Cambridge Water

Cambridge Water Joint Regulator Letter 2024/25

Supplementary Technical Report

Cambridge Water

Contents

1. Enabling sustainable growth

We continue to support the water scarcity group in our joint ambition for sustainable growth in Cambridge. As referenced in the letter, we have committed to supporting the water efficiency retrofit activity with meter installations, if required. We will also work with GCP to ensure the SBD tool remains up to date and is utilised to drive the appropriate decision making.

The following sections detail additional activity we have undertaken to support the drive for sustainable development in Cambridge.

a. Non-household connection restrictions

In April 2025, we implemented a new non-household connection assessment procedure, that would look at restricting any requests over 20 m^3/day. Since implementing the new policy, we have not rejected any non-household connection requests. Only one proposed development had a demand need of over the threshold of 20 m^3/day but we worked closely with the developer to help influence the design and reduce the demand for water under the threshold level, and as such it is now able to progress.

The table below shows the impact of removing our non-household connection policy on the forecasted supply demand balance (SDB) in two key scenarios.

If non-household demand and our consumption reduction activities follow the trajectory in our WRMP, we would be able to lift the policy and still retain a positive supply demand balance until 2032. Currently, our non-household consumption outturn is higher than we expected to start AMP8 on. Although this is before we have implemented any water efficiency options as outlined in WRMP24, this higher starting point adds additional pressure when we are aware there is a desire for economic growth in the area.

We will continue to drive our water efficiency campaign in the non-household area as outlined in detail in section 5 below, but if growth continues above the forecast, additional effort would be required to realise reductions to NHH demands to the forecasted level in the WRMP. We have recognised this early in the cycle, and aim to address this, however if we are unable to realise additional efficiency savings to maintain NHH pre intervention demands as expected, then lifting the enhanced review could lead to deficits by 2030.

	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32
WRMP24 SDB	2.97	3.48	3.43	3.78	5.83	2.05	2.33
SBD without NHH policy savings	2.69	2.91	2.58	2.67	4.48	0.45	0.51
SDB based on 2024/25 consumption without NHH policy	2.27	2.34	1.88	1.79	3.41	-0.84	-0.98

Whilst delivering the WRMP activities theoretically means we are able to lift the policy without further intervention, we are concerned that:

1. It may lead to increased abstraction from existing sources to meet this additional demand. Whilst this increase would still be within licenced limits, it potentially poses a risk of deterioration and reduce our headroom.
2. Non-household demand forecasts are more uncertain than household as the sector (e.g. hospitality, labs, manufacturing) and scale of the development can significantly impact the demand for water. As such, there is a risk that growth, and therefore demand for water, is greater than forecast as local government look to promote economic growth in the region.

As a result, it is important that we explore other opportunities to support the removal of the policy to ensure abstraction volumes are not increased and further restrictions are not required at a later date.

We are also keen to ensure that any lifting of the policy does not remove the focus for developers on driving demand for water down and delivering highly water efficient developments. We want to ensure that the requirements through the planning process are ambitious standards and wish to continue working with Greater Cambridge Shared Planning and Developers to support and advise on reducing demand in new developments. The existing policy has delivered a reduction in demand on the scheme mentioned above – without this need, there may be little incentive for developers to do all that they practicably can.

We are also aware that adjacent water companies have similar non-household restrictions in place. There is a risk that if we remove the restrictions in Cambridge, it will encourage other developers to move their proposals into Cambridge Water region. This growth will currently be forecast in other water company WRMPs so would be above our WRMP forecasts. This risks our ability to be able to continue to connect all non-household properties.

We are also aware that government will be shortly sharing its updated growth targets for the region. There is significant potential that this forecast will be higher than that in the WRMP.

We are proposing to explore the following opportunities to support the lifting of the policy either through additional demand reduction activity or exploration of additional supply options:

- Work with horse racing businesses in our area to develop alternative sources of water to support activity on site.
- Progress the feasibility on WSP options as outlined below in section 3a.
- Continue our engagement with the various farm reservoir projects in our area to support further feasibility and development activity as a potential short-term solution e.g. East Cambridgeshire & Eastern Powerhouse, South Levels etc.
- Work collaboratively with all partners to bring Eddington online, as outlined below in section 1b.

Our cumulative view of all these options pre-feasibility is circa 28 Ml/d, but at this stage we are unable to predict the outcome of these to provide a robust scale of the impacts and the timing of this. We propose to ensure regular updates on progress and outputs from the above with the EA, through our regular meetings, and through the Water Scarcity Group.

Currently there are too many uncertainties, particularly as we await the updated growth ambition from government and we explore the potential of additional supply side options, to be able to commit to a date to removing our policy. Early removal means we could be in a position further down the line where we need to re-implement the policy because growth is higher than forecast in the WRMP or because none of the options outlined above are viable (either in whole, or in the timelines required). We are keen to ensure that any changes to the policy are undertaken based on robust data and that we do not need to reverse the decision further down

the line. We need to ensure that we are providing a resilient supply to our domestic customers, as per our statutory duty, and not having a negative impact on the environment. However, it is important to reiterate that we have not refused any connections as a result of the policy to date and therefore there has been no impact to growth.

We are keen to be in a position to lift this policy, and as we get clarity of the above items over the coming months we will ensure we keep the water scarcity group, as well as Defra and the EA, up to speed on the outcomes and the implications for the policy.

b. Eddington

In October we hosted Defra, the DWI and Cambridge University to view the Eddington water re-use scheme and help drive forward a solution to operating the site as intended.

Eddington is a development-wide dual-piped system, with the infrastructure available to use the non-potable supply for elements of the household such as toilet flushing. Concerns were raised through the DWI several years ago about the risks of misconnections and public health, and current legislation means the site has not been able to operate as intended.

We have engaged with Defra on many occasions over the last few years to reiterate the importance of reuse in improving water efficiency and the need to resolve this issue. We supported the preparation for potential consultations and public engagement on this in order to drive a resolution, and so very much welcome the Ministerial Taskforce focus on this issue and are committed to supporting the delivery of this project.

We are completing a Drinking Water Safety Plan Assessment for the Eddington supply system to aid the DWI in assessing mitigation by 14th November. If risks could be addressed through amended policy or special derogation, then the ability to use Eddington will provide a 0.2 Ml/d benefit to existing demand. There is also potential for an additional 3500 homes on this site, and the ability to utilise re-use on these would reduce the overall demand for water from the site by up to 30%.

However, the site requires additional investment in order to deliver supply as intended. During the initial commissioning of the plant, it was identified that the raw water quality meant secondary filtration treatment is required. This additional activity was never progressed due to the non-viable nature of the scheme at that time.

This additional treatment is likely to be in the region of £0.5m-1m, with a lead time of circa 6 months for delivery of the additional treatment.

To resolve the challenges at Eddington, and in turn pave the way for future reuse schemes across Cambridge and the wider country, we require Defra and the DWI to work collaboratively with us to agree an appropriate way forwards to resolve the existing issues.

c. Changing levels of service

We have reviewed several temporary adjustments to our levels of service, and do not consider these to be viable ways to improve our supply demand balance, however we welcome discussion with the Environment Agency on our reasoning outlined below.

Having reviewed the impact of changing our Levels of Service we are proposing to adjust them in our draft drought plan to 1:5 for enhanced communications and 1:10 for temporary restrictions on domestic customers.

However, these changes in levels of service do not provide any additional deployable output, as they are tools to reduce demand in a dry weather scenario.

The baseline deployable output in the WRMP is for modelled 1:500 drought resilience. This has already been adjusted in the SDB to a 1:200 drought resilience, which equates to a 0.5% annual chance of deployable output yields reducing to the supply volume within the WRMP.

We have also reviewed the impact of changing from a 1:200 deployable output across all sources, to a 'normal' year licence or hydrological constrained yield. Whilst this would increase total water available for supply, it would also increase abstraction above the levels agreed with the EA due to the risk of deterioration of the local chalk waterbodies. Because of this we feel there is no change to levels of service that we could make without increasing the risk of environmental deterioration.

d. Reducing headroom allowance

We have adopted an 80%ile risk profile in our headroom allowance, which includes components of supply uncertainty, demand uncertainty and climate change. Of this, 69% is demand consumption uncertainty. In discussions with the Greater Cambridge Partnership (GCP), we have demonstrated how our headroom allowance would accommodate growth above the local plan in line with the emerging plan for growth published by GCP following the adopted local plan.

The supply components of headroom are allowances for uncertainty in supply which it would not be appropriate to reduce. Reducing headroom to the 70%ile would reduce the allowance by >2Ml/d which would introduce unacceptable risk based on the consumption variations that we have experienced in our annual reviews. It would therefore not allow for additional growth set out in the local authority emerging plan.

Summary

- We are keen to support the request to remove the NHH connection policy we have adopted since April 2025. However, we need resolution on key areas of uncertainty such as updated government growth forecasts and the potential feasibility and timescales of additional demand and supply options to be able to confirm the timeline for this. We'll progress a wide range of activity and ensure constant dialogue with the EA, Defra and the water scarcity group on progress.
- We believe Eddington has significant potential to reduce demand across the existing housing stock of 1500 as well as for the potential additional 3500 homes for this site. The issues surrounding reuse are complex and require all stakeholders to work together at pace to ensure the project can move forwards and pave the way for similar initiatives across the area and wider UK.
- Having reviewed potential changes to our levels of service, drought resilience and headroom, we do not believe these will increase baseline water available and bring in too much additional environmental and supply risk so are not viable options.

2. Supply Demand Balance

We were pleased to report that our SDB was positive in both of our outturn scenarios and in the DYAA adjusted. However, although positive, our DYAA adjusted was lower than our forecast, and we reported a negative SDB of -7.69 in our Dry Year Critical Period. This has been driven by outages as adjusted in the DO figures. We have provided further information on our outage performance and plans in section 3 below.

Whilst we acknowledge we have improvements to make, elements of our SDB are performing well which continues to support us in reporting a DI within forecast for three of the four scenarios reported.

Overall, we continue to have an industry leading PCC, having reported under 120 litres per person per day (l/p/d). This is an 11 l/h/d benefit against our forecast, which equates to 4 Ml/d.

We have also met our leakage targets, delivering a 2.33 Ml/d improvement against our forecast. As highlighted in the Ofwat Water Company Performance Report in October, we have delivered the largest leakage reduction in the sector over the last 5 years at nearly 22%. This is 8% more than our target.

Our outperformance may help us to support the removal of the enhanced NHH review, which we discussed in detail in section 1 above.

As this AR was against 2024/25 figures presented in the WRMP24 tables, we feel the DYCP SDB calculation does not accurately reflect our critical period deployable output. This is because it is not a forecast figure in the tables for 2024/25. It would be more appropriate to apply the 2025/26 figure from the WRMP24 tables, or the WRMP19 figure for 2024/25. We have raised this issue of crossing WRMP periods for reporting purposes with the EA and worked through for the DYAA, but not for the DYCP forecast.

Both DYAA and DYCP for 2024/25 are impacted by long term outages, a large proportion of which we have now resolved, and the remainder with a clear plan in place as outlined in further detail in section 8 below.

We know that whilst we have areas of industry leading performance, there are areas we still need to improve on to ensure there is confidence that we are providing a secure supply of water that can support planned growth and not risk causing environmental deterioration. The sections below outline our plans to drive improvements across those areas.

Summary

- The SDB is made up of multiple constituents and our sector leading performance in both leakage and PCC are delivering circa 6.33 Ml/d additional benefit above our WRMP24 commitments.
- We know we have improvements to make to our outage performance in particular and have resolved long term outage at some key sites already in 2025.
- Our non-household water efficiency is a multi-workstream project and is focused on reducing demand where possible across key sectors such as hospitality, retail and education.

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3. Deployable Output (DO) and delayed supply options

a. WSP feasibility studies

We have welcomed having an independent perspective and overview and as outlined in the WSP report, we have been very supportive of and contributed to the development of this analysis into potential new supply side options. We are already delivering several of the potential opportunities identified, as well as already progressing feasibility on another. We have undertaken a further detailed review of the outputs of the report and as a result, we are proposing to undertake feasibility studies on options 5 and 6 from the WSP report.

Option 5 refers to returning four sites back to supply, or utilising additional unused licence, at Brampton, Houghton, Fenstanton and St Ives.

Site	Comments	Status	Target Date
Fenstanton	Design underway, feasibility to be undertaken to identify potential for higher yield	On track	March 2027
St Ives	Site design underway	On track	July 2026
Brampton	Site was previously AWS abstractions. Feasibility to be undertaken. Engagement with EA required.	Not started	Jan 2026 (to commence feasibility*)
Houghton	Site was previously AWS abstractions. Feasibility to be undertaken. Engagement with EA required.	Not started	Jan 2026 (to commence feasibility*)

*subject to engagement with the Environment Agency

Option 6 looks at groundwater development of the Lower Greensand Formation aquifer, known as Woburn Sands. The report refers to five locations.

Site	Comments	Status	Target Date
Kingston	Site design underway	On track	March 2026
Croydon	Site design underway	On track	March 2026
Lordsbridge	Feasibility to be undertaken. Engagement with EA required.	Not started	Jan 2026 (to commence feasibility*)
Swaffham Prior	Site was previously AWS abstractions. Feasibility to be undertaken. Engagement with EA required.	Not started	Jan 2026 (to commence feasibility*)
Dunston	Site was previously AWS abstractions. Feasibility to be undertaken. Engagement with EA required.	Not started	Jan 2026 (to commence feasibility*)

*subject to engagement with the Environment Agency

As outlined above, we will take forward five new sites for feasibility studies; Brampton, Houghton, Lordsbridge, Swaffham Prior and Dunston. However, it is noted that none have been in supply for several years. This means they do not have any recent actuals which under current Environment Agency policy would mean they are unable to be progressed as they cannot meet WFD no deterioration. Therefore, prior to initiating the work, we will engage with the Environment Agency to ensure that they will support us to proceed with a feasibility study.

Option 7 outlines the development of the Sports Lake Reservoir. Since the publication of the WSP report we have already taken this option forward. We have commissioned work to further model the expected yield, downstream impacts and delivery risks. To avoid confusion the Sports Lake Reservoir, which is a variation on our WRMP24 options CW24-57 and CW24-71, is currently selected in our WRMP24 in 2040 and so we are reviewing the potential to bring this forward. This will include a review of bankside storage requirements and options to be considered, which is a time critical element for consideration of suitability for delivery prior to 2032.

Whilst we appreciate other options identified had some potential, we are not progressing other options in the list at this time due to the following themes:

- Time to develop and deliver option – would not be available to support substantially prior to 2032 and therefore not prioritised at this time, although could be explored at a later date for longer term options.
- Availability of water – water not likely to be available year-round and therefore unable to support baseline water supply. This means this option would not support growth.
- Complexity and uncertainty – schemes outlined with high levels of complexity and uncertainty, particularly those linked to the chalk aquifer, are less likely to be delivered in the timescales and at a comparable cost to some of the other options.

For us to progress feasibility and more detailed analysis on the options outlined above, it is vital that we work closely with the Environment Agency and Natural England. The potential lead times of all these options mean we need to progress at pace if we are to recognise any short-term benefits, and this means we need to have clear direction and guidance during our investigations and on the outputs. All these options had previously been deemed unfeasible due to environmental concerns, and as these concerns remain, it is key that we are clear what potential mitigations would be acceptable and whether options are able to progress with the Environment Agency.

As we commence this work, we propose to form a steering group with key members of the Environment Agency to ensure we can share progress and agree the direction in a timely manner.

b. Delayed supply options

We had three supply schemes in WRMP19 for completion by the end of AMP7 which were delayed into AMP8. Last year we outlined that two of these were due to be delivered by the end of the first year of AMP8, and one shortly into the second year. We are on track with this delivery with all three planned to have water in supply on the same dates as reported last year.

St Ives

St Ives will bring a benefit of 1.6 Ml/d average upon completion. Fenstanton, designed to come into supply by 31/03/2027, will transfer 0.44 Ml/d to St Ives for treatment. Following further planned investigation work at Fenstanton, this may rise to 1 Ml/d. As outlined previously, to ensure St Ives could effectively treat the additional flows from Fenstanton, we have ensured the design phase of St Ives incorporates any potential additional needs.

An ecological survey identified the need to apply for a licence to move badgers so that we can complete the required installation of power and pumping infrastructure at Fenstanton. This has delayed our completion of the sampling and analysis, however our current design at St Ives allows for additional treatment processes to be incorporated should the sampling results need additional treatment.

St Ives is planned to be in operation by July 2026, with the following project plan:

- Process and Outline Design – October 2025
- Fenstanton Sampling and Analysis – January 2026
- Detailed Design – January 2026
- Construction – May 2026
- Commissioning – July 2026
- Water Into Supply (WIS) – July 2026

Kingston

Following our successful feasibility review in 2025 we continue to progress with the scheme to deliver an additional 0.9 Ml/d from Kingston. Whilst we have identified some raw water quality issues, we are building in treatment to address this risk in the final design.

The project plan is outlined below:

- Design – November 2025
- Procurement – November2025
- Construction – February 2026
- Commissioning – March 2026
- Water into Supply (WIS) – March 2026

Croydon

During delivery in AMP7 we identified that we would need to re-design the project following an inspection of the existing filter vessels. Issues identified by the supply chain on the quality of the final water post filtration under all operating conditions delayed the final process design guarantees, and this is being worked through with our suppliers.

The project plan is outlined below:

- Revised Design – September 2025
- Procurement – October 2025
- Construction – November 25 – March2026
- Water into Supply (WIS) – March 2026

Summary

- We are underway delivering some of the options outlined in the WSP report and have already commenced feasibility on another.
- We have now committed to undertaking feasibility on 5 additional sites. We will engage with the EA up front to help support the feasibility and ensure a pragmatic and pacey approach can be taken.
- Our capital investment at St Ives, Kingston and Croydon remains on schedule to deliver water into supply in 2026, aligned to dates previously shared. Fenstanton is already underway and on track to deliver water into supply two years ahead of our PCD commitment.

4. Outage

During 2024/25 a large part of outage was long term, over 3 months duration. This was included as an adjustment to deployable output and not included in outage, as per the guidance. This longer duration outage was related to water quality issues, impacting Duxford Airfield, Melbourn, Great Chishill and Morden Grange. We raised the long term nature of outage at these sites in our previous annual review in 2023/24, sharing that long term outage would only be resolved upon capital investment (some of which was included in our PR24 business plan for AMP8).

Two of these sources have been returned to supply, and there is a clearly defined plan for the remaining two which comprise of 2 Ml/d of WRMP24 DYAA deployable output.

- **Duxford** came back into supply in June 2024 providing 4 Ml/d, before being increased to 5 Ml/d in May 2025. This site will continue to have low levels of outage to enable replacement of the treatment media required on site to remove PFAS. This is likely to equate to circa two months per year and will be planned maintenance. There is work underway to identify potential additional treatment options for this site to reduce the need for this activity; however short chain PFAS removal is still an evolving area with very limited treatment options currently available, particularly those designated as Regulation 31 compliant with the DWI. This is an ongoing AMP8 programme of activity for us with regular reporting to the DWI.

- **Melbourn** returned to supply in June 2025 following an extensive run to waste period to reduce the nitrate risk in the raw water. The reinstatement of Melbourn has increased our deployable output by providing up to an additional 7.95 Ml/d. To address the nitrate risk in the long-term we are planning to install an ion exchange de-nitrification plant, with the design to be completed in November 2025 and installation expected in 2027. In the short term we continue to manage the risk through local blending, and monitoring of both nitrate and groundwater levels.

- **Great Chishill** has been out since March 2023 due to coliform failures. Following installation of super-chlorination capability to address the water quality concerns, it is due to be back into supply by the end of November 2025. This will provide us an additional 1 Ml/d. To ensure additional resilience, UV treatment, an enhanced disinfection solution, is planned to be installed during year 2 of AMP8.

- **Morden Grange** remains our only site still out of commission throughout 2025/26. As communicated in our annual review 2023/24, Morden Grange requires nitrate removal and a scheme for Morden Grange was agreed in our PR24 final determination. We are on track to deliver this scheme by the end of the second year of AMP8 (2026/27), as we have accelerated producing outline design into year one of the AMP to reduce any risk to delivery. We will be building an Ion Exchange Nitrate Removal Process which we propose to have completed construction by March 2027, bringing in an additional 2.2 Ml/d.

Short-term unplanned outage, which impacts our DO, can occur intermittently due to a range of reasons such as power failures or pump breakdowns. These are usually resolved quickly and form part of our day-to-day operational response to sites. We have been asked to report significant outages, which we are proposing does not include this short-term outage.

As such we are proposing the following approach:

- We will report all outage that lasts longer than 72 hours to the Environment Agency, Defra and Ofwat (as requested) at our top 5 largest sites. These are:
    - Euston

  - Fleam Dyke
  - Great Wilbraham
  - Westley
  - Babraham

- We will also report the following sites in the same timescales due to their criticality in ensuring local zonal flows and water quality:

  - Melbourn and Lowerfield
  - Linton, Rivey and Horseheath

- For all these sites we will report on the reason for failure, the volume impact and our plan to resolve the outage.

- To increase transparency and provide further clarification we are also proposing to provide a quarterly report on outage to the Environment Agency.

We would ask for confirmation for all regulators who specifically these reports should be issued to.

As outlined in our previous response, we have closely monitor our outage performance to understand trends. Through our weekly supply meeting we discuss the current level of outage, and identify both the resolution and if there is opportunity to prevent or minimise the likelihood of a re-occurrence. Additionally, any significant outage or trends seen are discussed at the fortnightly senior leaders meeting.

Summary

- Long term outage has impacted our baseline DO. In our 2023/24 annual review, we shared the details of this and stated that AMP8 capital investment schemes would be required to resolve raw water quality challenges.
- Two out of the four long term outages are now back into supply, with a third due back in by the end of November. The fourth is a year two scheme but has been accelerated and design is underway.
- We are committed to ensuring transparency in our outage – the reasons for it and the remedial plans. We will share details of significant outage as outlined and provide an additional quarterly report on outage.
- We continue to discuss outage trends and review opportunities to prevent re-occurrence.

5. NHH consumption

Non-household consumption is currently running higher than forecast and given the strong focus on growing the economy in the Cambridge area we are aware that we need to ensure we are meeting our requirements to reduce consumption. The increase is partly driven by a previous realignment of data which identified some large NHH users being incorrectly captured in our household demand. This adjustment has now given us a confident baseline for our on-going projections.

In 2025/26 we are progressing four NHH reduction projects, and in a more ambitious plan than previously identified for 2025/26 we have since doubled our investment in this area. We have provided detail on these initiatives in the table below.

Initiative	Detail	Projected saving
Retrofit Programme	Working with large users to audit usage and match fund retrofitting. Initial focus on hotel chains, then opportunity to expand to supermarkets	0.04 Ml/d
High user audits	Use of a data model to calculate an expected use per NHH, and compare this to meter reads to identify high users. This provides us with a list of NHH to do targeted engagement, audits and resolutions.	0.2 Ml/d
School audits	Working in partnership with a specific Retailer to undertake water audits in schools and identify retrofit opportunities to progress in year 2. Aligning with Water Scarcity Group retrofit programme through GCSP to ensure no duplication.	TBC
NHH GetWaterFit Dashboard	Innovation project funded through MOSL Market Improvement Fund, designed to provide a platform for all NHH to access water saving offerings from Retailers and Wholesalers in the area	N/A

The first three of these options are scalable, with additional activity and follow on work already planned for year two of AMP8. We are also keen to review progress in April to determine the best balance of activities to deliver the most efficient and effective non-household consumption reduction programme.

Summary

- We have multiple NHH consumption reduction workstreams in flight this year, working with consultants and retailers, as well as participating in innovation projects.

6. Metering

We reported that our metering was slightly behind WRMP forecast in 2024/25, at 74% against 76.4%. As outlined in our response to the Joint Regulator letter received last year, we stated that our forecast for the 2024/25 year outturn would be circa 74-75% metering penetration, which is aligned with our actual reported delivery. We also stated in our letter that we were not proposing to commence universal metering earlier than AMP8 nor would we fit "ghost" meters (where customers are not switched to a bill) and would continue to promote optants and focus on preparing for a successful universal metering launch this year. We were clear that our approach would not enable us to catch up delivery in year 5 and that we would undertake catch up over the course of our universal metering rollout. This is the approach we took and is why our metering penetration is in line with the value we stated in the letter.

Our improvement plan from 2023/24 stated that we would install circa 5000 optant meters in 2024/25 across South Staffs and Cambridge. We delivered 7,364. We have delivered the activities committed to in our improvement plan.

a. Focus for 2025/26

At draft determination, we were rightly challenged by Ofwat to review our proposed AMR approach to our universal metering programme. We have risen to the challenge and adapted our entire approach, now installing AMI meters. As a result, we were awarded an additional £12m at final determination to deliver this enhanced programme – the value determined by Ofwat models. As such, this money, highlighted in the letter, is being used for the delivery of our metering campaign as intended.

AMP8 has already seen a step change in our metering approach as we launched our universal metering programme in South Staffs and will be taking the learnings from this first approach to bring into the Cambridge region. The tender process for delivering the technology to read our AMI meters is currently underway and will be finalised in February 2026 ready to start in March.

In 2025/26 we forecast installing 1,628 meters in the Cambridge region. We have already installed 1,050 of these through optants alone. In order to ensure that we deliver against our target, we have commenced survey work to commence our universal metering phase 1 in Cambridge in January rather than the planned April. We are confident this approach, along with the optants we are continuing to see, will ensure we deliver our target.

Whilst we intend to maintain the same trajectory for 2025/26, by the end of the year we will have the lessons learned from the launch of universal metering and can review whether it is appropriate to accelerate our metering ambition from 2026/27.

Through the universal metering work we have removed the two-year grace period for customers, meaning that once our customers have a new meter installed, they will immediately be on measured billing. This enables us to manage our customer journey better and accelerates our opportunity to change customer behaviours. For Cambridge, we will continue 6 monthly meter readings until the full smart capability becomes available.

Continued liaison with Greater Cambridge Planning Authority allows us to support their retrofit activity, which is progressing as part of phase 1 of the water efficiency funding. They are due to have suppliers contracted by the end of October. As the project progresses, they will have a view on the number of properties they are able to retrofit, and whether any properties may need meters fitted. Greater Cambridge Planning Authority will share this information with us once available, and we are committed to supporting any meter installations needed to enable this project.

Summary

- We have delivered all the commitments in our 2023/24 improvement plan and have delivered nearly 50% more meters than we stated in that plan across both regions.
- We are confident in our delivery plan for year one of AMP8 and beyond, and we are on track for delivery to date.
- We are working with the Greater Cambridge project leads for the retrofit programme to support any meter needs that may be required as part of this work.

Action plan summary

Area	Review and actions	Delivery date
Deployable Output	Contact the Environment Agency to agree the suitability of continuing to feasibility studies at Brampton, Houghton, Lordsbridge, Swaffham Prior and Dunston.	30/11/2025
	Progress to getting outputs for feasibility sites on those agreed above.	31/03/2026
	Continue with Fenstanton and St Ives schemes as outlined.	31/07/2026 and 31/03/2027
	Update on the already commissioned work on River Cam abstraction options.	28/02/2026
	Create a cross company steering group to align direction and allow progression of the alternative options.	31/12/2025
	Continue supporting the local farm reservoir option.	On-going
Delayed supply options	Update on progress against the scheme milestones as outlined. Kingston: • Design – November 2025 • Procurement – November2025 • Construction – February 2026 • Commissioning – March 2026 • Water into Supply (WIS) – March 2026 Croydon: • Revised Design – September 2025 (We are working with the supply chain to maintain our current program) • Procurement – October 2025 • Construction – November 25 - March2026 • Water into Supply (WIS) – March 2026 St Ives: • Process and Outline Design – October 2025 • Fenstanton Sampling and Analysis – January 2026 • Detailed Design – January 2026 • Construction – May 2026 • Commissioning – July 2026 • Water Into Supply (WIS) – July 2026	31/03/2026 – 31/07/2026
Outage	Return Gt Chishill to supply following successful water quality sampling. 1Ml/d.	30/11/2025
	Return Morden Grange to supply as funded through final determination. 2.2 Ml/d.	31/03/2027
	Create a process in agreement with the EA to notify of outages as outlined in annex 1.	30/11/2025
Non-household consumption	Provide updates on our progression on the NHH projects for 2025/26	At JR meetings
	Work with a local horse racing business to find an alternative supply.	31/03/2027
	Support with enabling the ability to utilise the dual system at Eddington.	On-going

Area	Review and actions	Delivery date
Metering	Continue with tendering process (currently on-going), with the contract set to be finalised to commence in March 2026.	31/03/2025
	Install AMI capable meters for optants where scattered locations, to allow us to continue with our metering programme and give us the flexibility to switch to AMI in the future once the network support is in place.	Ongoing
	Install 1,628 meters in Cambridge in 2025/26.	31/03/2026
	Work with GCSP to identify if any meters are required to support retrofit programme. Provide installation as required	Ongoing

High-performing areas action plan

The below table provides an overview of the activity ongoing to ensure we continue to deliver excellent performance on PCC and leakage, particularly in light of 2025 being a drought year which typically affects both of these metrics.

Area	Review and actions	Delivery date
Leakage	Additional resources brought in to respond quickly to outbreaks caused by changing ground conditions – increase of 2 gangs.	Completed – keep under review over winter
	Installation of 3 trunk main meters from reservoir sites and building more trunk main balances for better visibility on these mains	01/04/2026
	Upgrading our leakage targeting, analytical and reporting system to enable more data processing	Ongoing
	Logging additional 50 NHH properties to better understand flow profiles	31/03/2026
	Ongoing improvement to targeting models using tools such as Paradigm	Ongoing
	Building specialist teams focused on DMA MOTs	Ongoing
PCC	Free leaky loo repair for customers initiative	31/01/2026
	Yes We Cam – next iteration of campaign	01/05/2026
	Water audits for customers having a meter fitted as part of our universal metering campaign	01/04/2026
	Progress flow restrictor trail – previously halted due to supplier administration/sale of business	01/02/2026