



Albion Water

Small Company Return

2024-25

Albion Water Limited

Registered in England No. 3102176 Registered
Office:

Goodwood House, Blackbrook Park Avenue,
Taunton, Somerset, United Kingdom, TA1 2PX
www.albionwater.co.uk

Albion Water

Albion Water was the first competitive water and wastewater company when it was set up in 1999 to compete against the regulated Water Companies and bring growth and innovation to the water market. The company serves customers across four (shortly to be five) owned/operated wastewater treatment inset appointments, and two drinking water bulk supply inset appointments. As at 31st March 2025, Albion Water serves 3,759 active customers.

Albion continues to operate as an affiliate of the SDS Group under the management of its dedicated holding company which is controlled by three executive directors (Patrick Cullen, Adam Shore and Richard Averley) and one non-executive directors (Nigel Holland) and one advisor (Nicola Fomes) as shown in Figure 1.

Since the change of ownership from Wessex Water in 2022, Albion's total liabilities are much reduced, revenue is increasing on account of both regulated and unregulated activities, and its fixed costs are controlled and in proportion. Financial resilience overall is greatly enhanced. This year the business revenue increased to almost £2M, was profitable and increased its net assets by c£5M. Following changing its Accounting Reference Date to allow a 31st March year end, to align with Regulatory Reporting, FY25 was the first full year that the business operated with 31st March year end.

SDS Group designs, manufactures and installs UK market-leading water management solutions covering rainwater control, pollution mitigation and reuse. The contractor and developer customer base of SDS has responded well to the adjunct to the core product-based services offered by the Group, which Albion represents. A significant pipeline of new opportunities has been developed in the last 12 months, in particular SDS and Albion working together to find solutions for developers with problematic sites prevented from development by nutrient neutrality requirements and/or apparently unviable waste network connections. The thesis of SDS working with Albion to the benefit of the developer community is working. Currently the Albion team is working on c30 new small and large onsite treatment project opportunities, with three smaller onsite treatment projects expected to be added to Albion's appointment in the next few months.

Working in this way, Albion Water is striving to be the leader in innovation in the water industry, helping developers with sustainable adoptable solutions. These include equipment to mitigate phosphates and manage wastewater on site, constructed wetlands providing nitrate mitigation credits, alternative supplies in water scarce areas (dual supply networks and potable upgrade equipment for abstracted and recycled rainwater) and onsite treatment where connection would otherwise be prohibitively expensive and/or time consuming. Further detail is given below.

In addition to assisting the developer community progress otherwise problematic projects, Albion has focussed on improving consumer customer services in the last 12 months with attention to OFWAT's licence condition G. We want consumer customers to be able to share Albion's vision of more sustainable, less polluting, and innovative water solutions. In the last 12 months we have invested in a new customer, service and billing system which will enable customers to receive information, speak with Albion personnel and manage their accounts, more readily and accessibly.

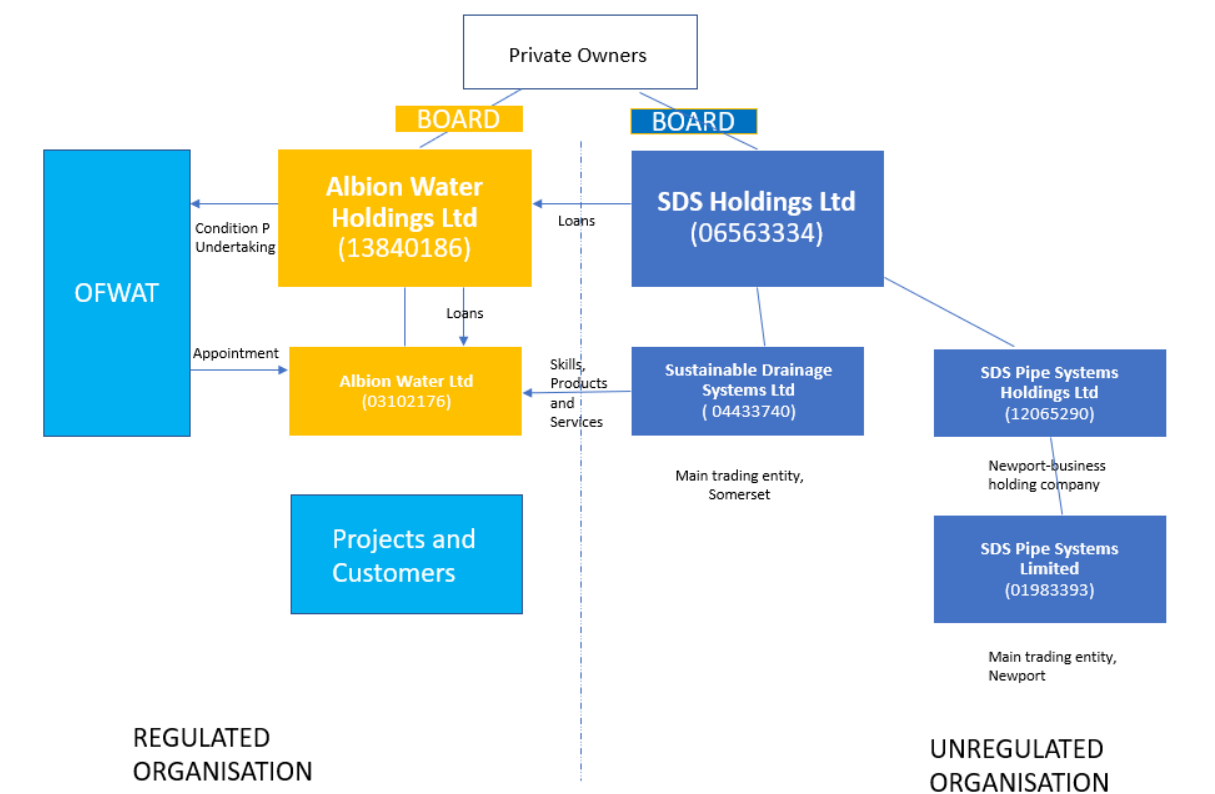


Figure 1 - Group Organogram

Dual Supply Networks

Albion Water continues to support the installation of dual water supply infrastructure in developments at Upper Rissington, Gloucestershire, and Oaklands Hamlet, Chigwell.

These dual supply systems are intended to provide customers with drinking water for essential uses like cooking and bathing, while supplying non-potable water—such as harvested rainwater—for flushing toilets and garden use. This approach reduces environmental abstraction, avoids unnecessary treatment to drinking water standards, and minimizes the distance water needs to be transported.

However, current legislation is holding back wider adoption of this sustainable innovation. Albion Water is actively engaging with DEFRA in the review of the Water Industry Act, the

Water Supply (Water Quality) Regulations, and the Water Supply (Water Fittings) Regulations to ensure dual water systems can be more effectively regulated—supporting both safety and sustainability.

Knowle Wetlands Scheme

Albion Water has built a significant wetlands project at Knowle, located in Hampshire, alongside Albion's sewerage treatment works. This initiative focuses on the restoration and enhancement of natural wetland habitats to improve water quality and support local biodiversity, passing treated sewerage effluent through constructed wetlands cells to remove nitrates before final discharge to the watercourse.

The project employs natural wetland treatment systems, collaborating with institutions like Cranfield University and various ecologists to demonstrate the benefits of nutrient removal through these methods. These wetlands will not only achieve improved water quality results but also foster a rich ecosystem, supporting a diverse range of species including seven species of amphibians, seven or more species of bats, and various bird species such as waders, thrushes, and owls.

Natural England has accredited the scheme as one capable of providing developers with required nitrate offset credits, which have begun to be sold boosting Albion's unregulated revenue.



Figure 2 - Knowle Wetlands Discharge



Figure 3 - Delivery of settlement tank



Figure 4 - Clay Lined Bed ready for Reed Planting

Phosphate Treatment Plants (PTP)

Albion Water is unique in offering to adopt and maintain PTPs which manage wastewater and (in relevant areas) mitigate phosphates. This combination of offering innovative products to solve policy or connection-viability constraints on developers encapsulates Albion's differentiated approach to market and a valuable pipeline of opportunities is near to conversion to revenue and increasing customer numbers. One site has been installed, and an OFWAT inset appointment is close to being finalised. Three more will shortly follow, and as many as 9 could be committed to (albeit not connected) by the end of March 2026. This would increase customer numbers by around 500.

Water Neutrality Strategic Projects

Albion is working with a national housebuilder's strategic team in delivering a planning consent for a 450-home development in an area requiring demonstration of water neutrality. In addition to managing wastewater onsite, rainwater would be captured alongside abstraction from an adjacent watercourse which would all be upgraded to a potable standard onsite.

Small company requirements

Statement on executive pay and performance

Currently all executive directors are remunerated by SDS Group. In time, senior management and directors will be incentivised to ensure delivery of annual business plans, but that is not something that will be introduced until the Albion business reaches consistent profit levels.

Statement of dividend policy

No dividends have been declared and paid since the business was acquired in 2022. None are to be declared and paid in the current financial year.

Once the business consistently returns profit and intra Group debts are repaid, the Board of Albion Water Holdings will discuss and adopt a dividend policy. This will reflect a prudent balance between business performance and concurrent management of the economic risk of the business to protect customers.

In assessing business performance, in addition to delivery of the budget, the Board will ensure its policy considers:

- the company's current and projected performance in delivering the level of service customers expect from an efficient water and sewerage company and that where that level of service has not been delivered, customers have been adequately compensated.
- that the company is delivering the required quality and environmental outputs and making sufficient investment in its infrastructure to maintain and, where necessary, increase resilience.
- that the correct amount of tax has been paid.
- that the Company has met any unexpected additional expenditure needs that may have arisen during the year to date, as new operational risks emerge.
- the level of gearing and its comparison with Ofwat's expectations pertaining at the time.
- the sufficiency of distributable reserves.
- positive ongoing employee engagement.
- medium term projections and long-term vision.
- the principle risks facing the business.

Statement confirming that the company maintains sufficient financial security.

The Company continues to benefit from a ring-fenced deposit of £600,000 agreed with OFWAT, and the associated undertaking from its immediate parent Albion Water Holdings Limited to make that amount available to the company in circumstances where its financial resilience is under threat, or to deal with breaches of the company's statutory responsibilities.

This arrangement was an agreed alternative to the Standard Calculation. The basis of the prior agreement remains appropriate. Albion is not forecasting material increases in connections in the next 2 years, the reduced debt levels under new ownership remain so, customer debt is falling with increased focus on debt collection, costs are under control and in proportion to an increasing steady income stream from existing customers and income from the unregulated part of the business has begun to be realised. This year net assets have also grown by over £5M, which provides much better resilience for customers.

The alternative approach to the Standard Calculation agreed provides a required ringfenced deposit requirement of £416,000. The reduction from £600,000 is on account of higher revenues and the remaining low forecast connections. Operating profits have risen sharply.

Debt has increased, but this remains to associates and a management charge (£240,000) forms part of that for the first time. Facilities to cover the increased debt have been provided by associate Sustainable Drainage Systems Ltd which is a highly established and profitable business.

Certificate of adequacy of financial resources.

In accordance with the requirements, this is to certify that on 16 July 2025, the Board of Albion Water Holdings Limited resolved as follows:

1. That, in the opinion of the Board, the Appointee will:
 - (a) have available to it sufficient financial resources and facilities to enable it to carry out, at least until 31 March 2026, the Regulated Activities (including the investment programme necessary to fulfil the Appointee's obligations under the Appointment); and
 - (b) at least until 31 March 2026 have available to it management resources and methods of planning and internal control which are sufficient to enable it to carry out those

functions as required by paragraph I13.

(c) That, in the opinion of the Board, all contracts entered with any Associated Company include all necessary provisions and requirements concerning the standard of service to be supplied to the Appointee, to ensure that it can carry out the Regulated Activities.

(d) The Board has considered a wide range of factors in consideration of this certificate of adequacy to satisfy themselves that the evidence detailed here is sufficient for them to draw the conclusions they have. The main factors the Board has considered in compliance with the licence requirements are:

(e) financial resources and facilities and consideration of:

- the Company's detailed budget for the year to March 2026.
- the Company's credit arrangements including its existing borrowing facilities.
- the Company's cash position and financing strategy.
- the Company's credit ratings and covenants.

(f) management resources and consideration of:

- the management skills, experience and relevant qualifications of key directors and managers, including succession planning for key management and staff.
- the Company's recruitment processes and staff engagement.
- the quality of management and staff induction, including training and development.
- Board reports, including the regular business performance updates; and
- the independence and functionality of the Board

(g) systems of planning and control and consideration of:

- the governance framework, delegated authority processes and procedures.
- the internal and external audit policies, processes, activities and reports.
- the systems for maintaining supply, security and business continuity, including relevant action plans.
- the business values / ethics and raising a concern policy.
- supply chain reviews for compliance with the Utilities Contracts Regulations,
- Modern Slavery Act and Bribery Act; and

- risk, compliance and other assurance statements.

(h) rights and resources other than financial resources and consideration of:

- the resources available from the Company's engineering department and contractors who deliver the capital programme.
- technology and other systems for ensuring appropriate information security and access control, reconciliation, other checks and verifications (including procurement);
- Planning and asset maintenance systems; and
- the billing and revenue collecting capability of the Company's Billing and Customer services department.

(i) contracting and consideration of:

- the legal ownership of the Company's assets.
- the status of key contracts in place.
- compliance with licence provisions on cross-subsidies between the Company and any Associated Company; and
- compliance with licence provisions on Guarantees and Cross-Default Obligations requiring Ofwat's written consent.

(j) Business assurance and Auditing.

- AWL engaged its accountants Albert Goodman LLP to prepare unaudited financial statements for the year ended 31 March 2025, which formed the basis of the entries made into the Ofwat SCAR for the FY24/25 period. Note that, due to its size, AWL is exempt under the Companies Act from being required to file audited accounts. AWL has an annual accounting year end of 31st March. The Board of AWL confirms the accuracy and completeness of the data and information submitted for the 24/25 reporting period.

Adam Shore
Managing Director

Customer Performance Summary

Our Customers, Communities and People

Albion Water Ltd continually strives to ensure that our customers receive exceptional customer service. In line with the principles of being “no worse off” we ensure that our tariffs and code of practice meet, at the very least, those set or provided by the incumbent wherever practicably possible.

In the current cost of living crisis, we have taken steps over and above those of the incumbent by reading meters more frequently to proactively support usage and cost reduction. We also have added a very personal and warm voice approach to the way we work with customers in financial difficulty.

Guaranteed Standards Scheme (GSS)

Furthermore, Albion Water closely monitors and records its performance against our Guaranteed Standards of Services (GSS) promise. For the year ended March 2025 we have experienced No service failures this financial year along with no compensation payments.

How do we currently provide support

WaterSure

We match the waterSure discount of all of our incumbents. To qualify for this scheme the customer must be on a water meter and receive a qualifying benefit, or someone in the household diagnosed with a medical condition recognised as requiring high water usage or have three children in the household under the age of 19 years old.

Special assistance fund.

We currently run a Special Assistance Fund (SAF), a scheme that will award a customer up to 15% of the money they paid last year or off their current bill, whichever is the lesser, if they meet the following criteria.

- be in receipt of Housing Benefit, or
- be in receipt of Income Support and have a mortgage (on the property named on your Albion Water bill), AND
- have an Albion Water bill for the full previous year.

Other support available

On top of this support there are other ways that we support our customers. In line with other water companies, we offer our customers the option of switching to a water meter if they feel this would be beneficial. Along with this, customers can find advice on our website Saving water - Albion Water this will help metered customers reduce usage and drive their bills down.

Early last year we partnered with StepChange. StepChange offer Albion Water customers free debt counselling and help our customers get back on track with their finances. We have trialled including contact details for StepChange in our reminder letters over the past few months. The customer uptake of StepChange has however been disappointing and as we approach the anniversary of this scheme in February, we will carry out a review to decide if it will continue in its current form.

We also offer flexible payment terms to our customers. Our preferred payment method is fixed monthly direct debit. However, we deal with each customer on a case-by-case approach to come to the best solution. This may mean that sometimes a customer may decide to set up a standing order or we may agree a time to call a customer and take regular payments over the phone.

No worse off principle

Albion water continues to comply with the no worse off principle by either matching current and future incumbent charges to ensure this principle with a board review conducted following internal guidelines before charges increased.

Operational Performance

A summary of all Albion Water Ltd operational performance can be found on Albion Water Ltd Website, New Appointee Regulatory Reporting Tables 2024-2025.

Financial reporting tables

F1: Analysis of revenue and operating costs

Pro forma F1									
Analysis of revenue and operating costs			0						
			1	2	3	4	5	6	
Line description	Units	Decimal places (DPs)	Current year			Prior year			Line reference
			Water	Wastewater	Total	Water	Wastewater	Total	
Interest expense	£m	3	0.016	0.055	0.070	0.018	0.060	0.078	F1.34
Profit before tax	£m	3	-0.246	0.281	0.035	-0.341	-0.248	-0.588	F1.35
Tax									
UK Corporation tax	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	F1.36
Deferred tax	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	F1.37
Profit for the year	£m	3	-0.246	0.281	0.035	-0.341	-0.248	-0.588	F1.38
Dividends									
Dividends	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	F1.39

F2: Income Statement for the 12 months ended March 2025

Pro forma F2

Income statement for the 12 months ended 31 March 2025

0

			1	2	3	4	5	
Line description	Units	Decimal places (DPs)	Statutory	Adjustments			Total appointed activities	Line reference
				Differences between statutory and RAG definitions	Non-appointed	Total adjustments		
Revenue								
Revenue	£m	3	1.990	0.000	0.000	0.000	1.990	F2.1
Operating costs	£m	3	-2.983	0.000	0.000	0.000	-2.983	F2.2
Other operating income	£m	3	1.099	0.000	0.000	0.000	1.099	F2.3
Operating profit	£m	3	0.105	0.000	0.000	0.000	0.105	F2.4
Other income	£m	3	0.000	0.000	0.000	0.000	0.000	F2.5
Interest income	£m	3	0.000	0.000	0.000	0.000	0.000	F2.6
Interest expense	£m	3	-0.070	0.000	0.000	0.000	-0.070	F2.7
Other interest expense	£m	3	0.000	0.000	0.000	0.000	0.000	F2.8
Profit before tax and fair value	£m	3	0.035	0.000	0.000	0.000	0.035	F2.9
Fair value gains/(losses) on financial instruments	£m	3	0.000	0.000	0.000	0.000	0.000	F2.10
Profit before tax	£m	3	0.035	0.000	0.000	0.000	0.035	F2.11
UK Corporation tax	£m	3	0.000	0.000	0.000	0.000	0.000	F2.12
Deferred tax	£m	3	0.000	0.000	0.000	0.000	0.000	F2.13
Profit for the year	£m	3	0.035	0.000	0.000	0.000	0.035	F2.14
Dividends	£m	3	0.000	0.000	0.000	0.000	0.000	F2.15
Retained earnings & other reserves	£m	3	0.035	0.000	0.000	0.000	0.035	F2.16

F3: Statement of financial position

Pro forma F3

Statement of financial position

0

			1					2					
Line description	Units	Decimal places (DPs)	Current year					Prior year					Line reference
			Statutory	Adjustments			Total appointed activities	Statutory	Adjustments			Total appointed activities	
				Differences between statutory and RAG definitions	Non-appointed	Total adjustments			Differences between statutory and RAG definitions	Non-appointed	Total adjustments		
Equity													
Called up share capital	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000		F3.32
Retained earnings & other reserves	£m	3	5.325	0.000	0.000	0.000	5.325	0.090	0.000	0.000	0.000	0.090	F3.33
Total Equity	£m	3	5.325	0.000	0.000	0.000	5.325	0.090	0.000	0.000	0.000	0.090	F3.34

F4: Statement of cashflows

Pro forma F4

Statement of cashflows			0										
			1					2					
Line description	Units	Decimal places (DPs)	Current year Adjustments				Prior year Adjustments				Line reference		
			Statutory	Differences between statutory and RAG definitions	Non-appointed	Total adjustments	Total appointed activities	Statutory	Differences between statutory and RAG definitions	Non-appointed		Total adjustments	Total appointed activities
Net cash generated before financing activities	£m	3	-0.162	0.000	0.000	0.000	-0.162	0.146	0.000	0.000	0.000	0.146	F4.18
Cashflows from financing activities													
Equity dividends paid	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	F4.19
Net loans received	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	F4.20
Cash inflow from equity financing	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	F4.21
Net cash generated from financing activities	£m	3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	F4.22
Increase (decrease) in net cash	£m	3	-0.162	0.000	0.000	0.000	-0.162	0.146	0.000	0.000	0.000	0.146	F4.23

F5: Net debt analysis (appointed activities)

Pro forma F5

Net debt analysis (appointed activities)			0					
1			2	3	4	5	6	
Line description	Units	Decimal places (DPs)	Fixed rate	Floating rate	Index linked		Total	Line reference
					RPI	CPI/CPIH		
Interest rate risk profile								
Borrowings (excluding preference shares)	£m	3	1.411	0.000	0.000	0.000	1.411	F5.1
Preference share capital	£m	3	0.000	0.000	0.000	0.000	0.000	F5.2
Total borrowings	£m	3	1.411	0.000	0.000	0.000	1.411	F5.3
Cash	£m	3	0.000	0.000	0.000	0.000	0.000	F5.4
Short term deposits	£m	3	0.000	0.000	0.000	0.000	0.000	F5.5
Net debt	£m	3	1.411	0.000	0.000	0.000	1.411	F5.6
Line description			Total facility available	Amount drawn	Amount undrawn	Interest rate	Maturity date	Line reference
Units			£m	£m	£m	%	d/m/y	
Decimal places (DPs)			3	3	3	2	0	
Financing available								
Borrowings			1.500	-1.171	0.329	8.00%	31/12/2050	F5.7
Borrowings (Management Fee nil accrued interest)			0.500	-0.240	0.260	0.00%	31/12/2050	F5.8
Cash			0.028	0.000	0.028	0.00%	31/12/2050	F5.9
					0.000			F5.10
					0.000			F5.11
Total			2.028	-1.411	0.617			F5.12

Transactions with associates

Transactions with associates

Service	Company	Turnover of associate (£m)	Terms of supply	Value
Management services	Sustainable Drainage Systems Ltd	£34.8m (y/e 31/12/23)	Recharge for the provision of management services by SDS to AWL. This includes labour in the form of senior management, business development, compliance, finance and IT.	£240,000 in 12 months ending 31 March 2025
Loan facility	Sustainable Drainage Systems Ltd	£34.8m (y/e 31/12/23)	£2m loan (total)	£1.411m loan (drawn)
Corporation tax group relief received by regulated business	Associate surrendering the group relief.		A statement of the means by which the payment for the group relief has been established (including the amount paid).	Value of group relief.
Service	Company	Turnover of associate	Terms of supply	Value
Service provided by regulated business.	Associate to whom the service is provided.		A statement of the means by which the price charged to the associates has been established, e.g., competitive tendering.	Value of service provided by regulated business.
Corporation tax group relief surrendered by regulated business	Associate receiving the group relief.		A statement of the means by which the payment for the group relief has been established (including the amount received).	Value of group relief.
Service provided to the non-appointed business	Basis of recharge made by the appointed business			Value of the recharge made by the appointed business
Treatment of imported sludge	Where appointed business assets have been used to carry out non-appointed activities, then the basis of the recharge should be explained. This should include an explanation as to the contribution to depreciation and finance costs of the assets as well as the incremental operating expenditure and any rental for land or buildings.			Value of the recharge made by the appointed business.
Treatment of tankered waste	Where appointed business assets have been used to carry out non-appointed activities, then the basis of the recharge should be explained. This should include an explanation as to the contribution to depreciation and finance costs of the assets as well as the incremental operating expenditure and any rental for land or buildings.			Value of the recharge made by the appointed business.
Other	Where appointed business assets have been used to carry out non-appointed activities, then the basis of the recharge should be explained. This should include an explanation as to the contribution to depreciation and finance costs of the assets as well as the incremental operating expenditure and any rental for land or buildings.			Value of the recharge made by the appointed business.

Performance reporting tables

P1: Performance - non-financial information

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P2: Performance - retail

Pro forma P2

Performance - retail

0

1	2	3	4	5	6	7	8	9	10	11	12	Line reference
Line description				Complaints (household)	Complaints (non-household)	Customers on social tariffs	Customers on WaterSure tariffs	Customers on other reduced charges	Customers on the Priority Services Register	Guaranteed Standards Scheme		Line reference
Units				Nr	Nr	Nr	Nr	Nr	Nr	Total number of failures	Total compensation paid	
Decimal places (DPs)				0	0	0	0	0	0	0	0	
Unique ID	Site name	Incumbent region (water)	Incumbent region (wastewater)									
1	Ebbfleet	Thames Water	Thames Water	3	0	7	8	0	4	0	0	P2.1
2	Knowle	Portsmouth Water	Southern Water	3	0	12	31	0	2	0	0	P2.2
3	Oaklands	Northumbrian Water	Thames Water	3	0	5	10	0	0	0	0	P2.3
4	Rissington	Thames Water	Thames Water	3	0	7	14	0	4	0	0	P2.4
0	0	0	0									P2.5
0	0	0	0									P2.6
0	0	0	0									P2.7
0	0	0	0									P2.8
0	0	0	0									P2.9
0	0	0	0									P2.10
0	0	0	0									---
0	0	0	0									P2.250
Summary information												
Total				12	0	31	63	0	10	0	0	P2.251
Average of sites				3.000	0.000	7.750	15.750	0.000	2.500	0.000	0.000	P2.252

P3: Performance - water

Pro forma P3

Performance - water

0

1			2		3		4		5		6		7		8		9		10		11		12		13		14		15		16		Line reference
Line description			Annual leakage		Household per capita consumption (excluding supply pipe leakage)								Water supply interruptions				Mains repairs		Compliance risk index														
					Unmeasured				Measured												Overall												
Units			Consumption		Population		Per capita consumption per day		Consumption		Population		Per capita consumption per day		Per capita consumption per day																		
			Ml/yr	Ml/yr	Nr	l/h/d	Ml/yr	Nr	l/h/d	l/h/d	Total minutes lost (>3hrs)	Number of properties affected	Average number of minutes lost per water customer	Nr	%																		
Decimal places (DPs)			2	2	0	2	2	0	2	0	2	2	0	0	4	0	2																
Unique ID		Site name		Incumbent region (water)																													
3		Oaklands		Northumbrian Water		0		0		0		0.00		51.1		874		160.183066		160.18		0		0		0.00		0		0		P3.3	
4		Rissington		Thames Water		73		21.9		694		86.46		69.35		1020		186.27451		145.86		0		0		0.00		0		0		P3.4	
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P4: Performance - wastewater

