



# Leaf Water

## Customer Statement 2024-2025



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## Delivering Excellent Customer Service

Leaf Water (the trade name of Advanced Water Infrastructure Networks Ltd (AWIN)) is a NAV company that provides water and/or sewerage services under a license granted by the Secretary of State for the Department of Environment, Food and Rural Affairs (DEFRA). As with all NAV companies, AWIN is regulated by the Office of Water Services (Ofwat) through powers delegated to them in 2007. Ofwat ensures that customers are treated fairly and provides protection when the water supply does not meet the agreed standards of service.

This is our Customer Statement for 2024-25, which is a requirement under our appointment. It sets out how we performed as a water company over the last year (1st April 2024 until 31st March 2025) and includes our service level indicators and performance measures. We also explain how these targets will be achieved by our people and processes and summarise what we will focus on for 2025-26 and in the future.

If you have any queries about this statement, please contact us on 0345 646 0680 or by emailing [enquiries@leafwater.co.uk](mailto:enquiries@leafwater.co.uk). Further details around your water supply or sewerage can also be found in our Customer Code of Practice on our website [www.leafwater.co.uk](http://www.leafwater.co.uk).

## Introduction

Leaf Water aims for the highest level of service for our customers, and it is one of our top priorities alongside our quality and environmental goals. This document provides an overview of how we performed over the last year, and our plans for the following year.

This document covers the period 1st April 2024 until 31st March 2025.

Our first appointment was granted on 17 April 2024 for a NAV Area in Lenham, Kent with two additional variations granted on the same day. We now have a total of 25 variations to our appointment as a Water and Sewerage Undertaker on new housing developments in England.

## Key Players in the Water and Waste Industry

### People, Systems and Processes to Deliver Excellent Customer Service

Leaf Water was founded in February 2023 as part of the wider Advanced Utility Networks Group. The group consists of four companies; two construction firms, TriConnex and Esmart Networks, which design and construct water and electricity infrastructure assets and have been undertaking this work for over ten years, and two new asset management companies, Advanced Water Infrastructure Networks and Advanced Electrical Networks, established in February 2023 to adopt, own and operate infrastructure assets. The Advanced Utility Networks Group is backed by Fitzwalter Capital Limited, a global private investment firm.

Leaf Water ensures that customers receive a level of service that is at least equal to that offered by the regional incumbent (the “no worse off” principle) and our aim is to always seek to provide an enhanced level of service.

Leaf Water team members are dedicated experts who have extensive experience and knowledge of working in the water utility sector and are focused on delivering excellent customer service, operating quality water and wastewater networks and delivering high levels of water quality and environmental standards.

Leaf Water has robust systems in place for operational responses and customer service that ensure a high level of service to all our customers.

## Leaf Water Customers

### Our Customers

As of 31 March 2025, we have customers on four sites in England. These are listed below, with the majority being in their own water supply zone (WSZ):

- Abbots Vale
- The Ridgeway
- Heybridge 3,6,7
- Beaulieu Park

Whilst the number of occupied properties is currently low our numbers of customers will increase as houses are built out and residents move into their new homes. Leaf Water will be a wholesaler only to non-Household (NHH) customers across England, at present there are no NHH business customers on the above developments.

### Developer Services Customers

We work closely with many housing developers across England and Wales on the delivery of water and wastewater connections. Our expert wastewater knowledge helps to unlock previously unviable sites or those which are experiencing blocked or slow progress. This helps developers connect new houses faster, more flexibly and removes many of the bottle necks associated with the traditional provision of individual utility connections.

### Incumbent Relationships

Leaf Water do not extract or treat water, nor do we treat effluent. We connect to the regional incumbent water and wastewater companies at the boundary of our sites for the provision of water and for the discharge of wastewater; we have bulk supply and bulk discharge agreements in place with associated regional incumbents for the 25 appointed sites. We have robust communication plans in place with these incumbent water companies to ensure the sharing of data on water quality, water resources and operational considerations.

### Customer Contact Centres and Billing

Leaf Water has a dedicated contact centre that operates Monday to Friday 08.30am until 5.30pm to deal with customer calls and billing enquiries. This service is available by calling 01376 312420.

In addition, we have a contact centre open 24/7 to deal with operational and emergency contacts. If you need to speak to us regarding an emergency, contact us any time by calling 0345 646 0680.

We also operate a Priority Services Register (PSR) for vulnerable customers. Further information on these services can be found on our Help and Advice section on our website at [www.leafwater.co.uk](http://www.leafwater.co.uk).

## Our 2024-25 Service Performance

### Levels of Service

#### Guaranteed Minimum Standards of Service Payments

Customers of water and sewage companies are entitled to guaranteed minimum standards of service (GSS), as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulation 2008.

Should our customers experience an issue in their supply or in their interaction and communication with Leaf Water, we will match the incumbent's GSS payments and schemes. For more information on our GSS payments, please visit our Publications page on our website and take a look at our Customer Code of Practice.

In addition to the GSS standards, Leaf Water are required to report on other regulatory performance standards. To ensure that we maintain the highest customer service levels and quality standards we have implemented a set of internal service indicators to monitor our performance.

Leaf Water has not failed any of the guaranteed standards and therefore we have not had to pay any GSS payments in this financial year. Table 1 below shows our service level indicators and how we performed in 2024-25 at the 25 sites that are in supply.

**Table 1 – Levels of Service Indicators and Targets**

Measure	Service	Description	Performance
GSS	Written Complaints	Written complaints responded to within 5 working days	N/A
GSS	Billing Enquiries	Requests to change payment methods responded to within 5 days	100%
GSS	Low Pressure (<7m per head for at least an hour, twice within a 28-day period)	The number of properties that have received, and are likely to continue to receive, pressure below the reference level when demand is not abnormal.	0
GSS	Internal Flooding	The number of internal flooding incidents per year	0
GSS	External Flooding	The number of external flooding incidents per year	0
Regulatory Reporting (calendar year)	Compliance Risk Index (CRI <sup>1</sup> ) <sup>2</sup>	Number of water quality sample failures from regulatory sampling programme measured using the CRI index.	0%
Regulatory Reporting	Leakage	Estimated % of leakage per volume supplied.	0%
Regulatory Reporting	Pollution Incidents	Number of pollutions Cat 1–3 as categorised by the Environment Agency.	0
Regulatory Reporting	Water Quality Complaints	Number of WQ complaints associated with the taste, smell or appearance of the water per 1000 population	0

<sup>1</sup>CRI = Impact x Population x DWI assessment

<sup>2</sup>ERI = Impact x Population x Duration x DWI assessment

(Further information on these measures can be found on [DWI's website](#))

We will continue to publish how we are doing against these level of service indicators annually in our customer statement and on our website.

### **Customer Support**

Leaf Water are committed to ensuring that our customers are “no worse off” than if they were to have a water supply from their regional incumbent water company.

We understand that customers can sometimes find it difficult to manage their financial outgoings. Wherever possible Leaf Water will seek to offer a flexible, personal process for customers facing payment difficulties. Leaf Water aims to offer social tariffs offered by the relevant regional incumbent water company upon request from a customer. We also offer WaterSure tariffs to provide financial assistance to household customers who use large amounts of water for essential purposes, and we can arrange for payments to be made directly from Department of Work & Pensions (DWP) benefits under the Water Direct scheme for eligible customers.

Our charging statements are available on our website and if you have any comments or need support, please contact us on 01376 312420.

### **Complaints**

We received no customer complaints in 2024-25. Customers can send us queries using several different channels including phone, email and via our website.

### **Customer Satisfaction**

Due to the small number of occupied homes, we did not carry out any customer surveys in 2024-25. As the number of customers connected to Leaf Water networks increases, we will monitor customer satisfaction and to seek customer feedback to further improve the service we provide to our customers.

### **Unplanned Outage and Interruption Response Times**

During the past year we experienced no unplanned events. We are committed to keeping these to a minimum through proactive action to avoid problems on our network; by reacting promptly to problems when they do arise; and through effective and timely communication with the incumbent water companies where issues arise on their networks which have the potential to impact Leaf Water customers.

### **Leakage and Unaccounted for Water**

We are dedicated to keeping leakage in our water networks at the lowest possible level. All of our supplies to customer properties are individually smart metered. All our bulk water supply connections are also metered that take water from the upstream incumbent water company to serve our sites.

Once a housing development is completely built out then unaccounted for water (UFW) - the difference between the water metered at the bulk water meter and the sum of the individual customer meters – will principally be accounted for by leakage within the Leaf Water mains water pipes on the site.

On the basis that Leaf Water only operate brand-new networks and all supplied properties are water

efficient and metered, we expect UFW rates of less than 2% to be achievable. This is significantly lower than the incumbent water companies in England. Our networks undergo thorough testing as part of the commissioning process ensuring that at day 0 the network is free of leaks.

During the construction phase of a development additional water is used for construction purposes and for “flushing” of the mains pipes during construction to ensure a high quality of water supply. While every effort is made to ensure this water is metered, sometimes it is not possible.

For sites still under construction our UFW figure may be higher than we would expect to see on a completed site and should not be seen as indicative of the underlying level of leakage. Leaf Water closely monitor the quality of construction of our water networks through regular construction and pre-adoption inspections as well as analyses of meter data.

### **Per Capita Consumption (PCC)**

Leaf Water only adopt newly built water networks designed to current Building Regulations which requires new homes to be built to 125 l/h/d (litres per head per day); we are however committed to achieving the water industry target of 110l/h/d (litres per head per day) by 2050. We have published our draft Water Resource Management Plan (WRMP) for 2024, which summarises how we will ensure sufficient supplies of water for our customers over the next 25 years. This can be found on our publications page on our website.

Due to the small number of new customers supplied, Leaf Water has calculated their per capita consumption (PCC) as 285l/h/d. As we get more data we will be able to present this information with more accuracy. We provide water saving advice on our website, customer bills and social media.

### **Water Quality**

The quality of the water supplied by Leaf Water to our customers is regulated by the Drinking Water Inspector (DWI) and is compliant with the standards required under the Water Supply (Water Quality) Regulations. Water is routinely sampled and monitored against strict water quality measures and reported to the DWI. Leaf Water currently has a CRI (Compliance Risk Index) score of 0. This score is calculated by the Drinking Water Inspectorate measures and is made up of any failing samples that occur in the calendar year.

### **Drought Management**

In this reporting year we published our Drought Plan, which explains how we will manage supplies in a drought situation. It can be found on our Publications page on our website.

We are working closely with incumbents, regulators and the wider water sector to improve communications amongst NAVs and water companies to help effectively manage resources.

## Plans for the Future

### Our Growth

Leaf Water has been appointed to 181 sites across England and Wales (as at July 2025) which will serve around 60,000 residential properties. As we continue to build on our strong performance so far, we expect this number to grow significantly over the coming years and we look forward to providing an excellent service to even more of our customers.

### Continued Support to Our Customers

We will continue to support all our customers, especially those that are vulnerable and those that are struggling to pay. For more information on how we can help please visit our website. We continue to develop our website to ensure it effectively meets customer needs.

### Water Efficiency

We provide water saving tips and advice to assist our customers in ensuring we can continue to work as a community in protecting our water resources. All the homes in our service areas are at a minimum built to the required water efficiency regulations.

Our new Leaf Water customers are provided with a Welcome Pack at the beginning of their occupation which includes guidance on water efficiency. We continue to support our customers in saving water, saving money and looking after our vital shared resources.

**For more information on any the publications mentioned above, please visit our website.**

### Priority Services Register

We continue to be committed to supporting vulnerable customers. Leaf Water have a Priority Services Register (PSR) for a wide range of needs. For more information or to let us know about your requirements, please visit our website at [www.leafwater.co.uk](http://www.leafwater.co.uk) or call us on 01376 312420.

We can offer a range of services to meet your needs if you:

- Have physical disabilities
- Have mental health conditions
- Have dementia
- Have chronic or serious illness
- Are of pensionable age over 65
- Are deaf or have difficulty hearing
- Need dialysis
- Have developmental conditions
- Are blind or partially-sighted
- Are unable to answer the door
- Have restricted hand movement
- Are unable to communicate in English

You can also sign up if your temporary situation means you need additional help. This includes if you:

- Have young children below the age of five
- Have experienced life changes such as bereavement or separation

- Are recovering following hospital treatment
- Are a young adult (below 18) who is paying the bills

**Once You Join the PSR, We Will:**

- Provide advance notice of planned interruptions.
- Offer proactive communications during both planned or unplanned interruptions to your supply.
- Give advice on how you can prepare for a planned interruption and manage in case of unplanned interruptions.
- Provide a password facility so you can check the identity of any of our people that may need to visit your home – either at your request or in an emergency.

## Our Regulators

Leaf Water is a private water and wastewater services company, established in 2023. We operate across England and Wales, providing services within specific areas in place of the regional incumbent water company. When we apply to do this, we are granted a New Appointment and Variation (NAV) licence.

Our licence governs the way we operate our business, protect our customers and structures how we calculate our annual customer charges.

We are regulated by:

The **Drinking Water Inspectorate (DWI)** a government department set up to ensure we meet the legal standards put in place for drinking water quality.

[www.dwi.gov.uk](http://www.dwi.gov.uk)

The **Environment Agency (EA)** ensures that our activities do not negatively impact the environment and that we plan appropriately to ensure there are adequate water resources for the future.

[www.gov.uk](http://www.gov.uk)

**Ofwat** is appointed by the government and is our primary regulator. Its purpose is to ensure that customer interests are protected, and we comply with the conditions of our licence. It controls the changes we can make to our charges and approves the standards of service we must provide. It also provides guidelines for information we provide to our customers, one example being this Code of Practice.

[www.ofwat.gov.uk](http://www.ofwat.gov.uk)

We do not currently own and maintain any water treatment works or wastewater treatment works; we source our high-quality water supplies from the incumbent water company and pass the used wastewater back to them for recycling.

We also work with **Consumer Council for Water (CCW)**, which is the water industry watchdog. It is the independent voice for all water customers in England and Wales. CCW also investigate complaints that cannot be resolved by water companies.

[www.ccw.org.uk](http://www.ccw.org.uk)



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Part Of  **Advanced Water**  
Infrastructure Networks



**Customer Service and Billing**

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[Billing@leafwater.co.uk](mailto:Billing@leafwater.co.uk)



**Operations and Emergency**

24/7 Line: 0345 646 0680



**Website**

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