

10th October 2025

Advanced Water Infrastructure Networks - Statement of Response to comments on our draft Drought Plan

We sought the views of our customers and stakeholders on our draft Drought Plan (DP) between December 2024 and May 2025. This included Ofwat, Environment Agency, Defra, Consumer Council for Water (CCW), Natural England, the Incumbent's that we take a supply from and our consumers via our website, which is still available.

In this Statement of Response, we explain how we have revised our Drought Plan in response to stakeholder views.

We received responses from:

- Ofwat
- Anglian Water
- Maldon District Council

This document should be read in conjunction with our updated Drought Plan, which is available on our website www.leafwater.co.uk.

A handwritten signature in black ink, appearing to read "Iain Amis".

Iain Amis
Managing Director

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Ref.	Respondent	Respondent Comment	AWIN Response & Action	Document Section
1	Ofwat	<p>Levels of Service – alignment with incumbents</p> <p>In Appendix 1 of its draft drought plan 2024, Leaf Water presents the levels of service (Los) it will provide its customers in its variation areas. The company uses incumbent company drought plans 2022 as the basis for aligning its proposed service levels. While the draft drought plan shows alignment with incumbents' LoS, it does not specify when Leaf Water will implement these LoS. The plan does not set out how it will respond to longer term changes such as a shift to 1-in-500 year LoS. In addition, the draft drought plan does not reference the final WRMP24s published by incumbent companies, which makes it unclear whether Leaf Water's proposed levels of service fully align with the most up to date position of those companies.</p> <p>In its final drought plan, Leaf Water should clearly set out its approach to aligning its proposed LoS with current incumbents' LoS in the drought planning period, including the shift to 1 in 500 year LoS. It should also demonstrate full alignment with the LoS in the incumbent companies' final WRMP24s. Leaf Water should also ensure that updated levels of service are aligned with its final WRMP24.</p>	<p>We agree with Ofwat's comments and now can confirm that AWIN's LoS will always seamlessly align with the incumbents' WRMP24's and also any subsequent incumbent WRMP's that are published while our drought plan 2025 is in place.</p> <p>Any changes to the incumbents LoS – for example, a shift towards 1 in 500 years, will automatically become relevant and will be cemented into our drought plan at the earliest opportunity.</p> <p>We have added the links to the current WRMP of each incumbent.</p>	Section 1 & Section 7.2
2	Ofwat	<p>Customer engagement – Non-digital customers</p> <p>Leaf Water's draft drought plan outlines a combination of communication channels to inform customers about drought conditions, including digital media and website updates at Level 1. The inclusion of a sample physical letter in Appendix 2 demonstrates a commitment to reaching customers via traditional means. However, while the letter provides a strong foundation, the draft drought plan does not clarify how non-digital or vulnerable customers, such as those on the Priority Services Register, will be supported beyond receiving this physical letter during Level 1.</p> <p>Leaf Water should build on its use of letters by including additional support for nondigital and vulnerable customers during Level 1 and above. This should include providing information on how customers</p>	<p>We agree with this and have added several examples of letters for DEL1, 2 and 4 for vulnerable/nondigital customers. It explains the differences of DELs and how we will communicate and assist our vulnerable customers for each level. This is in an accessible format in line with the government's accessible standards.</p> <p>We have made some suggestions of water saving methods have been made – but have been made clear are not mandatory and there is no obligation from anyone on the PSR to follow these.</p> <p>In addition to providing our letters in an accessible format, we have also added that our customers can request information in other accessible formats to suit their needs.</p>	Section 3.2 & Section 8

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		can request communications in accessible formats such as large print or easy read versions. By adding these measures, Leaf Water should ensure its customer engagement strategy is inclusive and accessible to all customer groups, particularly those who may otherwise be at risk of missing important updates.		
3	Ofwat	<p>Non-Household engagement</p> <p>The draft drought plan details that the Abbots Vale area will include a small number of nonhousehold (NHH) sites for businesses and amenities. However, the plan does not specify any tailored communications or demand-management measures for these business customers. As Leaf Water’s additional NAV Areas come online, the NHH customer base will grow and without a defined engagement approach, business users may lack clarity on drought requirements and water-efficiency expectations.</p> <p>Leaf Water should include measures in the final plan for how it will communicate with non-household customers, including the approach it will take to encourage these customers to reduce demand during drought periods.</p>	We agree with the comments from Ofwat, and we have added an example of a letter for businesses. This is for when a region is placed in DEL3, and a NEUB is being introduced.	Section 7 & Section 8.2.1
4	Anglian	Standpipes (section 3.9.1, Table 3.7, Table 7.1) – We and I think most companies have moved away from standpipes being listed as a potential option in our Emergency Plans as it just isn’t feasible to implement in the real world so it would probably be good to just refer to rota cuts as an option in your plan	Agreed and edits have been made, “standpipes” have been removed in the revised draft.	Section 3.9.1 & Table 3.7 & Table 7.1
5	Anglian	Table 7.1 – As we are now in 2025 please can our level 4 return period be 1 in 200	Agreed and edits have been made to show the 2025 and beyond LoS in the revised draft.	Section 7
6	Anglian	WRZs (page 34) – We have 27 WRZs instead of 28	Agreed and edits have been made to show 27, not 28 WRZs.	Section 7
7	Anglian	Drought Plan website link (page 34) – our website URL should stay the same for all our Drought Plans so it may be worthwhile changing the link text to be something like “Anglian Water’s current Drought Plan weblink” rather than specifically calling out Drought Plan 2022 that will then get superseded	Agreed and edits have been made to remove the “2022” from the Drought Plan links for all incumbents.	Section 7

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8	Maldon District Council	No comments.	None	