



Cambridge Water



South Staffs Water



To help create a world where essential services and infrastructure deliver for customers, clients and our planet

WRMP24 Annual Review Cambridge Region 2025/26

June 2026

Contents

Contents

1. Executive summary

1.1 Purpose.....	3
1.2 Overview	3

2. Introduction

2.1 Water resource zones, level of service and performance commitments.....	6
2.2 Overview of 2025/26 supply-demand balance	7
2.3 Company-specific actions.....	8
2.4 Dry year annual average	9

3. Supply

3.1 Impact of weather on supply	11
3.2 Outage	12
3.3 Water Quality	13
3.4 Water Industry National Environment Programme (WINEP)	14
3.5 Deployable output.....	14
3.6 Water available for use	14
3.7 Bulk supply agreements	15
3.8 Imported and exported potable water	15
3.9 New appointments and variations (NAVs).....	15
3.10 Impact of climate change on supply	16
3.11 Unbilled water	16
3.12 Distribution system operational use (DSOU)	16
3.13 Drought Plan.....	17

4. Demand

4.1 Impact of weather on demand	18
4.2 Demand Profile.....	19
5. Metering	
5.1 Leakage.....	23
5.2 Consistency in reporting methodology	23
5.3 Water efficiency	23
6. Headroom and options	
6.1 Target headroom.....	26
6.2 Selected options.....	26
6.3 Supply-demand balance	27
7. Forward look	
7.1 Grafham Transfer	29
7.2 Fens Reservoir	30

1. Executive summary

1.1 Purpose

This document sets out Cambridge Water's water resources management plan (WRMP) annual review for WRMP24 up to the end of March 2026. While South Staffordshire Water PLC incorporates the South Staffs Water supply area, this document applies only to the Cambridge Water region.

The purpose of the annual review is to identify any material changes to the WRMP and to report on progress made during the previous 12 months. This report comments on outturn data against WRMP24. **We are not reporting any material changes to our latest WRMP published in February 2025.**

1.2 Overview

The winter of 2024/25 preceding the reporting period was dry with only 65% of long-term average rainfall, and the spring of 2025 the driest on record. The summer of 2025 was the hottest on record as recorded by the MET Office with several heatwaves declared. Our drought plan was activated, and in July entered Level 1 due to the warm and dry conditions.

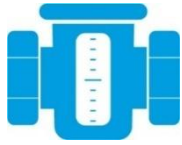
As a result, we experienced demands higher than the long-term average for the previous 5 years, which peaked at 109.9 MI/d in June – higher than previous years but lower than the highest to date, which was seen in 2022. Average day peak week was 106.4 MI/d, following the same trend.

The winter of 2025/26 saw a typical freeze/thaw event in early January due to a short cold snap where temperatures fell below freezing. This led to an increase in demand of around 4 MI/d over a short period.

The extended warm dry summer of 2025/26 resulted in an average day demand of 88.37 MI/d, the highest to date, compared to the previous year of 85.8MI/d and 86.9MI/d in 2022.

The winter of 2025/26 saw some very wet months, with an overall long term average rainfall of 126% - in some parts of the region this was much higher. This provided the required recharge to restore groundwater levels to average.

Other key points include the following:



Leakage

Our WRMP24 leakage forecast for 2025/26 is 12.68 MI/d. Our outturn leakage position for the year is 12.44 MI/d. Our outturn position is also on target with the Ofwat leakage commitment.



Water Efficiency

The volume of water that each of our household customers uses – the ‘per capita consumption’ (PCC) as an average was 120.7 litres/head/day (l/h/d). The dry year annual average WRMP24 forecast average PCC is 131.1 l/h/d.



Metering

We have installed 4,679 new AMI enabled household meters including optants, new connections and replacements, and replaced 465 non-household meters with AMI enabled meters and 32 new non-household meters



Temporary or non-essential use bans

We have maintained our current levels of service. There have been no temporary or non-essential use bans during the annual review period

2. Introduction

We published the latest WRMP for our Cambridge region in February 2025; this plan came into effect from 1 April 2025 for the period to 2050. We have used the WRMP24 2025/26 forecast and assumptions to compare outturn data, as stated in the guidance. The 2026 annual performance report (APR26) data covering the period 1 April 2025 to 31 March 2026 has been used to inform this review. The data used in APR26 has been through our assurance process.

This review is a statutory requirement of the Water Industry Act 1991 (as amended by the Water Act 2003), which states that:

Before each anniversary of the date when its plan was last published, the water undertaker shall –

- (a) Review its plan; and
- (b) Send a statement of the conclusions of its review to the Secretary of State.

The purpose of the annual review is to identify any material changes to the WRMP and to report on progress. We have carried out this review in accordance with the Environment Agency's latest guidance, which advises that we should:

- report on the progress against our WRMP;
- highlight any changes made to our WRMP;
- describe progress with key components of our WRMP;
- explain any changes to planned deliverables;
- describe any changes due to exceptional events;
- report on the actions the Defra, Ofwat and EA, asked us to work on after we published our final WRMP; and
- report an overall summary of the supply-demand situation.

2.1 Water resource zones, level of service and performance commitments

Item	Description	Company comment on review
Water resource zones	Any changes to boundaries or number of zones?	There have been no changes to the Cambridge region water resources zone boundary, which remains a single water resource zone for the region.
Planned levels of service	Any changes to the level of service?	There is no change to our customer level of service stated in WRMP24. • temporary use bans – not more than one in every 20 years; • non-essential use bans – not more than once every 50 years; and • emergency drought orders – not more than once in 200 years However, we have published our draft drought plan in 2026, for which we undertook a review of drought triggers and levels of service under a commitment made to Defra when publishing our WRMP. As a result, we propose to amend our levels of service as follows; • temporary use bans – not more than one in every 10 years; • non-essential use bans – not more than once every 50 years; and • emergency drought orders – not more than once in 500 years. If these proposals are accepted through the consultation process now underway, these Levels of service will be adopted from 2027. These align with the long-term aspirations for the WRMP to be 1:500 resilient. If adopted we will amend the WRMP accordingly, this will not be a material change to the plan.

Item	Description	Company comment on review
Performance commitments (PCs)	Progress on PCs that affect WRMP24	The Performance Commitments (PCs) relevant to WRMP24 are: • leakage. • PCC. • unplanned outage; and • our environmental programme (WINEP) obligations. We describe each of these topics in the chapters below on supply and demand. Other PCs and Performance Commitment Deliverables (PCDs) such as drought resilience, supply side options delivery also relate to WRMPs.

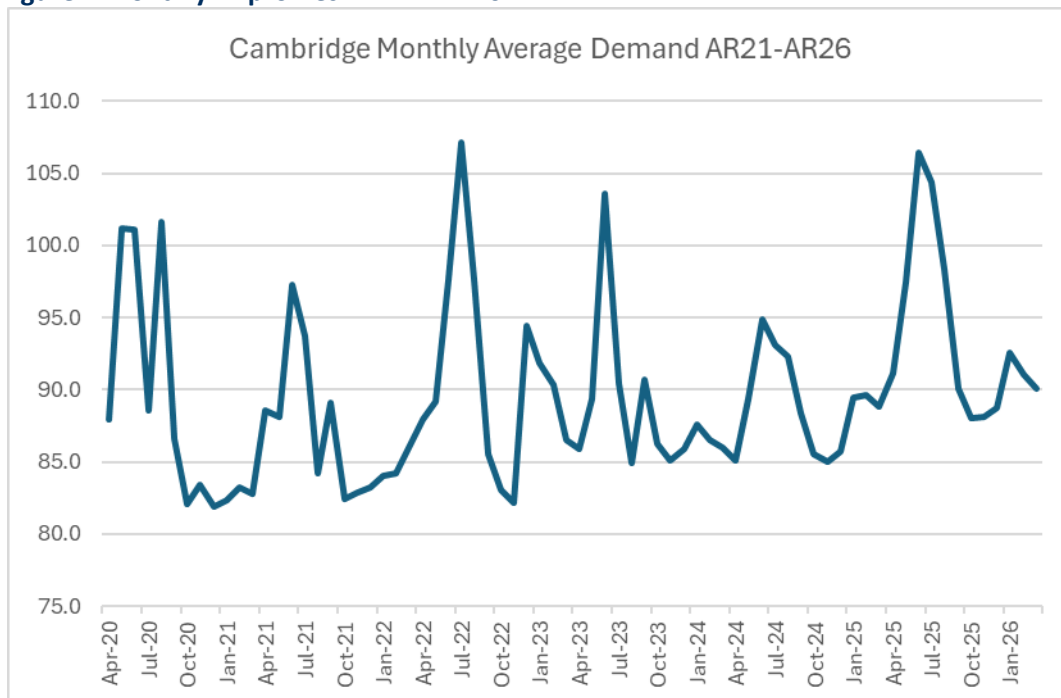
2.2 Overview of 2025/26 supply-demand balance

The reporting year saw a challenging summer in terms of demands, following a dry winter with 65% of LTA rainfall and 2025 overall seeing just 62% of average rainfall for the year. The spring of 2025 was the driest on record and the summer the hottest on record, with several heatwaves declared nationally. The warm dry weather led to high customer demands over the summer, with a peak demand of 109.9 MI/d on 30th June and a peak week demand of 106.4MI/d. Only 2022 has seen demand at levels higher, and overall 2025/26 average day demand was 88.37 MI/d, the highest demand year to date.

The impact of the dry winter and warm dry summer led to lower-than-average groundwater levels and high soil moisture deficits, and our drought plan was activated. With the EA declaring prolonged dry weather (PDW) status in July we moved into Level 1 of our drought plan and implemented associated actions to manage demands.

We also experienced a typical winter freeze/thaw event in early January which saw a period of increased demand between 4th and 15th January 2026 due to increased leakage, of around 3-4 MI/d over the period.

Overall, it was a dry year with some exceptional weather leading to increased demands, the highest we have experienced to date.

Figure 1 Monthly DI profiles AR21 – AR26

The report year 2025/26 saw high summer demands, greater than previous years.

Our highest average day peak week demand remains that in 2022/23 of 107.1 MI/d.

Overall, for 2025/26 average Distribution Input was 88.36 MI/d, compared to the dry year annual average (DYAA) forecast in WRMP24 of 89.9 MI/d. The outturn supply demand balance was 3.46 MI/d, compared to 2.97 MI/d forecast in WRMP24.

The security of supply for our customers was not at risk during the report year and we did not restrict customers' use.

2.3 Company-specific actions

In October 2025, we received a Joint Regulator Letter from the EA, Ofwat and Defra raising concerns around several areas in our WRMP24 Annual Review for 2024/25. We have made a formal response to all the issues raised, accompanied with a detailed action plan to resolve them. The main points are detailed below with summary updates provided; further details are in our response to the Joint Regulator Letter.

Supply demand balance

Although out turning a positive SDB in 2024/25, it was below the forecast in both WRMP19 and WRMP24 for DYAA, and negative for DYCP. For 2025/26 we are reporting a positive SDB in all three table returns, outturn, DYAA and DYCP.

Deployable output and delayed supply options

Three WRMP19 supply schemes have seen a delay in delivery into AMP8, and were further delayed than expected due to planning constraints. Dates for completion and water into supply now expected in early 2027. The supply benefit assumed in WRMP24 for these schemes will be in effect by the end of year 2 in AMP8. The overall benefit of these combined has been increased from 3.8 MI/d to 4.3 MI/d by the inclusion of an additional option to support Cambridge growth.

As per our Joint Regulator Letter action plan, we have undertaken investigations during the year to ascertain if additional water above existing licences could be obtained for a short-medium term period to support growth until our larger supply options are delivered. The finding of this work is with regulators for review. The detailed programme of delivery for all supply options be considered is included in our Joint Regulators Letter responses, and we provide regular updates on progress.

Outage

We have resolved a long-term outage with a DO impact of 7 MI/d due to water quality since the last review and now have outstanding outage that has been included as a reduction to DO of 2.03 MI/d. We continue to work on resolving these and expect that these should be returned to service during Year 2 of AMP8. We have been working hard on solutions to resolve these, including proposals for additional AMP8 treatment schemes.

Non-household consumption

Our enhanced review of NHH applications remains in place, where we challenge or refuse applications >20m3/d depending on the use. We have seen limited applications that breach this threshold.

We continue to work collaboratively with the DWI to identify how we can resolve the dual system use at Eddington. And as per joint regulator actions, conversations with a large NHH user are on-going.

Metering

Our levels of meter penetration have improved as we achieved our install target in 2025/26. Through 2025/26 we relied on optant installs, with our universal metering programme starting in the Cambridge region in 2026/27. This is a step change in our approach, as we move towards a universal metering coverage and an increase in smart meter installs.

Overall, our WRMP24 includes our long terms plans to address the significant increase in sustainability reductions required for no deterioration since WRMP19, through supply options and increased demand management.

2.4 Dry year annual average

The AR26 outturn Annual Average distribution input of 88.37 MI/d was 2.7 MI/d below the DYAA of 91.07 MI/d in WRMP24. The DYAA peaking factor applied to consumption in the AR

was 4.9%, as per the WRMP24. This uplift has been applied in the dry year adjusted data table to all demand components. The DYAA adjusted distribution input of 92.70MI/d is 1.63MI/d above the WRMP24 forecast.

For the supply components, the dry year uplifted table deployable output is stated as the 1:200 drought yield, adjusted for any additional dry year constraints, such as licence conditions. Raw water losses, treatment works losses and operational use is as outturn data without any uplift, as in practice this would be overall lower in a dry year as operational use would be minimised. WRMP24 forecast figures are lower than outturn.

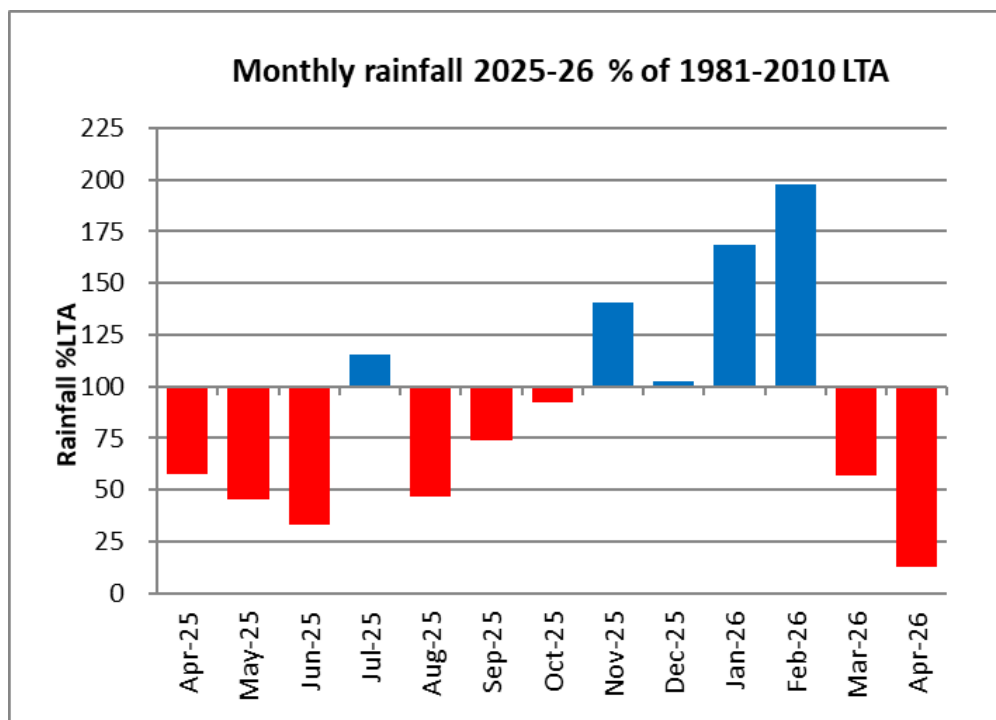
Outage is calculated as a reduction against the WRMP24 Base Year licences, which are 1:500 yields. The outage figure has not been uplifted by the dry year factor, as in a dry year it would be reduced.

3. Supply

3.1 Impact of weather on supply

Total annual rainfall for the 2025/26 year was 531 mm, which is 94% of the long-term average, as measured from 1981 to 2010. Monthly rainfall in comparison to annual long-term averages is shown below.

Figure 2 Monthly rainfall 2025/26



The year started off with significantly below average rainfall, with a dry winter and a very dry spring. March was notably low with only 22% of long-term average rainfall. This continued into the summer with 62% of average rainfall overall for the summer period April to September. The lack of rainfall combined with high temperatures and the warmest summer on record, including 4 separate heatwaves being declared, led to the high demands seen over the period.

Towards the end of 2025 there was a respite to the dry weather. Rainfall was 126% of the long-term average over the winter of 2025/26, and this allowed recovery of soil moisture deficit and groundwater levels returned to average levels for the time of year. Early 2026 going into spring saw another period of lower-than-average rainfall and groundwater levels started to recede sooner than normal.

3.1.1 Water Resources

Our raw water abstracted figure of 93.54 MI/d aligns with our abstraction licence returns. We continue to monitor abstractions against licences closely with an abstraction planner by

the Water Resources team to provide a guide for abstraction across the year to more efficiently utilise and monitor our abstraction licences. We review on at least a fortnightly basis and can then plan refine our annual abstractions through the year. This ensures that we can manage a period of peak demands as seen during 2025 by utilising peak licences and remain within the annual total licence.

We continue to share our water resources situation with the EA by sending weekly situation reports on our strategic position and forecast changes that could affect our water supply and demand. This enables early sight of conservation measures, drought risk and the need for any drought measures

3.2 Outage

Total outage for 2025/26 was 4.10 MI/d, below the WRMP24 forecast of 4.90 MI/d. This includes 2.76 MI/d of unplanned outage of which a significant amount is attributed to raw water quality issues rather than asset health. A downward adjustment was made to deployable output of 5.85 MI/d due to long term outages at sources lasting more than three months, and for WRMP19 supply options that have been delayed which are included in the WRMP24 deployable output figure. These outages were due to unplanned water quality issues requiring significant alterations and upgrades to WTW. Planned outage was 1.34MI/d, due to ongoing asset investment and maintenance. We continue to balance the need for essential work on our assets to be carried out with the need to be able to provide resilient supplies.

Outage is calculated according to the UKWIR standard methodology and EA guidance. This includes both planned and unplanned outage and differs to the Ofwat methodology for calculating performance commitment outage as this excludes some types of outages. Therefore, they are not comparable.

The mode of failure for outages and duration within the period is summarised below, excluding where an adjustment has been made to deployable output. The greatest amount of outage is attributed to undefined categories and treatment issues. The number of days does not necessarily mean a total outage with loss of all deployable output, in fact sites may be reduced but still able to output over the WRMP DO. We have an ongoing capital programme of works to upgrade and improve the treatment capability across our sources, several of which were completed for the report year, and it is expected that whilst the number of events may be similar, the magnitude and impact of these will reduce.

Table 1 Outage breakdown

Outage category	Total Days
Power failures	6
Planned works	89

Treatment issues	196
Raw water quality	88
Pumping assets	5
Other	204

Our regular maintenance plan continues, and we continue to utilise our outage planner to reduce the risk of planned outage and maintenance work impacting on the supply demand balance. Our unplanned outage policy tracks outage using a traffic light system for escalation of outages in relation to extended period of downtime and impact on supply.

- Green: water resources and demand are normal; unplanned outage to be responded to next working day.
- Amber: water resources are below average or demand is above average; unplanned outage to be responded to same day.
- Red: water resources are below average and/or we are below the drought monitoring curve; unplanned outage must be responded to within 2 hours.

During the year planned outage was carefully managed through the periods of high demands and cancelled for periods of peak demand. We also implemented strategies to reduce unplanned outage during these periods, through additional resource availability and enhanced response to failures.

3.3 Water Quality

The below details the current DWI notice we have:

Sawston Mill – SST-2025-00001 PFAS

Our previous DWI notice was discharged but there is a continued PFAS contamination risk. Notice requires long-term treatment and monitoring programme to control emerging contaminants. And a site specific risk feasibility assessment. It has a completion date of 2031.

Morden Grange WTW – CAM-2023-00001 Nitrates

Morden Grange WTW directly supplies customers. Due to a long-term outage, nitrate concentrations have risen above the prescribed concentration value (PCV). An AMP8 scheme is underway to deliver nitrate removal treatment.

We have had two sources out of supply for all or part of the year due to disinfection treatment, with a total WRMP Deployable output of 1.84 MI/d. This loss is included in

outage and deployable output adjustments as appropriate. We have experienced no significant asset outage or supply issues because of raw water quality issues.

3.4 Water Industry National Environment Programme (WINEP)

3.4.1 Sustainability changes

We have made no alterations to the indicative sustainability changes included in our WRMP24. The majority of AMP8 reductions are related to Water Framework Directive deterioration risk and are due for implementation by 2030, except for a previously agreed AMP7 sustainability reductions which have already been implemented.

3.5 Deployable output

As last year, revisions to the WRMP24 AR tables no longer include a deployable output figure for outturn data, which now report total water into supply instead of water available for use (WAFU).

The DYAA adjusted tables include deployable output, which is WRMP24 deployable output, adjusted for long term reductions to supply. These adjustments are as follows;

- An increase of 7.68 MI/d for sustainability changes not yet implemented, to be applied later in AMP8 which are included in the WRMP deployable output figure (for 6.1FL) have been added back in. These are future licence reductions to reduce the risk of deterioration.
- A reduction of 5.85 MI/d has also been made to the WRMP24 figure due to long term outages and delayed delivery of WRMP19 supply schemes assumed to be in place for when WRMP24 commenced. Morden Grange and Gt Chishill were out of supply for the year due to raw water quality issues. Supply schemes at Croydon, Kingston and St Ives has been delayed.

Following these adjustments, the WRMP figure of 102.92 MI/d is therefore adjusted for 2025/26 to 104.75 MI/d in the DYAA adjusted table. Similar adjustments have been made to the Critical Period (DYCP) deployable output in the tables resulting in an adjustment to 146.66MI/d compared to the WRMP deployable output of 144.05 MI/d.

The amendments made to DYAA adjusted deployable output and change in approach in the outturn tables means that the DOs used are not comparable between these tables.

3.6 Water available for use

Once minor imports and exports have been accounted for, operational use, raw water and treatment works losses are deducted the 2025/26 total WAFU for DYAA adjusted is reported as 98.48 MI/d, 1.18 MI/d above WRMP24 Final Plan. Outturn Water into Supply is 91.83 MI/d, and DYCP adjusted WAFU is 148.60 MI/d.

3.7 Bulk supply agreements

We have several cross-border supplies and we have not made any changes to these bulk supply arrangements during 2025/26. These supplies are not accounted for within our reported DI, adjustments are made accordingly.

There have been no changes to bulk supply agreements during the review period.

3.8 Imported and exported potable water

Outturn potable water imported is 0.6 MI/d and potable water exported is 0.16 MI/d. These are legacy cross border supplies to and from neighbouring water companies that supply a small number of customers. None are subject to bulk supply agreements and are under standard commercial terms and consumption varies based on demands.

3.9 New appointments and variations (NAVs)

As per previous annual returns, we have included supplies for NAVs in our total DI figure, we continue to see an increase in these volumes as new NAVs are granted licences in our area, and existing developments are populated. As such, we are now monitoring these separately and can report on consumption volumes separately.

The bulk transfer agreement indicates the maximum demand the development can take, but the actual demand is measured using meters on our network, and this volume is included in total distribution input.

The following table outlines the existing NAVs in our area:

Table 2: Licensed water undertakers in the Cambridge Water area

Site	Anticipated No. Props
Marleigh	1500
Cherry Hinton North	1200
Netherhall Gardens	200
Teversham Road, Fulbourn	110
St Neot's Road, Hardwick	179
Rampton Road, Cottenham	140
Eddeva Park	231
Babraham Road, Sawston	280
Northstowe Phase 1 (Anglian Water inset)	1500
Somersham, Chatteris Road	131
Vindis Site, Fenstanton	94

West Cambourne, Cambourne	3513
Kendale Road, Waterbeach	198
Middlewatch, Swavesey	70
Station Road, Longstanton	108

Of these, Northstowe is the largest site currently with significant occupation, with the others still in various stages development. The consumption for NAVs is included in our DI in the accompanying tables, as per the guidance. We expect this value to increase each year, and we have included projections for these developments in our WRMP24 using information provided by the NAVs.

We are working with the NAVs on key topics within the WRMP. We will continue to work with these organisations, and others that may be granted licences in our area, to ensure a consistent approach to these areas.

3.10 Impact of climate change on supply

We completed work on the impacts of climate change for WRMP24. We have made no changes to this nor to any other changes to our supply forecast. There has been no change to deployable output due to climate change.

3.11 Unbilled water

Unbilled water consists of the sum of legal and illegal unbilled water.

Legal unbilled water is the volume of water used by our customers and not billed such as standpipe water use, voids with consumption and accounts held in query. Components are measured company specific estimates, this year it was 0.93 MI/d.

Illegal unbilled water is, by the very nature of this component, an estimated volume. It is generally described as water theft and covers water use which the company is not generally aware of. This year it was 0.66 MI/d. These estimates go through an annual auditing process.

In total water taken unbilled was 1.59 MI/d, compared to the forecast of 0.42 MI/d.

3.12 Distribution system operational use (DSOU)

In 2025/26 DSOU was 0.41 MI/d, compared to forecast of 0.12 MI/d, this use of potable water incorporates uses from our network due to operational reasons and is not leakage or customer use. Treatment works losses and other operational use such as raw water losses from run to waste and other operational use not recorded in distribution input at sites is 1.61 MI/d, compared to the WRMP24 forecast of 0.16MI/d, which was for treatment works

losses alone. The uplift compared to forecast is mainly due to the drain down of operational storage assets for cleaning and maintenance or inspection.

3.13 Drought Plan

Our current drought plan was published in April 2022 and there have been no changes to this since this date. Our revised draft plan was published in 2026 for consultation as per the 5 yearly review cycle for which we undertook a review of drought triggers and levels of service under a commitment made to Defra when publishing our WRMP. The draft includes proposals to amend our levels of service as follows;

- temporary use bans – not more than one in every 10 years;
- non-essential use bans – not more than once every 50 years; and
- emergency drought orders – not more than once in 500 years.

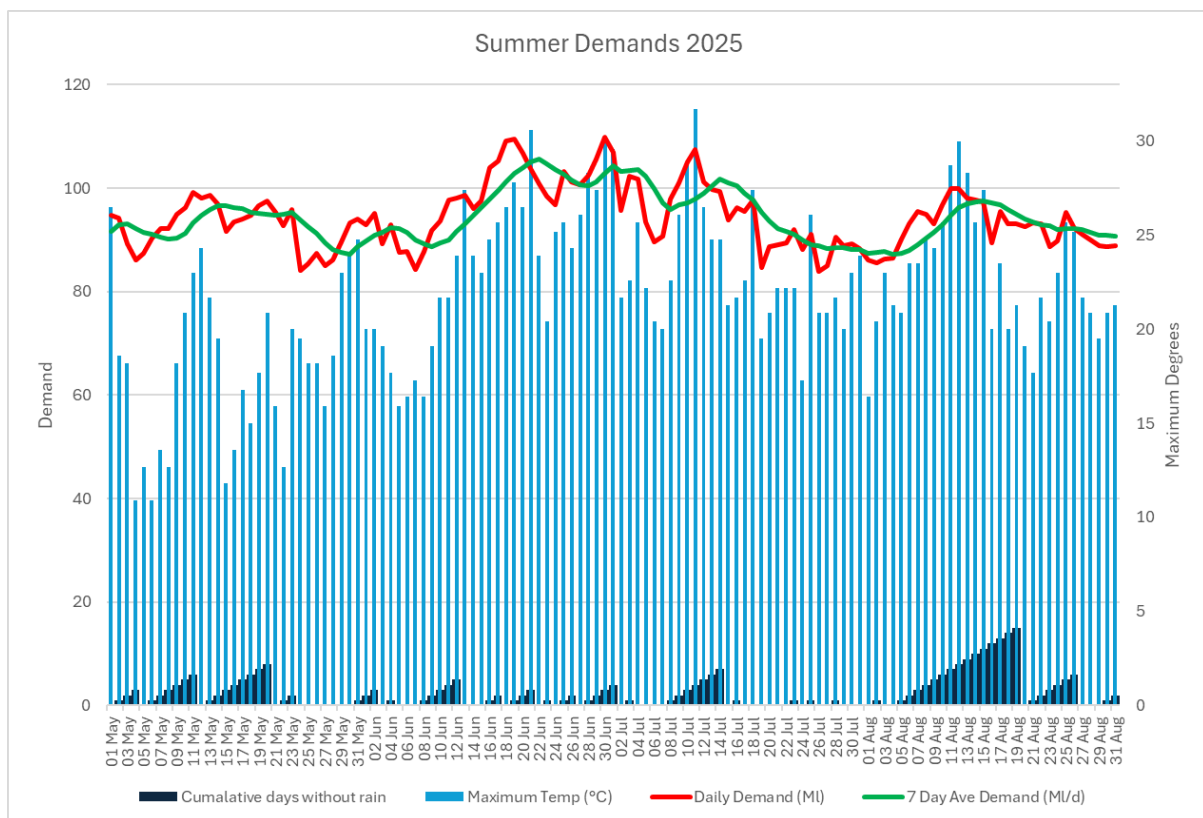
If these proposals are accepted through the consultation process now underway, these Levels of service will be adopted from 2027. These align with the long-term aspirations for the WRMP to be 1:500 resilient. If adopted we will amend the WRMP accordingly, this will not be a material change to the plan.

4. Demand

4.1 Impact of weather on demand

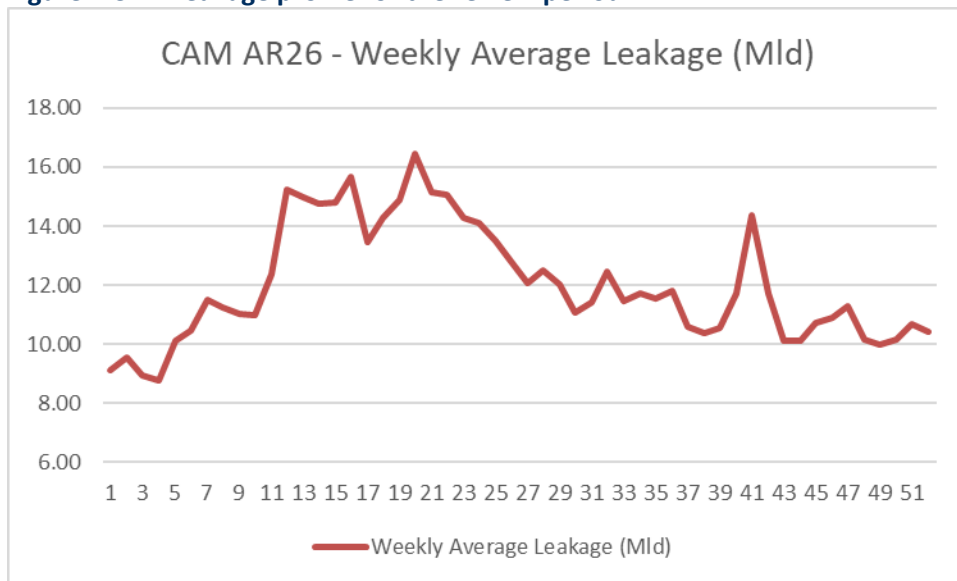
The peak demand period in 2025/26 was seen over 16th June – 4th July 2025, when the peak day of 109.9 MI/d occurred on 30th June, earlier than the typical historical peak which is during July. There were four weeks of high demand where the Average Day demand was 101.9 MI/d coinciding with one of several heat waves during the year, when maximum temperatures exceeded 30 degrees. In terms of overall demands 2025/26 was a high demand year, with some exceptional demand increases due to weather.

Figure 3. Summer 2025 weather vs demand



The winter of 2025/26 had an impact on demand due to a freeze thaw event. There was a large outbreak in leakage between the 4th and 15th January 2025, this increase peaked at around 9MI/d on the 7th January, with an average increase over the period of approximately 4MI/d)

The overall leakage profile for the year can be seen below:

Figure 4 CAM leakage profile for the review period

4.2 Demand Profile

The Post MLE Distribution Input (DI) is 88.37 MI/d. The Annual Review 2025/26 DI is lower than the dry year annual average forecast in the WRMP24 of 91.07 MI/d.

4.2.1 Leakage

Leakage is below forecast for 2025/26, reporting 12.4MI/d vs a WRMP24 forecast figure of 12.68 MI/d. Our Ofwat target for 2025/26 was 14.9 MI/d.

4.2.2 Per Household Consumption (PHC)

Table 4 shows the movement of Household Consumption (excluding Supply Pipe Leakage and Meter Under Registration) for the period 2019/20 (pre-covid) to AR26 (MI/d).

Consumption was lower in 2025/26 than the WRMP24 forecast for both measured household consumption and unmeasured household consumption, by a total of 7.7 MI/d. Household demands below the forecast, are reflected in our low PCC and continued water efficiency efforts.

Table 4 CAM consumption profile to date vs. WRMP24 forecast

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	WRMP24 Forecast 2025/26
Measured Household consumption excluding SPL and MUR (Ml/d)	26.6	31.3	30.7	31.0	27.8	30.7	31.87	38.31
Unmeasured Household consumption (Ml/d)	15.7	16.3	15.7	14.3	12.7	12.4	13.16	14.47
Total Household Consumption (Ml/d)	42.2	47.6	46.4	45.3	40.5	43.1	45.0	52.78

4.2.3 Per capita consumption (PCC)

For AMP8 we are continuing with a significant focus on water efficiency to maintain the decrease in PCC to below WRMP target. Alongside this we have established an internal stakeholder water balance working group, and a consumption monitor working group. These working groups continually assess the system billing and maintenance reports and have completed a deep dive on the billing reports to produce better data and information.

The per capita consumptions below compare the period 2019/20 to 2025/26 in year outturn figures compared to WRMP DYAA forecast. There is a consistent downward trend.

Table 5 CAM per capita consumption profile to date vs. WRMP24

	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	WRMP24 Forecast 2025/26
Household measured (l/h/d)	141.13	132.31	129.02	111.98	114.78	108.5	117.8
Household unmeasured (l/h/d)	174.65	163.32	154.86	141.08	135.07	165.8	187.9
Average household (l/h/d)	150.76	141.03	135.89	119.40	119.85	120.7	131.1

In 2025/26 PCC increased slightly from 2024/25 but remained much lower than 2022/23. The drought during the summer of 2025 caused an increased demand for water, mostly driven by the increase in household unmeasured. Measured household consumption reduced, this indicates that there is a strong driver to minimise use in hot weather when you're on a water meter. Through our engagement activities we were able to minimise the increase in PCC and remain within forecast.

We continue to maintain the 'new' unmeasured household consumption monitor. AR26 is the fifth year from which the unmeasured PCC estimate has been derived. The process

continues to be peer reviewed by Artesia and part of the Company's assurance commitment.

Since 2023 household consumption data has been extracted from our Aptumo billing system. Meters are read once a year and billed twice yearly, with the second bill being based on an estimated reading. A significant amount of data validation has been undertaken in recent years and continues, resulting in improved data quality.

We have improved our approach to water balance, and investment has been made in our household consumption monitors, night use monitors, measured non-household consumption analysis, and water balance component studies. Using the water balance working group, and billing consumption working group, we have continuous challenge and review of our processes.

4.2.4 Non-Household Consumption

Since 'Open Water' came into force in 2017, non-household customers have had the choice of selecting their own retail billing company. As a result we now access meter reading and consumption data via the 'Central Market Operating System' (CMOS), with a monthly report generated from merging the CMOS consumption reports with our own consumption reports. The water balance working group has worked with our retail helpdesk to continue to improve the consumption data we receive.

Our measured non-household consumption in 2025/26 was 26.85 MI/d, which is lower than the WRMP24 forecast of 27.17MI/d. We have started our non-household water efficiency campaigns to support the reduction in non-household consumption.

4.2.5 Development

There has been sustained growth in the Cambridge region for several years, 901 new connections were made in 2025/26. This is below the new build properties forecast of 3,006, but does not include all NAV properties, where property numbers are within demand treated as a bulk supply for connection purposes.

4.2.6 Demand forecast, including population and properties

We comprehensively revise our demand forecasts every five years. This was undertaken to inform our WRMP24 to update population, properties and forecast consumptions for the planning period. For 2025/26 outturn domestic properties connected was 145,268, lower than the forecast of 150,750.

4.2.7 Demand forecast, including population and property forecasting

We updated our property and population growth forecasts as part of our WRMP24 development. We have made no changes to our WRMP24 assumptions.

5. Metering

In 2025/26 as a business we moved from our WRMP19 strategy of meter optants to increase our penetration to our WRMP24 AMP8 Universal Metering policy. This applies to domestic customers and sits alongside a programme to upgrade non-household customers to AMI smart meters. In the Cambridge region we remained reliant on optant installations in 2025/26, with the universal metering programme rolling out in 2026/27. We achieved our target installation number during 2025/26.

Households are still entitled to opt for a free meter installation in areas where we are not focussing on universal metering. By the end of AMP8 we aim to achieve meter penetration as close to 100% as is possible.

The metering delivery table outlines our progress in meter installs throughout AMP7 and 2025/26. This figures that build up this table is aligned to the metering programme table submitted in March 2026, although as noted in our response to the metering tables the calculation for meter penetration in that table, along with this additional data table, differ from the WRMP and WRMP AR guidance. This means our metering penetration is shown as higher in this sheets, than it is on our out turn sheets.

It demonstrates that as per the guidance given during the previous submission, our installations during AMP7 were classed as AMR, and our AMP8 installations are classed as AMI. We do not have a value recorded for “total before 19/20” and therefore we have used the 2019/20 figure to enable the table to calculate a response

Although our AMI meters are not currently acting in a smart capacity, earlier this year, we successfully appointed our smart metering network provider. We are now progressing a retrofit campaign to upgrade existing meters to smart capability, alongside the installation of AMI meters this summer for all new universal metering and optant installations across both our regions.

As more of our customers move to smart meters the level of data we receive will increase, which will improve our capability to complete targeting water efficiency engagement with our customers. We need to ensure we can manage this data effectively and share this with customers in a way that is beneficial, therefore at this point in time we are not producing an app for customers to use, but are instead focussing on ensuring we increase our metering penetration and internal processes to deal with the additional data.

In 2025/26, 4,679 AMI enabled meters were installed for domestic household properties. We installed 465 upgraded AMI meters to non-households and 32 new AMI meters to previously unmetered non-household premises. We have also had 901 new connections, both domestic and non-household, to our network which all have AMI meters fitted.

We exceeded our internal installation target for year 1, and as such the year-end total meter penetration for 2025/26 is 75.6%. This compares to the WRMP24 forecast meter penetration (including voids) of 77.7%. Although we are slightly behind our WRMP forecast,

as committed in our joint regulator actions we will catch up the shortfall from AMP7 over the AMP8 period.

5.1 Leakage

Total leakage in 2025/26 is 12.4 MI/d. We have exceeded our Ofwat in year target of 14.9 MI/d, and the WRMP24 forecast of 12.68 MI/d.

2025/26 brought a range of climatic conditions that impacted leakage levels. During spring and summer period we suffered a prolonged dry weather period. Coupled with several heatwaves, we saw very low levels of soil moisture deficit. This drying out of the ground led to ground movement and an increase in leaks located and repaired on the network. Following on from this, we also experienced a freeze thaw event later in the year which also caused a breakout of leakage. Whilst we have experienced colder and longer freeze events in some previous years the impact was more pronounced. This is because of the significant changes in ground conditions across the year. Summer saw the very dry ground, then heavy rain in autumn, then the freezing and thawing later in the year led to a compounded impact.

All our leaks are mapped and fed into our asset management database to inform our future mains renewals programme. We keep this up to date with the latest data and if we see any changes to priority areas as a result, we are able to adapt our renewal programme throughout the AMP.

We continue to calculate bottom-up leakage using data obtained from DMAs, which monitor an area of approximately 1,000 to 2,000 properties. We provide further details of our 2025/26 leakage and PCC performance in the annual performance report (APR) that we will submit to Ofwat in July 2026.

5.2 Consistency in reporting methodology

We achieved full audit compliance in 2025/26 for per capita consumption in both regions.

5.3 Water efficiency

We have continued with our BAU water efficiency activities. These include:

- Use of Get Water Fit – online and virtual customer water efficiency audits and provision of water saving devices.
- Water efficiency messaging with social media and our website.
- Engagement at local community events promoting metering and sharing water efficiency advice and products.
- Direct engagement with our customers through our summer efficiency campaign.
- Offering of incentives to Developers for water efficient house building.

During 2025/26 we distributed over 3,600 water saving devices through our Save Water Save Money collaboration in the Cambridge region, saving circa 0.03 Ml/d.

WRMP24 target position for average PCC at the end of 2025/26 was 131.1 l/p/d. Our actual outturn is 120.7 l/p/d.

We will continue with our business as usual activities through year 2, and expect to see similar benefits as we consistently achieve these year on year. Additionally in year 2 we will promote phase 3 of our Yes We Cam behavioural campaign.

5.3.1 Options Benefit Delivery

The new Options Benefit Delivery tab outlines the benefits achieved through the actions taken in 2025/26. This aligns with the new Water Environment and Security of Supply Metric, as submitted in April this year, and our Ofwat table 6F.

The tab only outlines where we have completed activities to enhance our performance, it therefore does not represent the activities that we have done to maintain base. For example, we completed more leakage activities than in previous years, but this was to address an increased number of leaks seen and to maintain performance.

Historically we have not recorded benefits in the way that this table has requested the data. Historic returns of table 6F has been used as a guide, but it does not cover the lines 14-25, and 28-29, 34. It is not possible to gather this historic information.

5.3.2 Water Scarcity Group

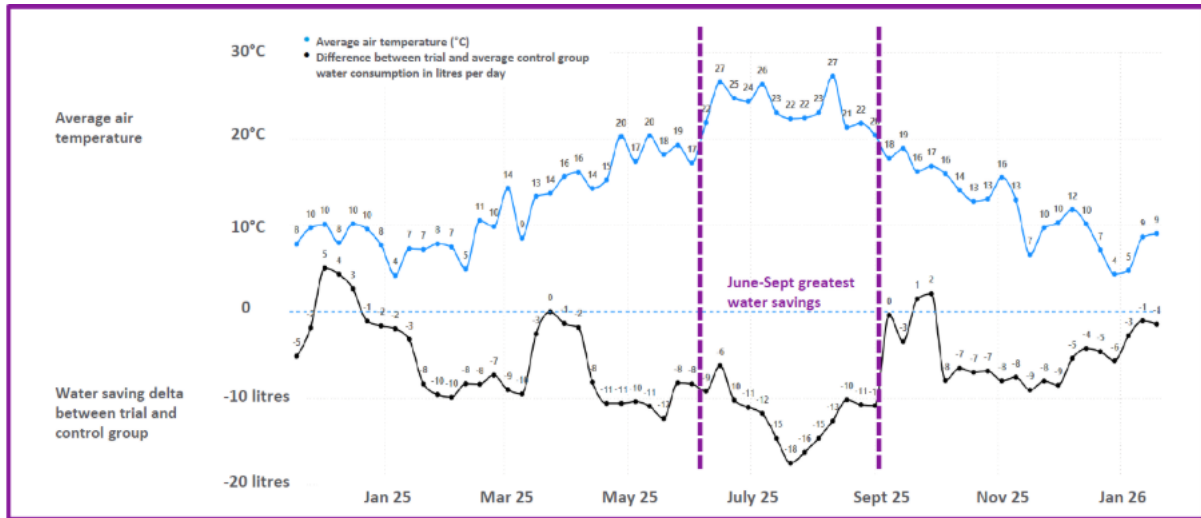
In 2023 the Water Scarcity Group set up by Government to unlock the current blocked growth in Cambridge resulting from concerns around the sustainability of supplying these, as well as looking at how to enable the Government's long-term development aims for the area as outline in the Case for Cambridge¹. We continue to be an active partner in this group, supporting the identification of opportunities to unblock and enable growth in the city through delivery of a range of interventions that reduce the demand for water as well as potentially increase the availability of water supply.

5.3.3 Nectar scheme

We continue to support the Ofwat innovation trial project which has now been live for 18 months. Circa 4,900 customers have been recruited onto the trial and performance is monitored against a control group. Emerging findings indicate a moderate to strong negative correlation between air temperature and water consumption, as shown in the chart below. Customers are incentivised by award of nectar points based on "winning streaks" i.e. customers achieve gold tier for 3 weeks water savings, platinum tier for 4 weeks water savings etc. The programme looks to trial different incentives and tiers to see which drives the biggest water savings with customers. There is also a range of behavioural science trials

¹ [The Case for Cambridge - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/case-studies/case-for-cambridge)

to test looking at email update frequency, whose voice works best and whether individual responsibility vs collective action is a larger motivator.



5.3.4 Non household consumption reduction

In 2025/26 we launched our first targeted campaign of water efficiency on NHH users and through two separate workstreams we saved 0.25 MI/d in our Cambridge region. Following agreement from the relevant retailers we worked with two external companies to complete different NHH water efficiency approaches.

In one project we part funded whole building water efficiency retrofits at over 100 NHHs, across hotels, coffee shops and supermarkets. In the other project, the company used a tool to identified super high water users in comparison to other NHHs within the same industry category. On site water audits identified a range of issues from internal wastage to supply pipe leakage. Following advice, customers addressed these issues to reduce the significant bill impacts.

Additionally, we initiated our partnership with Wave on the Big Blue Eco Project, focussing on completing water audits and installing water efficiency devices across schools in our Cambridge region. These water audits are to completed this year, with benefits to be identified and redeemed through 2026/27.

Finally in our Cambridge region we continue to support MHCLG's weCB fund, being managed by MOSL. We wrote letters of support for two submissions, and are waiting to see which projects get progressed through for phase 1 funding.

6. Headroom and options

6.1 Target headroom

We update our target headroom every five years as part of the WRMP process. This was recently undertaken for the WRMP24 update.

We have included the WRMP24 target headroom of 3.26 Ml/d in our DYAA adjusted data tables for this submission. We have not uplifted target headroom for the dry year factor as this is not appropriate for the uncertainties included in headroom. Target headroom for WRMP24 has slightly increased from WRMP19.

6.2 Selected options

Our WRMP19 outlined supply side options to reintroduce three sites as outlined below:

- Croydon - required to maintain supply/demand balance
- Kingston –to support operational resilience
- St Ives – to support operational resilience

WRMP24 assumes that these three options are in supply. However, delivery of these schemes has been delayed and adjustments made to the WRMP supply figures used in the tables accordingly. This is a reduction of 3.8 Ml/d to deployable output. We are expecting all three schemes to be delivered with water into supply by the end of 2026/27.

Recommendations following the draft WRMP24 plan was to consider fast tracking a supply option at Fenstanton featured later in the planning period for earlier delivery in AMP8. This would provide resilience against any increased rate of growth in AMP8 that may risk other abstractions potentially increasing and associated the environmental deterioration risk. Ofwat have supported this in our business plan and this supply option has been included in our final WRMP24. It is closely associated with the St Ives supply option as it will use combined treatment works. The programme for design and procurement has commenced 2025, with water into supply expected in 2027, following Croydon and Kingston. In combination these will provide a supply benefit of 1.9 Ml/d under average conditions.

Croydon is currently in progress and is expected to be completed in early 2027 and will deliver circa 1.4 Ml/d under 1:500, and an annual average of 1.01 Ml/d from 2030 following licence cap for preventing deterioration. Kingston is also in progress and expected to be completed in early 2027 and will deliver circa 0.92 Ml/d. These schemes have been delayed due to planning requirements and alternative design requirements following survey of the existing assets. Procurement for the design and construction is underway.

6.3 Supply-demand balance

We have a positive outturn supply demand balance for 2025/26 of 3.46 MI/d compared to the forecast of 2.97 MI/d for a dry year in WRMP24, this aligns with expected forecast figures when considering reforecast WRMP24 figures.

The DYAA adjusted supply demand balance is 2.52 MI/d, comparable to the DYAA forecast of 2.97 MI/d for WRMP24, reflecting some delays to capital works to increase overall deployable output, and the warm dry year with high demands similar to a DYAA scenario. We have resolved most of the water quality driven outages going into 2025 and expect that all will be returned to service by the end of 2026, to support planned licence reductions whilst maintaining a positive supply demand balance in line with DYAA forecasts.

7. Forward look

2025/26 has seen us deliver strong performance in key areas such as household consumption and leakage. Despite the dry year and record temperatures, our outturn position is favourable against the WRMP24 forecast.

Weather effects on supply and demand through the year were challenging, with several warm dry spells, heatwaves and record temperatures. Much of the country was in drought, our drought plan was in effect at Level 1, and we implemented the measures outlined in our drought plan to help manage supply and demand.

Overall, the year was a dry year, and saw the highest average day demands to date, however our water resources position remained stable, and demand was less than the DYAA forecast in WRMP24. Despite a challenging year we have ensured that customers have a secure supply of high-quality water, provided in an environmentally sustainable way.

We have maintained our focus on asset availability and outages, supported by investments recognised in our AMP8 business plan. We resolved the impacts of high rainfall in 2024/25 on nitrate peaks by implementing asset upgrades and within the year saw fewer outages overall, and less related to raw water quality.

Ensuring full availability of all abstraction sources is a priority so that we can continue to meet the peak summer demands seen in recent years when these occur, and to be able to abstract from locations to minimise any environmental impact. We maintained high availability of source works in 2025 to meet the summer peak demands, following some significant work and detailed summer preparations, which is reflected in our outage and deployable output position. The periods of significant dry and warm weather saw some challenging customer demands; however, we experienced no supply issues. Whilst our drought plan was activated, we did not have to consider TUBS during the dry period. With the second part of 2025/26 seeing above average rainfall, water resources ended the period in a good position, with a return to average conditions. An early period in 2026 of very warm weather did however increase demands to record levels for the time of year and put pressure on resource early in the year. Our next annual review will reflect on the impact this had.

Our drought plan was updated during 2025 and published in 2026 for public consultation and includes several proposed changes to drought triggers and our levels of service. If these are supported and endorsed, then we will amend our WRMP accordingly, this will not be a material change requiring consultation. If supported for publication in 2027, our level of service for TUBS will be reduced to 1:10, which aligns with other companies in the region.

The new planning period for WRMP24 brings several new challenges. The growth agenda in our area has been elevated with government support and whilst our plans are based on existing growth forecasts, we are working closely with many stakeholder groups to ensure we can support growth without risk to customer supplies. This includes the Water Scarcity Group, local authorities, Water Resources East, MHCLG and other local stakeholders. Our

WRMP24 options are being delivered as rapidly as possible, and we have been exploring additional options with the support of the Environment Agency where these could support acceleration of growth in our region. We have already brought forward one of our WRMP options.

The WRMP24 options that we have commenced for demand management, such as restrictions on large non-household connections, universal metering and enhanced water efficiency alongside our leakage reductions will help manage demand from increasing despite the growth expected in new connections. Two major supply side options in our plan, Grafham transfer and Fens reservoir will enable us to reduce our abstractions from the chalk aquifer and remove any risk of deterioration. Whilst a big step forward in ensuring environmentally sustainable abstractions, these will create challenges in our operations due to the requirements to change how we move water around our networks, and the differences in water sources requiring treatment or blending to ensure no customer impact.

7.1 Grafham Transfer

Cambridge Water is working closely with Anglian Water to deliver the pipeline from Grafham Reservoir to Madingley Reservoir during AMP8. To ensure that the project is delivered as efficiently as possible, both programme plans have been aligned through the support of Atkins Realis, and joint working on key aspects of the project are underway. This includes undertaking public consultation along the full route together, ensuring consistent messaging and clear routes of feedback and input to the project. Cambridge Water have utilised Anglian Water contactors to deliver specialist environmental activities; this has delivered efficiencies in programme scheduling and cost. In addition, a single planning permission application will be submitted by both companies on behalf of both the Anglian and Cambridge legs of the pipeline delivery. This will ensure no duplication and clear visibility and points of contact for the relevant local authorities.

Our programme is progressing to schedule with all environmental and ground investigations now complete. The planning application is on track for submission in September 2026, and the overall programme online to be complete by March 2030.

Through our recent public consultation events, and ongoing engagement with local stakeholders, landowners and customers it has become clear that there is significant concern that a pipeline will be laid over the next few years, and then the same corridor of land will be impacted several years later as the Fens pipeline is proposed to use the same route. As such, we have reviewed the options to reduce this disruption. We have adapted our programme to ensure that the pipeline delivery now can service both the Grafham and Fens pipeline - this will reduce not only the disruption but will also be lower cost overall to customers and involves less disruption to the environment. Following discussion at a recent Water Scarcity Group, we are currently working at pace to confirm whether this will be a single pipeline solution, capable of taking the Grafham supply and then switching to take the Fens water, or whether we lay two pipelines now, one for the Grafham Transfer and one for the Fens supply. Factors influencing this include:

- Commissioning capability
- Water quality considerations
- Resilience
- Future growth
- Cost
- Impact to programme schedule

Our WRMP states that water will be available from Grafham in 2031/32 - the above changes will not impact this water into supply date.

The 2032 date is dictated by the delivery of the Grand Union Canal and Minworth schemes by Affinity Water and Severn Trent Water. These schemes enable Affinity Water to remove its reliance on a transfer from Grafham Water, and this frees up water to transfer to Cambridge Water. These projects are Strategic Resource Options (SROs) within the RAPID programme. Any changes to delivery dates of these programmes would affect the water into supply date of the Grafham Transfer and our assumptions within the WRMP. If there are any identified changes to these dates, we will update the WRMP profile at the next annual return.

7.2 Fens Reservoir

The Fens reservoir continues to progress with Anglian Water taking the role of lead party in this next phase of development through AMP8. Throughout the first year of AMP8 the project has focused on design and development as well as developing the commercial arm of the project. Examples of deliverables include:

- Source water analysis and optioneering
- Public consultation focusing on traffic and transport, alongside updated design
- Further ground and environmental surveys
- Development of trail embankment proposal - taking lessons learned from the Havant Thickett reservoir programme

In addition, both companies have been working closely with RAPID to develop the funding and commercial elements of the project.

DCO submission is expected in December 2027 and so we have agreed with RAPID that our Gate 3 submission should move further back in the programme schedule to better align with this date. In addition to this, we have had confirmation that Fens will move to the new gateway process recently introduced. This works to align the Ofwat major project stages and the RAPID gateways, and so the next Fens gateway will be Gate B. We are currently working with RAPID to agree the optimum date for this.

The next design freeze on the project will be at the end of summer 2026. This will ensure some of the currently optionality in the design can be resolved, and in turn will lead to updates to both the programme schedule and costings. This will be produced in quarter three of the year. As the DCO date is now later in the programme than at Gate 2, it is likely

that there will be associated changes to the cost and programme timescales that will need to be included in an update to the WRMP.

Any WRMP updates need to be undertaken prior to the next RAPID Gateway to ensure that it remains the best value option. As outlined above we are not in a position at this annual return to make those updates to the WRMP. Our discussions with RAPID around dates for the next gateway indicate this will be after the next WRMP annual return submission, and therefore we will make any necessary updates to cost and water in supply dates in that submission. This will be in June 2027.