

Anglian Water Services

Full year results 2024/2025

Performance Highlights

- + Installed our 1 millionth smart meter, in an investment worth £153 million across the AMP
- + 36% reduction in serious pollutions
- + Supported 405,425 customers in 2024/25
- + 14.7% of customers on our Priority Services Register (PSR) – exceeding our AMP7 target ahead of the scheduled end date

Financial Performance



Debt Composition (% of RCV)



CMA referral

- In AMP8 we're investing over £11bn* to support growth, climate resilience, and the environment, while keeping bill increases low and customer support high.
- We've asked Ofwat to refer our PR24 Final Determination to the CMA to ensure fair balance, but our £1.1bn 2025/26 investment is already underway.
- We expect to hear back on this referral in early 2026.

Positive impact on communities

- Significantly ahead of target on all areas relating to our support for vulnerable customers.
- This year, 66.8% of customers were aware of priority services, exceeding our target of 65%. This is a result of our customer engagement strategy and proactive signposting of priority services.

Key Financial Metrics

Revenue

£1,749m	v	£1,627m
(2025)		(2024)

Operating profit

£497m	v	£431m
(2025)		(2024)

Operating cash flow

£811m	v	£767m
(2025)		(2024)

Net debt

£7,721m	v	£6,977m
(2025)		(2024)

RCV

£11,220m	v	£10,681m
(2025)		(2024)

Adjusted profit (loss) before tax

£126m	v	£(72)m
(2025)		(2024)

Gearing

71%	v	69%
(2025)		(2024)

*Correct at time of publication, however subject to change following CMA referral