recycling network.

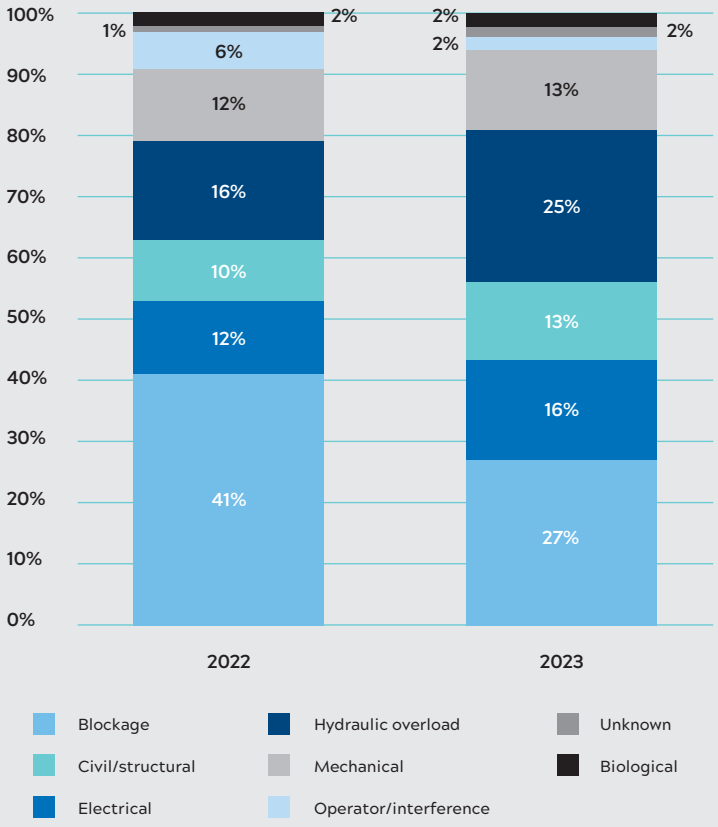
Timelines for improving our pollutions performance

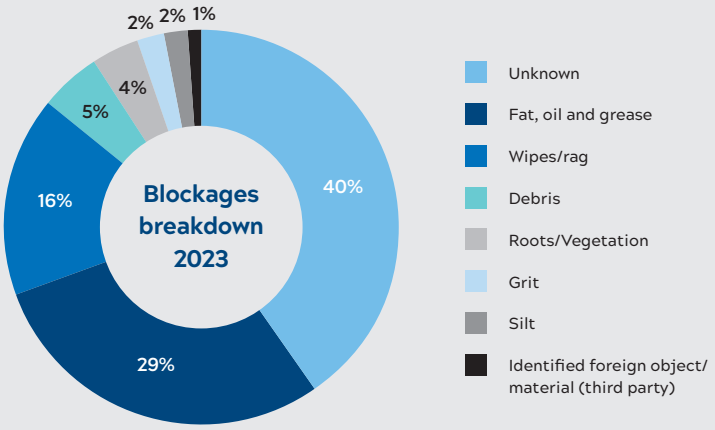
20%
reduction in number of pollutions and eliminate serious pollutions by the end of AMP7

40%
in total numbers of pollutions by 2030

2,050
Pollutions will be consigned to history

Root cause breakdown 2022/23





£100m in additional investment to drive down pollutions

Remain determined to reach ambition of zero pollutions and have been working to achieve this in line with our PIRP strategy.

Our shareholders are also committed to zero pollutions goal and in June 2024 we announced an additional £100 million of support from them, specifically to tackle pollutions over the coming year.

This capital, funded entirely by our shareholders – not by customers, will be utilised across a range of areas.

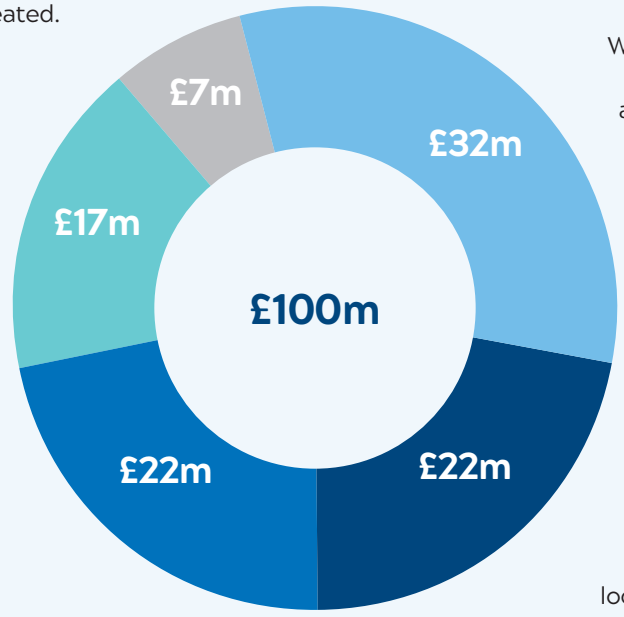
Specific examples of how the £100 million will be invested, include:

£7 million

on improving capability and insight across our teams, with new roles created.

£17 million

on improving system capacity, including infiltration investigations and lining in key locations, plus investing in new tankers and jetters. In addition, new sustainable drainage systems, will slow surface water from entering the sewer network, helping to prevent flooding and reduce storm spills.



£32 million

on asset health interventions for pumping stations and WRCs, including 656 resilience interventions, to guard against electrical, mechanical or communications failures.

£22 million

on improving rising mains, including a 104% increase in pressure monitors, implementing satellite technology, rehabilitating high-risk rising mains and surveying more than 6,500 locations with air valve surveys.

£22 million

on blockage prevention, including 8,000 additional sewer monitors, a programme of rehabilitation and risk reduction for more than 2,600 manholes and a supersized CCTV, cleanse and rehabilitation programme for over 250km of pipes.

Central to our investment activities is significantly improving the volume of monitoring across our network, this supports efforts to proactively identify and prevent pollutions before they occur.

To facilitate this, we will install:

8,000+
additional Dynamic Sewer Visualisation (DSV) monitors

810
pressure sensors on rising mains (Syrinix)

185
monitors on rotating assets at WRCs

18
ammonia monitors on WRCs that may discharge into sensitive watercourses