

Water Resources Management Plan Annual Review

Albion Water Ltd 2024 to 2025

Albion Water Limited

www.albionwater.co.uk

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1 Introduction

This annual review of Albion Water's Water Resources Management Plan (WRMP) covers the reporting year of April 2024 to March 2025 for Albion Water's two, DMA sized, supply zones at Upper Rissington in Gloucestershire and Oaklands in Essex.

2 Progress against WRMP

Albion Water continues to operate the two inset appointments under Ofwat's new appointments and variations (NAV) process, where it is responsible for the supply of drinking water. Which are:

- Upper Rissington, Gloucestershire
- Oaklands, Essex

Water efficiency is an area that the business is keen to monitor and improve over the coming years not only from a moral and resource perspective but also as part of the commercial aspect of a loss of water to a small company.

2.1 Upper Rissington Gloucester

Drinking water is supplied under a bulk supply agreement with Thames Water which was effective from 28th June 2023, and we still believe this would be sufficient once further process to identify and rectify leakage is conducted.

Table 1 - Rissington Bulk agreement & Usage

Maximum Daily Volume	Maximum Annual Volume	Annual Total Demand
424.66 m³	155,000 m ³	162,674 m ³

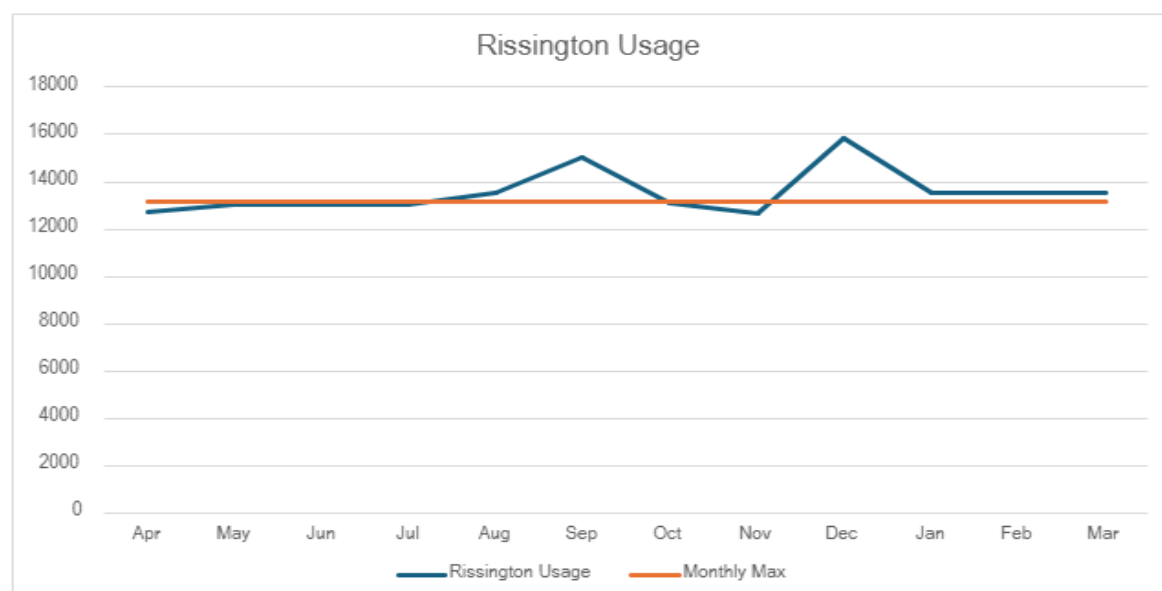


Figure 1 - Month on Month Usage

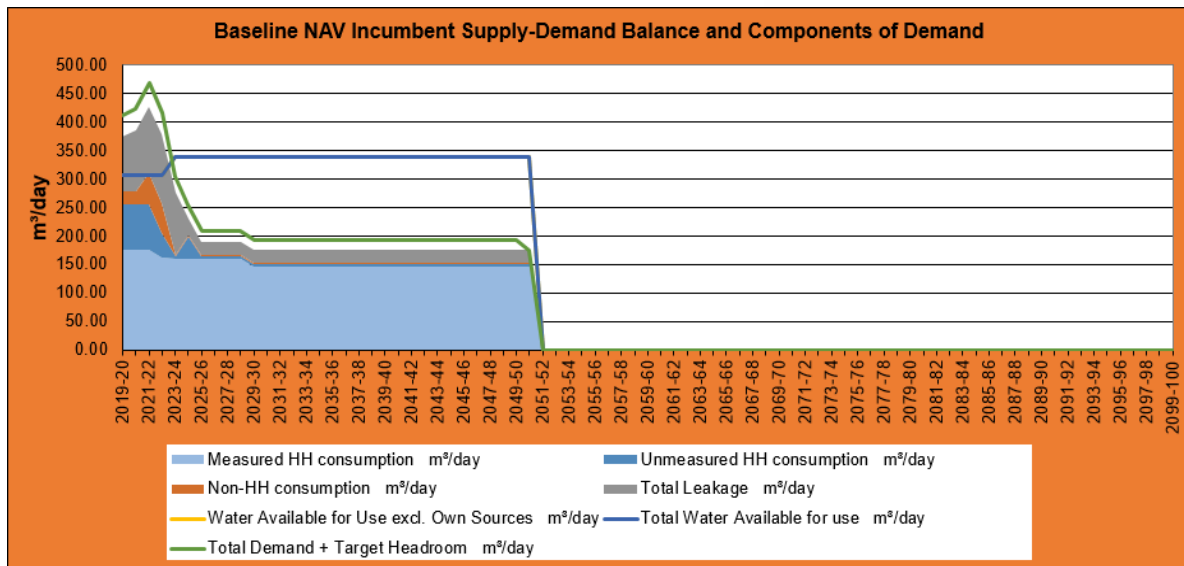


Figure 2 - Supply - Demand Forecast

2.1.1 Bulk agreement review:

Albion Water accepts that we have exceeded the maximum annual flows and therefore daily volumes as shown in *table 1 and figure 1* and within the data quality checks in the AR data tables.

The data currently demonstrates that we are not on track with our baseline NAV Incumbent Supply-Demand Balance forecast as shown in *Figure 2*. However reviewing customer bills on usage, it is envisaged that once leakage has been rectified demand will reduce from 443m³/d to 309m³/d + 10% headroom (details in WRMP24) 339m³/d which brings the demand back into originally projected forecast.

With the reduction in leakage, proactive campaigns on water efficiency and the drive for water re-use in the industry and the ability on this inset to have dual supplies we believe that we are still able to meet the targets and be back within forecast soon.

2.1.2 Update Against WRMP 2025 Demand Balance

Potable water imported has increased since 2024 which is due to leakage as shown in our AR data tables which is now a priority to resolve over the next 12 months.

Our bulk supply agreement with Thames is a maximum of 155,000m³ or 0.42 ML/D of which we are using over 100%, however, reviewing customer billing, we currently require 113m³ which is 73% allowing for significant headroom once the leakage has been resolved.

2.1.3 Demand for Drinking Water Management Activities

2.1.3.1 Proactive Monitoring

Following our last AR Albion Water committed to support better data management and overall usage reviews. This was achieved by utilising weekly checks on usage as shown in Figure 2 using management systems such as Power BI.

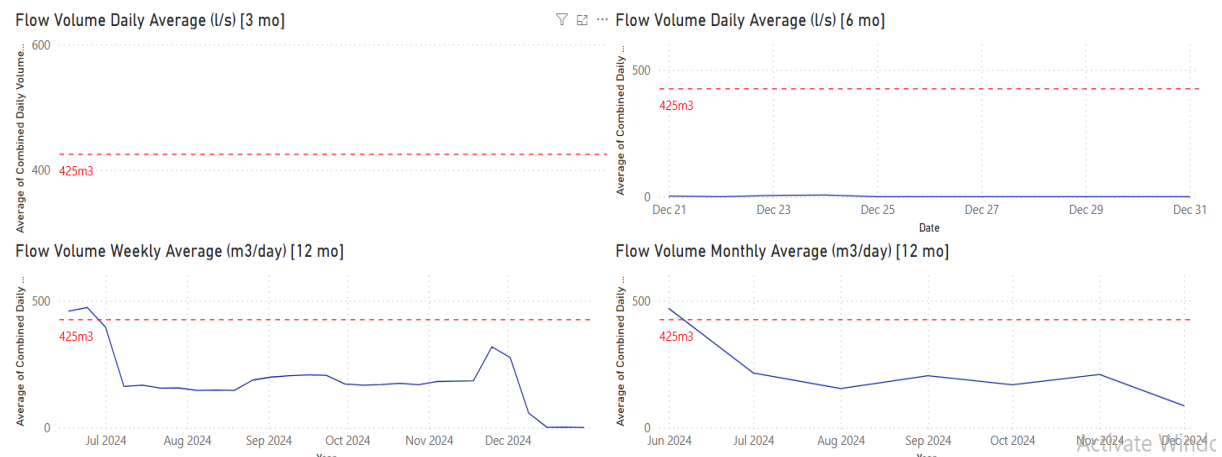


Figure 3 - Power BI Flow Monitoring

As shown these readings were stopped in December 2024 where a fault has occurred on the incoming meter and on investigation has been buried which is part of the ongoing legal action being taken with the developer and as such usage is monitored via Thames Water telemetry.

Once Albion Water has gained communication from the developer these will be re-instated to allow for regular flow monitoring and leakage detection exercises.

2.1.3.2 Customer engagement and Per Capita Consumption

This year Albion Water will be engaging in various methods of passive usage reduction within Upper Rissington community. These will follow various campaigns to help customers understand how they can be more water wise. Below are some of the key messages that will be delivered.

2.1.3.2.1 *Leaflets Campaign*

- Fix leaks promptly – A dripping faucet can waste over 3,000 gallons/year.
- Turn off the tap – While brushing teeth or shaving.
- Use water-efficient fixtures – Install low-flow showerheads and faucets.
- Shorten your showers – Even 2 minutes less can save up to 1,500 gallons/month.
- Run full loads – Only run dishwashers and washing machines when full.
- Water lawns wisely – Early morning or evening to reduce evaporation.
- Use native or drought-tolerant plants – They require less watering.
- Sweep don't hose – Use a broom to clean driveways and sidewalks.
- Use a shut-off nozzle – On hoses for better control.
- Water Safe and use of approved Plumbers.

2.1.3.2.2 *Local school interactions*

- The Water Cycle
- Water Usage and Daily Life
- The Value of Clean Water
- Water Conservation
- Global Water Challenges
- Local Water Stewardship

2.1.4 *Leakage Delivery*

The area of leakage is currently deemed to be with an area that has yet to be fully adopted by Albion Water and are currently in a commercially and legal sensitive processes engaging with the developer to ascertain actions to rectify this as detailed in our annual review in 2023/24.

Albion Water is in a very difficult position on solving the leakage issue within the Rissington Inset. Vistry Homes have yet to engage with Albion Water in any communication since meeting onsite and accepting that standards of installation did not meet that set out in NJUGS (national Joint Utilities Group Standards) and potentially the Water Supply (Water Fittings) regulations.

It has been a very frustrating 12 months for Albion Water as simply identifying and solving the leakage is quite a significant costing to a small undertaker.

However, since there has been no engagement and interaction from Vistry Homes, Albion Water has taken accountability for this and engaged with Cascade Water Contractor to now identify the leakage and look to rectify this and seek legal action to retrieve costs.

Albion Water has tried to stay transparent of these sensitive issues as they have come to light with early indication of these issues highlighted to the EA on 8th April 2025.

2.1.5 Dual supply and green water

In Albion Waters' WRMP 19 and 2024 it states the supply of green water to reduce potable demand at both sites was expected to be delivered by 2018/19. However, due to legislative challenges around the definition of Wholesomeness and sanitary appliances the project has been on hold until a study has been completed by DEFRA with subsequent changes to the Water Industry Act to allow the use of non-potable water at outside taps and WCs.

Albion Water is still working within the industry and regulators to allow this solution to become viable via legislative change and is still in a position to implement these changes quickly.

2.2 Oaklands

Drinking water supplies to Oaklands is supplied under a bulk supply agreement with Essex and Suffolk water with year-on-year usage shown in Table 2.

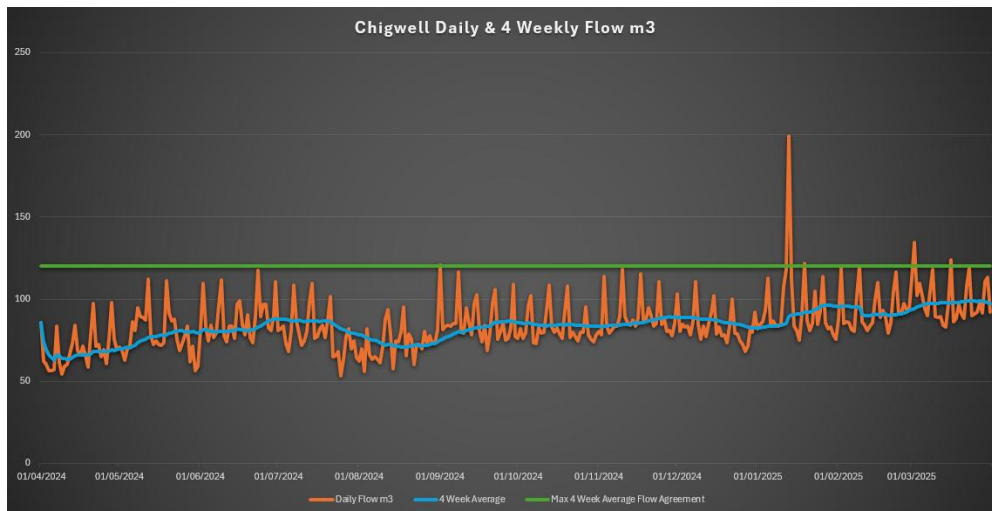
Table 2 - Oaklands Usage

Year	Exceeded daily limit count	Days no data	Annual flow (m ³)	TDF (m ³ /d)
2020	27	0	32,830	89.94
2021	67	0	46,899	128.49
2022	93	0	46,286	126.81
2023	54	0	33,726	92.65
2024	0	0	31,658	86.6
2025	6	0	30,903	84.67

2.3 Oaklands Bulk Agreement and Performance forecast

Annual limits have exceeded the TDF on six occasions however these flows are isolated spikes which would indicate either water being taken from our network or a data anomaly which we have no evidence of either see Figure 4.

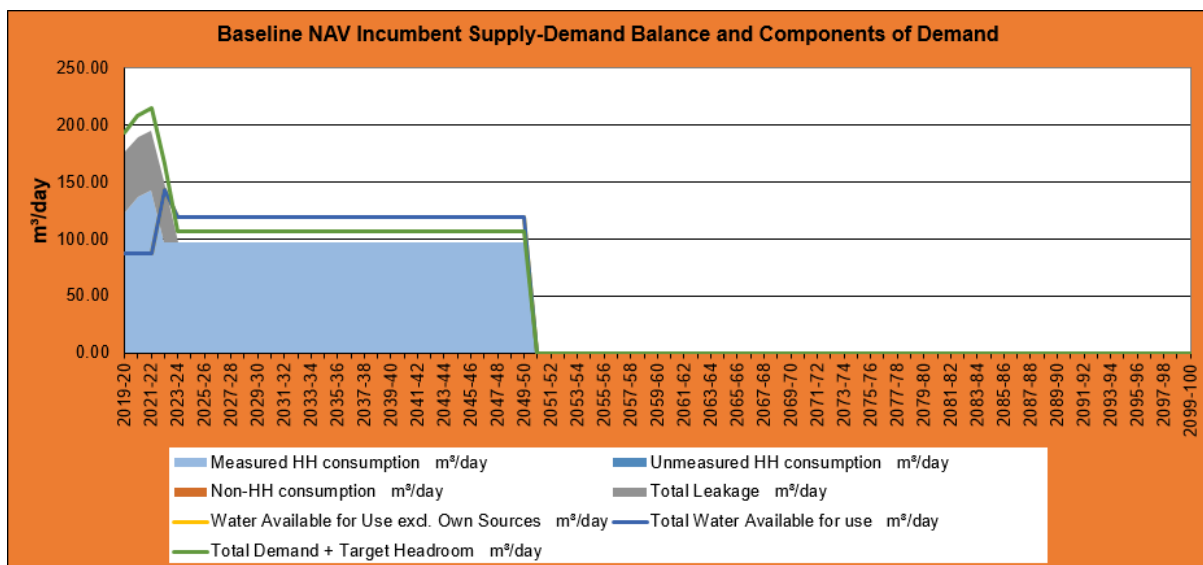
Figure 4 - Oaklands inlet flows



2.3.1 Update Against WRMP 2025 Demand Balance

Table 2 demonstrates the reduction yearly in the annual flows but will need to be investigated further with the incumbent to ensure accuracy. As shown in Figure 4, flows have generally stayed within our bulk agreements and do not envisage any requirement to change or alter our requirements, as forecast in our Supply and Demand forecast in Figure 5.

Figure 5 - Supply Demand Forecast



2.3.2 Demand for Drinking Water Management Activities

2.3.2.1 Proactive Monitoring

Following our last AR, Albion Water committed to support better data management and overall usage reviews. This was achieved by utilising weekly checks on usage as shown in Figure 6 below using management system such as Power BI.

Chigwell Flow Data

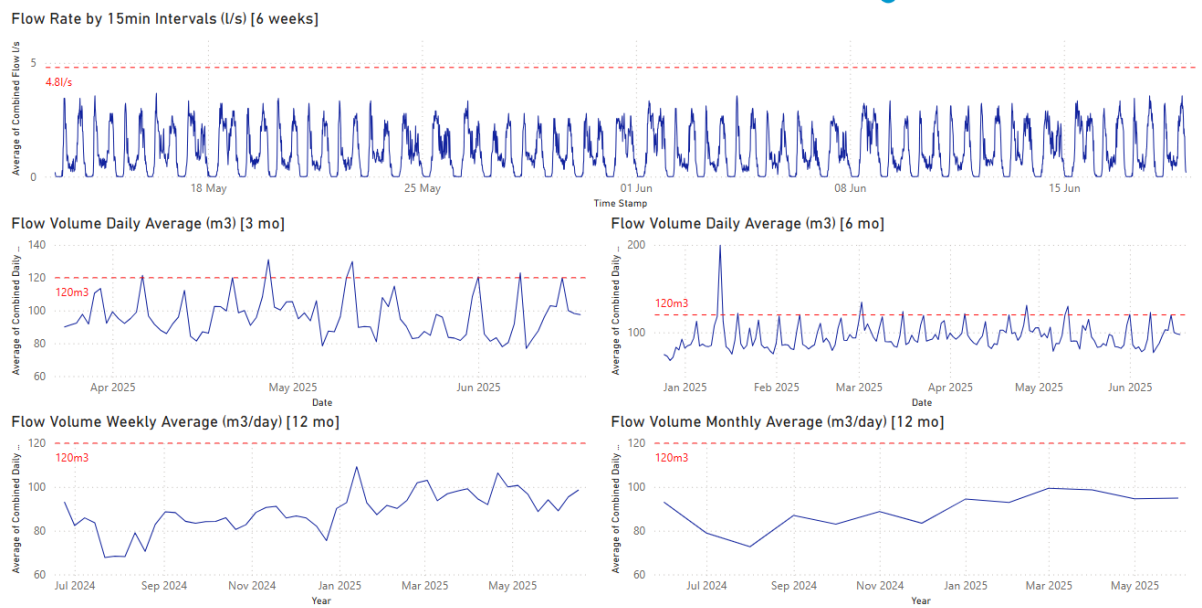


Figure 6 - Power Bi Oaklands Flow Data

Ongoing monitoring using Power BI will be conducted via our monthly management meeting where usage, communications plans and potentially identified leakage actioned.

2.3.2.2 Customer engagement and Per Capita Consumption

This year Albion Water will be engaging in various methods of passive usage reduction within the Oaklands community. These will follow various campaigns to

help customers understand how they can be more water wise. Below are some of the key messages that will be delivered.

2.3.2.2.1 Leaflets Campaign

- Fix leaks promptly – A dripping faucet can waste over 3,000 gallons/year.
- Turn off the tap – While brushing teeth or shaving.
- Use water-efficient fixtures – Install low-flow showerheads and faucets.
- Shorten your showers – Even 2 minutes less can save up to 1,500 gallons/month.
- Run full loads – Only run dishwashers and washing machines when full.
- Water lawns wisely – Early morning or evening to reduce evaporation.
- Use native or drought-tolerant plants – They require less watering.
- Sweep don't hose – Use a broom to clean driveways and sidewalks.
- Use a shut-off nozzle – On hoses for better control.
- Water Safe and use of approved Plumbers.

2.3.3 Dual supply and green water

As per section 2.1.5, Albion Water is still working within the industry and regulators to allow this solution to become viable via legislative change and is in position to implement these changes quickly.

2.4 Investigations and Data Anomalies

The main concern that needed to be addressed following the 2023/24 AR was to understand and verify whether the applied occupancy rates were accurate following the billing runs.

The billing runs are still above 90% of the reads which is substantially above that of 30% in 2023/24. However, this has still given us a discrepancy in our data showing that we are billing for more than we are taking from the incumbent which we believe is inaccurate as demonstrated in the AR Tables. As the billing is conducted by smart meters, we will be working with the incumbent to identify where the discrepancy is emanating from.

As both the incumbents' meters and Albions Water meters suggest a usage of approx. 80-90 PCC it is suggested that, as this is a new development, there could be an alternative supply not monitored or a bypass system that will need to be investigated by both parties. Although the PCC figure of 80-90 would be where we would like to be

we recognise that this at present without the use of dual supply is not likely and want to be transparent in the AR and work to identify the anomaly.

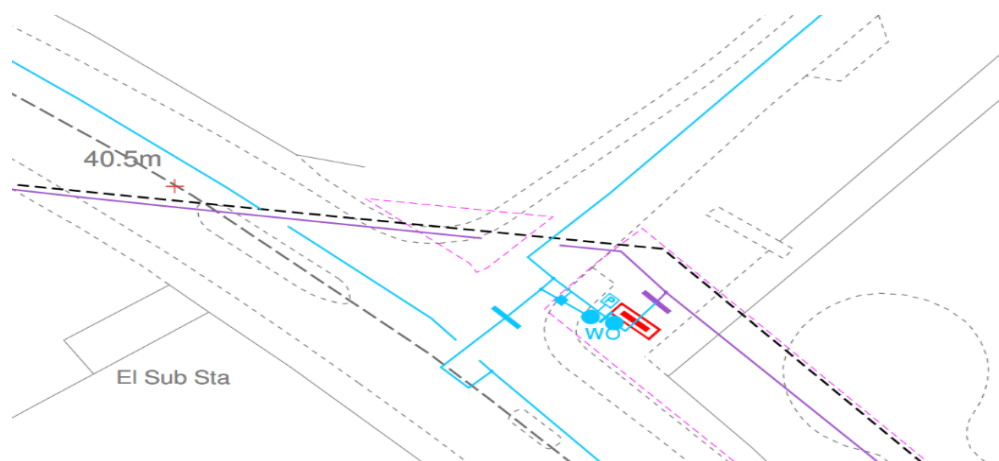


Figure -7 Essex and Suffolk connection/bypass

2.5 Annual Return Tables Data Quality

Albion water is aware of the following quality anomalies:

Quality Check	Quality Check Title	Current Value	Comments
Outturn & DYAA Quality Check 1	Distribution Input	-0.05	Reading value due to believed error in metering see Para 2.4, This is not required as stated by JJ EA email dated 7/7/25 but left in.

3 Options benefits

Albion water is aware that we still have some significant leakage on our Rissington Inset. Having just completed a leakage survey it has been identified there could be a significant leak on the connection point between the potable supply and the non-potable supply (Which is require as the use of non-potable water is not regulatory achievable due to the requirement of wholesome water being required to supply sanitary appliances under the Water industry Act).

Work to remedy this leakage is now pencilled in for August 2025 and will be monitored to review our distribution losses weekly. This should bring the options benefits back in line with the WRMP24

4 Summary

Albion Water has worked hard identifying issues over the past 12 months and shows some significant achievable challenges ahead which we are committed in resolving. However, we do believe this demonstrates a more transparent AR this year with

clear issues identified and clear objectives in getting a better understanding of our usage.

5 Managing Directors Statement

As a Director of Albion Water Ltd, I reaffirm our commitment to sustainable, transparent, and proactive water resource management across all our operational areas. Over the past year, we have undertaken a critical evaluation of our performance against the WRMP, identifying challenges, celebrating progress, and setting clear priorities for improvement.

We remain fully accountable for meeting the supply-demand balance obligations and acknowledge the issues encountered in areas such as leakage at Upper Rissington and data anomalies in Oaklands. While some of these stem from legacy infrastructure and third-party developments, Albion Water is proactively addressing them through legal, technical, and operational channels. We have initiated targeted leakage reduction programs, improved monitoring capabilities through Power BI analytics, and remain engaged in regulatory and legislative efforts to unlock innovative solutions like dual supply and non-potable water systems.

We are also committed to deepening our customer engagement and educational outreach, recognizing that long-term demand management is a shared responsibility. Our campaigns will continue to promote water efficiency, conservation behaviours, and understanding of the value of clean water in daily life.

A strategic goal of the Board of Albion is to align Albion with a capital partner to more quickly enable more investment in infrastructure resilience, data quality improvements and customer service innovation.

Albion Water remains dedicated to operating with integrity, delivering environmental and commercial value, and maintaining compliance with all regulatory expectations.

We view the challenges of today as opportunities for growth and innovation and will continue to work collaboratively with stakeholders, developers, regulators, and our communities to ensure a secure and sustainable water future.

Adam Shore

Managing Director

6 WRMP Programme

Although there are improvements since the last reporting year there are still some key areas for Albion Water to improve. The focus for the next reporting year is detailed below in table 2.

6.1 AR 2023/24 Actions update

Table 3 - Annual key milestones forecast 2024/25

Deliverable	Site/DMA	Detail	Comments	Action Date
Leakage reduction	Rissington	Non-potable network to be investigated and reactive works completed by Vistry Homes.	See Para 2.1.4	March 2025
Education Programme	Rissington/Oaklands	See 2.3.1	See Para 2.1.1	Starting July 2025
Customer Services Application	General	New customer service platform to be implemented. New App for customer billing to go live.	See Para 2.1.5	Completed
Data Reviews	General	Manage data reviews at a management level. Implement a reporting platform using Power Bi	See Para 2.1.3	Completed
Incumbent engagement	General	Have a key Albion Water focal point to attend drought groups, liaise with incumbents.	N/A	Ongoing

6.2 AR 2025/26 Looking Forward Key Actions

Table 4 - Annual key milestones forecast 2025/26

Deliverable	Site/DMA	Detail	Comments	Action Date
Leakage reduction	Rissington	Non-potable network to be investigated and reactive works completed by Vistry Homes.	See Para 2.2	March 2026
Education Programme	Rissington/Oaklands	School visits, information distribution	See Para 2.1.1 & 2.3.2	July – Sept 2025
Data Reviews	Rissington – More strategic data collection either by manual readings and listening or via cello situated at various strategic locations. Oaklands – Work with the incumbent and billing teams to remove any anomalies and uncertainty within data reads.	Identify/locate meters and replace and recharge developer Work with Essex and Suffolk to identify any possible bypass valves or secondary supplies.	See Para 2.1.4 See Para 2.1.4	April 2026