

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)