ESSEX&SUFFOLK WATER *living water*

NEWSDROP

BIG improvements for your water, your area and your bill.

WHERE YOUR MONEY GOES

We're delivering the biggest investment programme in our history to protect water services across Essex and Suffolk.

Over the five-year period (2025-2030), we'll invest over **£1 billion** to ensure reliable water supplies for the future, strengthen our water network, protect the environment and support communities.

Every day, we provide around 2.1 million people with water services across Essex and Suffolk. This investment will help make our network more reliable, so customers can continue to rely on us during periods of extreme weather, including heatwaves and cold winters.

Work is already underway across the region, with projects focused on replacing ageing water pipes, improving water treatment works and upgrading key infrastructure. These improvements are helping to deliver the things our customers tell us matter most, including protecting the environment and ensuring reliable water supplies for homes and businesses.



By investing now, we're helping to build a stronger, more reliable water network that will support customers, communities and the environment for generations to come.

For more information about investment projects in Essex and Suffolk, visit **communityhub.eswater.co.uk**.



ARE YOUR CONTACT DETAILS UP TO DATE?

You can log into your online account and update your contact details at a time to suit you. We will use the information held on your account to keep you updated about essential updates and water disruptions in your area.

You can also choose to receive useful advice, support, news and updates about services and opportunities that may be of interest to you. Just opt in to receive additional information and you can get this newsletter delivered straight to your inbox.

Visit **eswater.co.uk/myaccount** to check your details online.

DEMAND STATS

504+
million litres averaged daily

+0.7%
vs. May-June 2025 demand

Average demand for May-July is **29.3m HIGHER** than the average demand for these months

That's an average of **166 LITRES** per person per day

We're supporting LET'S SAVE WATER.

LET'S SAVE WATER



We are using water faster than nature can replace it. If nothing changes by 2055, we could face a potential shortfall of 5 billion litres of water every day!

It's been a hot and dry summer, meaning our reservoir levels have fallen and demand for water has increased. Our busiest day saw **592 million litres** used in just 24 hours – enough for every Essex & Suffolk Water customer to take **more than four showers each**.

Don't worry, we're carefully monitoring reservoir levels and water supplies every day to make sure there's enough water for everyone.

However, there are simple ways you can help too. Understanding how much water your household uses is a great place to start.

You can check your water use with our online calculator, by looking at your latest bill, or through the app if you have a smart meter.

Visit **eswater.co.uk/savewater** to find out more.

WATER COMPANY OF THE YEAR



We're delighted to share that we've been named Water Company of the Year at the Water Industry Awards 2026.

This national award recognises our commitment to delivering great service for our customers, caring for the environment and finding new ways to improve what we do.

INVESTMENT MAKING A DIFFERENCE IN YOUR AREA

We're carrying out our biggest ever investment programme, investing £1 billion between 2025 and 2023 to support our local communities, protect the environment and strengthen water services for the future.

From upgrading water pipes and reducing flood risk, to improving treatment works and protecting local rivers and coastlines, we're working on projects that will make a difference for customers, communities and the environment.

We've included a snapshot of these below, to give a flavour of the work we're doing as part of The Big Upgrade.

Please note that project plans and timelines may change as work progresses.

For the latest updates on our projects and to learn more about investment projects in your area, visit **communityhub.eswater.co.uk**.



ESSEX

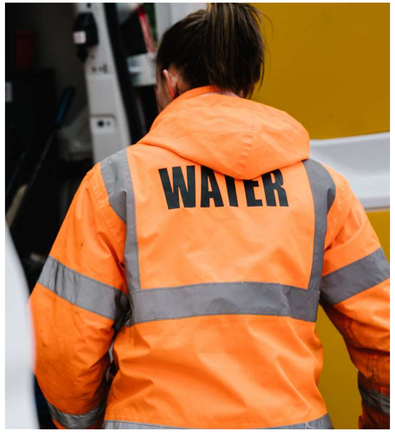
Layer Water Treatment Works upgrade

We're investing £29 million to improve the Layer Water Treatment Works. This will help us provide drinking water for our customers across Mid-Essex.

As part of the upgrade, we've built a new sand storage and washing area, and we're now installing a large new filter to help treat water even better.

This filter is the first of its kind at this size in the UK.

These improvements will make the treatment process more efficient, help protect water quality, and support a reliable water supply for years to come.



SUFFOLK

Water pipe replacement

We're investing in a programme of water pipe replacement projects across Suffolk to help provide reliable water supplies and reduce the risk of bursts.

Work is already well underway in Fressingfield and Yaxley, and a further scheme has recently begun on the route from Eye to Occold.

Together, these projects represent a multi-million-pound investment in replacing older pipes and strengthening the local water network.

We're delivering the work to keep disruption to residents and businesses to a minimum. We'll continue to keep customers updated throughout the project.



YOUR WATER BILL EXPLAINED

Your water bill pays for much more than the water coming from your tap.

It helps us:

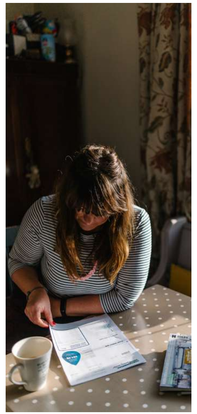
- Deliver clean, clear and great tasting water for life's little moments.
- Find and fix leaks and keep pipes working.
- Test and treat your water to the highest standards.
- Protect rivers, waterways and the environment.
- Invest in improvements for the future.

We know that understanding your water bill isn't always straightforward. That's why we've got lots of helpful information on our website to explain what's included, how your bill is worked out and where your money goes.

You can see your latest bill at any time through your online account where you can also give us meter readings, make payments and more.

Visit **eswater.co.uk/yourbill** to find out more.

SUPPORT WHEN YOU NEED IT MOST



Need a little extra support with your water bill?

We know that everyone's circumstances are different, and sometimes managing household bills can be challenging. We may be able to offer support with your water bill, as well as access to other services designed to make life a little easier.

It only takes two minutes to check what help might be available to you.

Visit **eswater.co.uk/help-and-support/financial-support** to find out more.

NEWS UPDATES

1 "SPACESHIP" STYLE ALGAE DISRUPTORS LAND IN ESSEX AND SUFFOLK

Eagle-eyed visitors to Hanningfield Reservoir in Essex or Ormesby Broad in Norfolk may have noticed small yellow devices floating on the water.

The devices that resemble 'yellow spaceships', are being trialled to help improve water quality and re-establish healthy ecosystems functioning; this can help to manage algae growth that can form in water during the warmer summer months.

2 HIGHLIGHTING THE IMPORTANCE OF WILDLIFE SURVEYS

Essex & Suffolk Water are carrying out wildlife surveys across its sites to monitor protected species, understand how habitats are changing, and help protect nature.

3 STAY SAFE AND AVOID SWIMMING IN RESERVOIRS

As the weather warms up, we're reminding people to stay safe when spending time outdoors and is urging the public to avoid swimming in reservoirs.

NEWSDROP | SUMMER 2026

NEED A LITTLE EXTRA HELP?

We all need a bit of support from time to time. Our **FREE** Priority Services can make things a bit easier. From bills in an alternative format and help reading your water meter, to supply interruption alerts that keep you updated every step of the way... and so much more.

Register now
eswater.co.uk/priorityservices

#WaterWithoutTheWorry

SKIP THE CALL QUEUES

Manage your account online in your own time – **no waiting required.**



Sign up online:
eswater.co.uk/register.