

Net Zero Strategy 2020 - 2035



Affinity Water

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Affinity Water Net Zero Strategy

CEO Introduction

The water industry has made an ambitious commitment to reach Net Zero for our operational emissions by 2030 and it is with great pride that I introduce Affinity Water's strategy, which details how we will achieve this target.

Water is heavy and is very energy intensive to treat and pump to our 3.89 million customers through 16,900km of pipework. Demand for water is increasing with population growth and we need to leave more water in local sources of chalk groundwater to help protect the globally rare chalk streams in our supply area. This means we need to get more of the water we supply from sources further afield, which requires more energy to treat and distribute.

This presents a significant challenge, but one I am confident we will overcome.

We need to move quickly to adapt to the impacts of climate change. This demands bold action from our industry and will significantly transform how we operate.

At Affinity Water, we have taken this challenge head on, and our Net Zero strategy stands as a testament of our resolve to be part of the solution. Through innovative technologies, operational excellence, delivering energy efficient solutions and a profound sense of duty, we are steadfastly committed to achieving Net Zero for our operational emissions in just the next eight years to 2030.

In addition to managing our operational emissions, we also need to work closely with our supply chain to reduce the emissions from the work we carry out to refurbish and replace the assets in our network.

This publication outlines our comprehensive approach to achieving our ambition. It showcases our investment in cutting-edge infrastructure, harnessing renewable energy sources, and embracing nature-based solutions for carbon capture. It underscores our dedication to reducing our carbon footprint, conserving water resources, and enhancing the overall well-being of the ecosystems we serve.

Our strategy is also a commitment to our customers of what we will achieve and reinforces our purpose to supply high-quality drinking water and take care of our environment for our communities now and in the future.

Demand for water is increasing with population growth and we need to leave more water in local sources of chalk groundwater to help protect the globally rare chalk streams in our supply area

Keith Haslett
Chief Executive Officer
Affinity Water

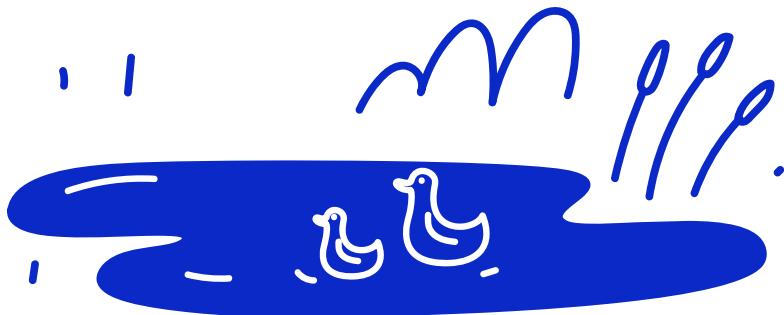


Introduction

In July 2021 we outlined our plans to reduce greenhouse gas (GHG) emissions. This strategy provides a longer-term framework to support those actions we've already identified, those which are emerging and acknowledging where more work is required for our journey to Net Zero and beyond.

The objectives, outcomes and actions identified will guide how we manage our greenhouse gas emissions until 2035. It also sets a direction of travel for the longer term to make sure we remain focused on achieving our Net Zero ambitions alongside our short and medium goals.

This strategy is designed to ensure that we can continue to meet our customers' requirements as efficiently as possible, alongside our requirements to manage and reduce our greenhouse gas emissions.



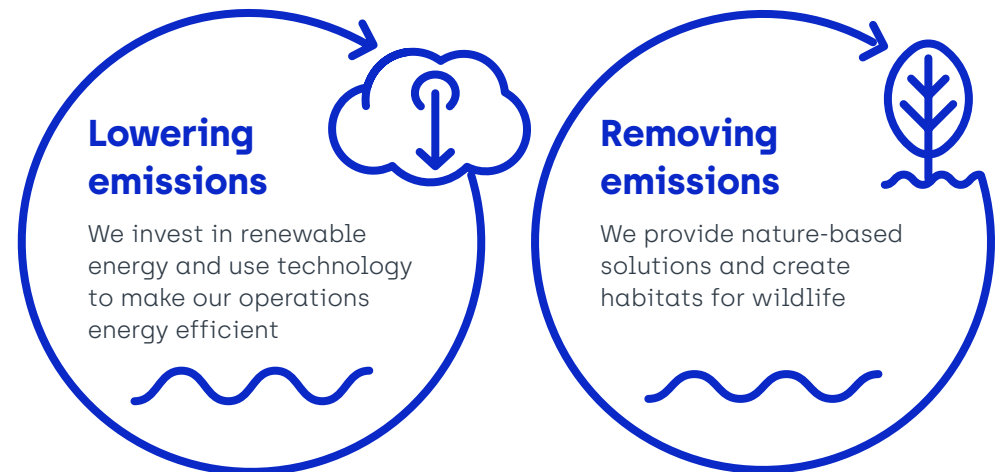
What is Net Zero?

'Net Zero' refers to the balance between the amount of greenhouse gas (GHG) emissions that are produced and the amount that are removed from the atmosphere.

This can be achieved through a combination of emission reductions and emissions removal.

Net Zero is the internationally agreed upon goal for mitigating global warming in the second half of the century.

Globally, we need to reach Net Zero by 2050 to keep global warming to below 1.5°C.



Our current emissions

Greenhouse Gas (GHG) Emissions

GHGs trap heat in the atmosphere and are the main driver of climate change. The six main greenhouse gases are carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF₆).

HFCs, PFCs and SF₆ are collectively known as Fluorinated gases. They are powerful GHGs emitted through their use particularly as substitutes for ozone-depleting substances, for example as refrigerants.

GHG Reporting

Scopes 1, 2 and 3

The most widely accepted approach to GHG reporting is to identify and categorise emissions-releasing activities into three groups (known as scopes).

The three scopes are:

Scope 1

[Direct emissions]: Activities owned or controlled by an organisation that release emissions straight into the atmosphere. Examples of scope 1 emissions include combustion in owned or controlled boilers, furnaces, vehicles, emissions from chemical production in owned or controlled process equipment.



Scope 2

[Energy indirect]: Emissions being released into the atmosphere associated with our consumption of purchased electricity, heat, steam and cooling.



Scope 3

[Other indirect]: Emissions that are a consequence of our actions but not produced directly by the company itself. They are emissions that we are indirectly responsible for up and down our value chain. Examples of scope 3 emissions are business travel by means not owned or controlled by our organisation, waste disposal, or purchased goods and services.

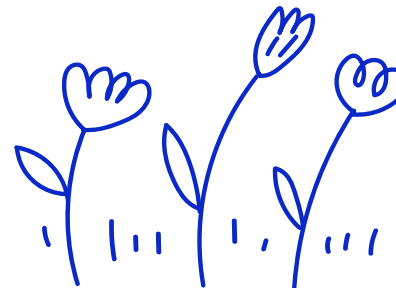


We use conversion factors for greenhouse gas reporting. These conversion factors convert activities such as fuel consumption, car mileage or waste generated, into the equivalent carbon emissions. We'll usually report on GHG in tonnes of carbon dioxide equivalent (tCO₂e).

GHG emissions can also be described/categorised as either 'operational' or 'embedded' (or embodied). Operational emissions result from everyday activities such as the use of electricity for pumping water, process emissions from treating water and emissions from fleet vehicles.

Embedded emissions arise when we undertake construction activities or purchase capital goods. Embedded emissions are typically harder to quantify than operational particularly as the actual emissions arise earlier in the supply chain (before they reach us).

We report annually to Ofwat on our operational emissions (and now also on some embedded emissions). For more information on our annual emissions please see our [Annual Greenhouse Gas Emissions Report](#).

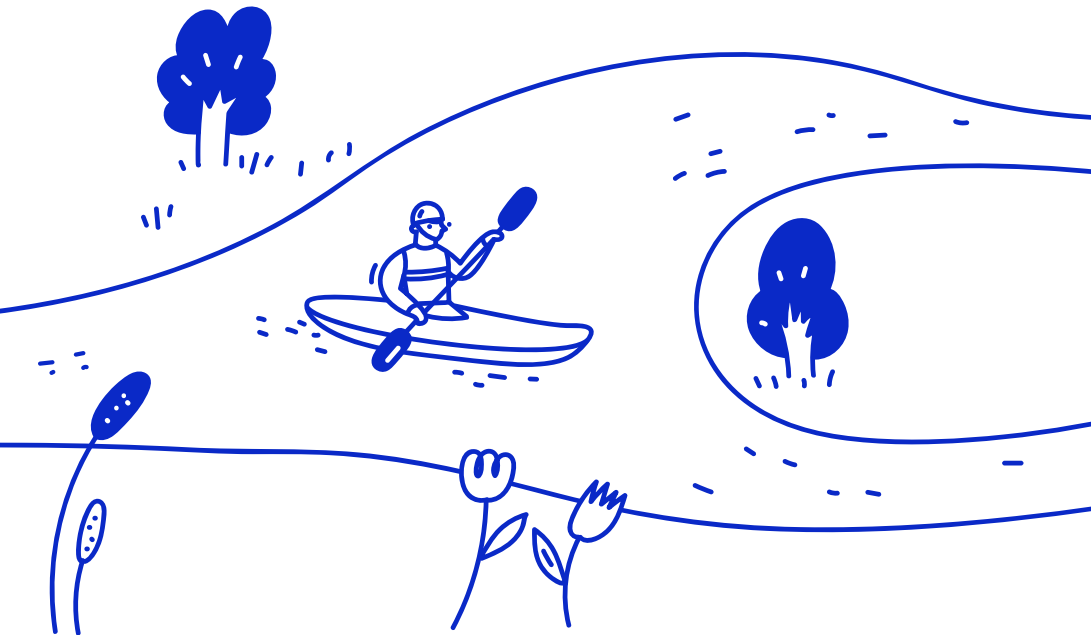


Our Ambition

Our Ambition

In 2019, alongside other water companies, we committed to reducing our operational emissions to Net Zero by 2030. We included within this commitment, all Scope 1 and Scope 2 emissions and a Scope 3 emissions where they related to business transport, electricity transmission and distribution emissions, waste from operations and outsourced IT services.

We're also committed to playing our part in the UK's Net Zero 2050 target. We're in the early stages of delivering this ambition and although the pathway to 2030 is relatively well-defined, further work is required by both Affinity Water and the wider water sector to better understand our longer-term pathway. Particularly in relation to understanding our responsibility and preferred pathway to managing Scope 3 emissions.



Our Carbon Footprint

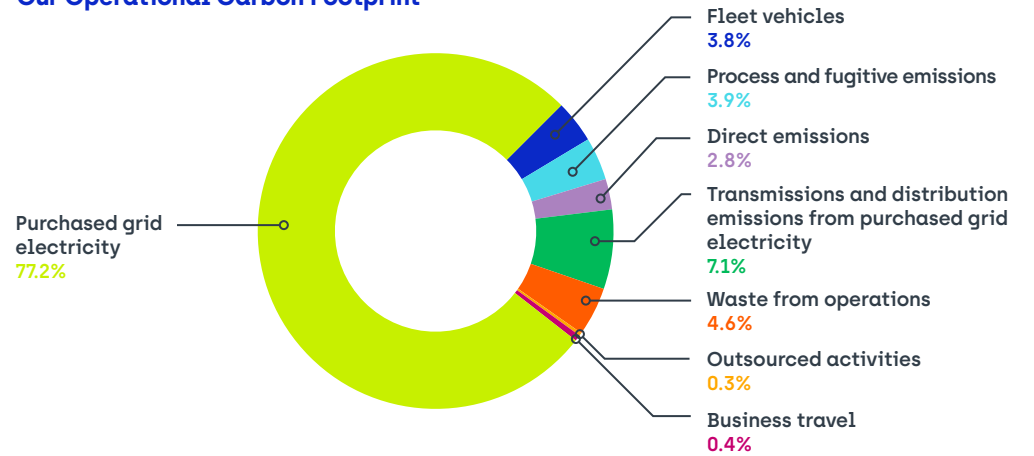
Operational Carbon Footprint

We've been reducing our operational Greenhouse Gas (GHG) emissions year after year since 2014/2015. Electricity used to pump water around our network makes up a significant proportion of our operational carbon footprint and using a green tariff helps us to manage those emissions.

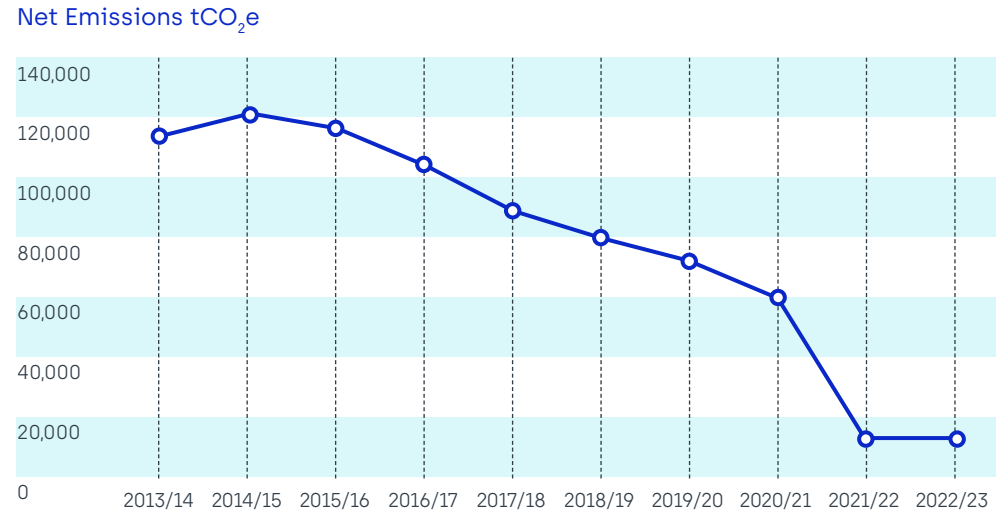
In 2022/23 we operated our second full year on a green energy [electricity]. Following best practice, we include emissions from purchased electricity in our footprint (known as location-based reporting) alongside showing the benefit for using a green electricity tariff (known as market-based reporting).

In 2022/23 our operational carbon footprint was estimated to be 56,297 tCO₂e, using a location-based approach. Taking our green electricity into account our emissions are reduced to 12,836 tCO₂e.

Our Operational Carbon Footprint



Water UK Net Zero 2030 Emissions (Market Based)



Market Based and Location Based Reporting

A location-based method reflects the average emissions intensity of the electricity grid on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen for purchase. For Affinity Water this means a market-based reporting reflects when our electricity is provided by renewable sources, using a Renewable Energy Guarantees of Origin (REGO) backed green tariff. The REGO scheme provides transparency about the proportion of electricity that suppliers source from renewable electricity. The scheme provides certificates which demonstrate electricity has been generated from renewable sources.

Our Full Carbon Footprint

For 2022/23, we estimated our full carbon footprint, which includes all our operational and embedded emissions produced during the year. Using a market-based approach we estimate our full carbon footprint to be 91,870 tCO₂e. Following a location-based approach our footprint is 135,493 tCO₂e.

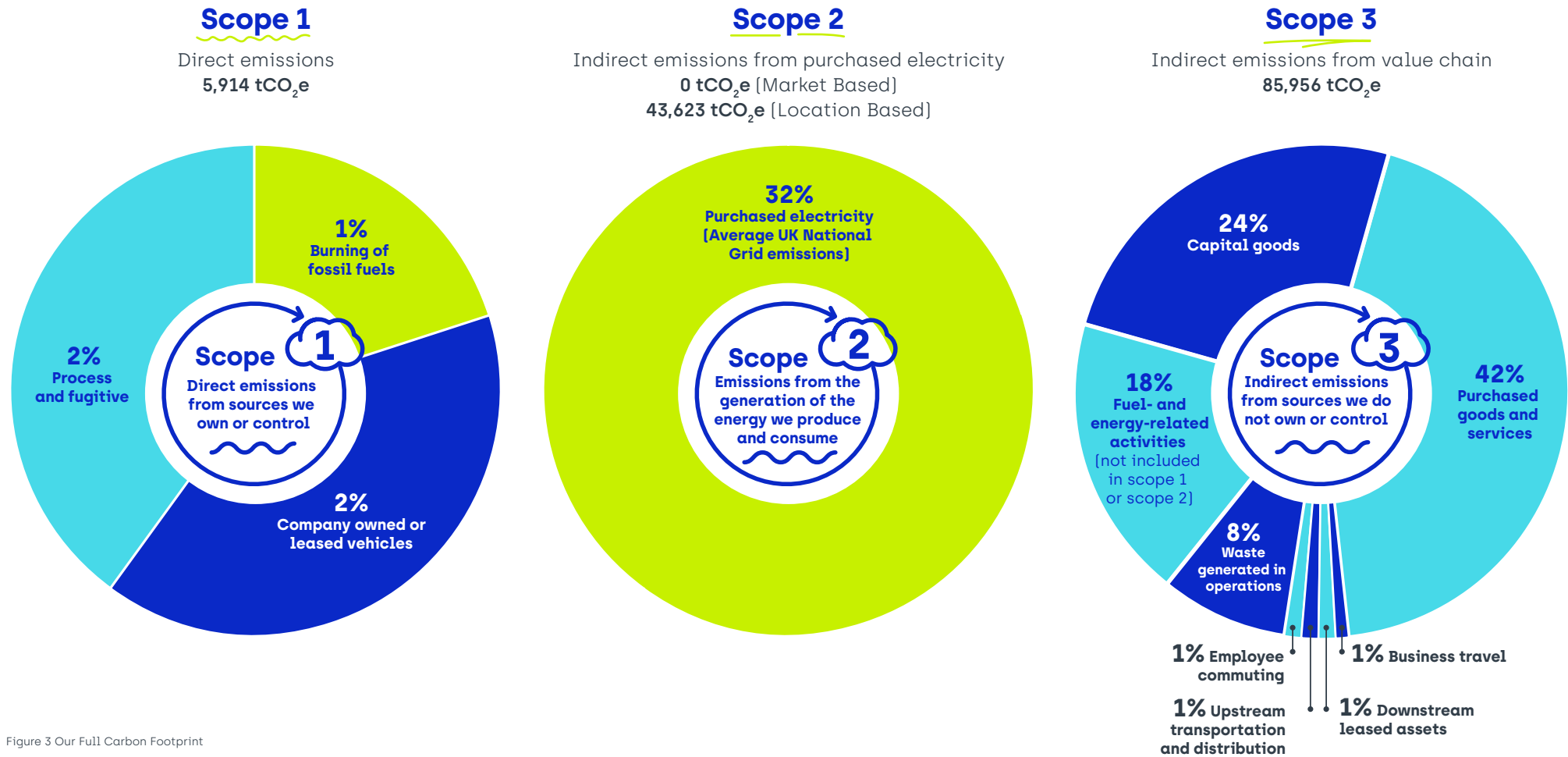


Figure 3 Our Full Carbon Footprint

Our Approach to Net Zero

Our Approach to Net Zero

Achieving our Net Zero ambitions will require action across our business, supported by the actions and behaviours of our customers and suppliers. A combination of technological and behaviour changes will be needed. Our strategy to implement the actions needed is underpinned by the following four principles. We expect these principles to remain applicable throughout our Net Zero journey and therefore, provide our long-term framework.

1. Adopting a Net Zero Culture

We'll develop and embed a net zero culture within our business which puts carbon at the heart of the choices we make. We'll train and engage all our staff so that they have opportunities to understand the role they play in reducing emissions and helping us reach Net Zero. They will be empowered to drive down carbon emissions from across our operations and encouraged to seek out innovative ways to do this. This may be through projects they deliver, how they travel for business or by working with suppliers to help them reduce indirect emissions. Everyone will have a part to play in reducing emissions.

We'll shape our governance structures and processes to ensure that the journey to Net Zero is considered holistically as part of the wider climate change risk management. There will be a strong line of sight for climate risk management and emissions reductions throughout the business and increased transparency in the way we report on this.

The journey to Net Zero will require us to work innovatively, using new ways of working and emerging technologies. We will support our workforce and supply chain to do this and share the knowledge gained.

2. Applying the Carbon Management Hierarchy

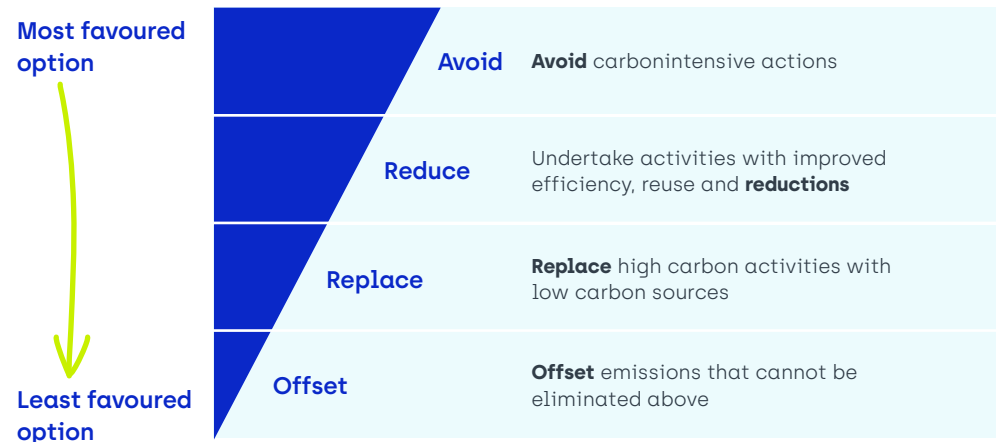
We'll apply a carbon management hierarchy in our decision-making around our journey to Net Zero (Figure 4). This means we'll prioritise activities which avoid or reduce emissions, minimising our need to offset only those emissions which cannot otherwise be eliminated.

Case Study 1 Energy Efficiency - Pump optimisation and efficiency tool (POET)

Egham is one of our large water treatment works abstracting water from the River Thames. Using our Pump Optimisation and Efficiency Tool (POET), we were able to analyse the efficiency of two different pump operations. Based on the findings we altered our operations to be more energy efficient. We're now using the POET tool to analyse pump operations across our networks.



Figure 4 Carbon Management Hierarchy





Case Study 3

Nature-based solutions - Seagrass Seeds of Recovery

This innovative project, called Seagrass Seeds of Recovery, will provide a blueprint for upscaling the restoration of seagrass to enhance the resilience of the estuarine and coastal waters of the Affinity Water and Anglian Water supply regions in Essex and Suffolk.

Seagrass meadows enhance the stability of the coastal zone, locking carbon into the seabed, improving water quality, and creating a habitat for small animals, which enhances the resilience of coastal ecosystems.

The project will provide a road map to unlock the 'blue carbon' potential (carbon captured by marine ecosystems) of seagrass restoration for the water industry and beyond.

A consortium of ten partner organisations has been created to deliver this project with Project Seagrass as the main delivery partner.



Ocean Image Bank & Michiel Vos

3. Investing in Nature Based Solutions

As stewards of our environment, we invest in nature-based projects which will enable more water to be left in the environment and create more resilient river systems by restoring the rivers and enhancing habitats. We also work with farmers around improving soil health through regenerative farming practices. The projects which we invest in can often deliver a multitude of benefits for the environment, including carbon capture or reduction of emissions.

Understanding, quantifying, and verifying the carbon benefit of nature-based solutions is a developing field, both in the UK and globally. We'll continue to deliver catchment management, river restoration and habitat improvement projects and as new science and guidance emerge we'll use this to shape and maximise opportunities to deliver carbon benefits alongside wider environmental benefits.

We'll also invest in innovative projects which will help to develop the science around nature-based solutions for carbon capture and reduced emissions, such as the Seagrass Seeds of Recovery project in which we are a partner.

Through our projects to improve habitats and biodiversity, we'll seek to better understand how we can use these opportunities to maximise the associated carbon benefits.

4. Working with Others

We cannot reach Net Zero on our own. To be successful we need to work closely with our customers, suppliers, and wider stakeholders. We'll engage these groups so that we can best work together to reach Net Zero. This could include:

- Working with customers to improve water efficiency and reduce per capita consumption [PCC].
- Working with suppliers to test and implement innovative lower-carbon solutions.
- Working with our regulators, industry organisations and other water companies to share best practices.
- Supporting strong industry-wide standards for transparency and reporting on carbon emissions and removal.



Pathway to 2035

The UK's sixth Carbon Budget sets out the level of emissions reductions required to ensure Britain remains on track to end its contribution to climate change. This will remain consistent with the Paris Agreement temperature goal to limit global warming to well below 2°C and pursue efforts towards 1.5°C.

We are playing our part by delivering on the following **objectives**, which have been grouped into **workstreams**.



Objectives for 2035

Energy

The water industry is energy intensive with large amounts of electricity used to treat and pump water to customers. In line with our carbon management hierarchy, we are reducing our energy use by:

- replacing our assets such as pumps with more energy-efficient ones.
- optimising our operations, using new technology and tools to help us understand how we can do this.

We're replacing energy sources with low carbon alternatives by:

- sourcing our grid electricity from green sources. We began purchasing grid electricity from renewable sources backed by a Renewable Energy Guarantee of Origin (REGO) in 2021. Since then the UK has experienced significant increases in the cost of renewable energy and this may no longer offer customers good value for money. We are currently reviewing our use of REGO backed tariffs.

- our own renewable energy by installing solar panels at some of our sites. In 2022 we completed our first two solar installations at Chertsey and Walton and are now planning a series of further installations at up to a further 26 sites.
- Exploring alternatives to using fossil fuels in our generators. To ensure we remain resilient to a loss of power to our key operational sites and can continue to supply water to customers we have generators situated on our sites which remain on standby until they are required. These generators usually use diesel to power them, however, we're looking at low-carbon alternatives such as hydrotreated vegetable oil (HVO).
- Horizon scanning for emerging technology could further help us to decarbonise our energy use, such as hydrogen engines and improving battery technology.

Energy Objectives

- Replace where possible our direct use of fossil fuels with electricity or low carbon alternatives.
- Invest in energy efficient assets and property upgrades to reduce the energy intensity of our operations.
- Deliver onsite and offsite opportunities to deliver renewable energy to reduce emissions and overall reliance on grid electricity.



Asset Management

As part of our journey to Net Zero, we need to manage the emissions associated with the construction, operation and decommissioning of our assets – this is often referred to as the 'whole life' of the asset. The Publicly Available Specification 2080 [PAS 2080] provides best practice guidance on managing the carbon associated with infrastructure across its whole life.

PAS 2080 includes several key concepts which should be applied, these include:

Starting early - The earlier that carbon is considered in an asset's lifecycle, the greater the scope for managing and reducing it; the later we consider it, the greater the number of opportunities for reduction that will have been lost.

Collaboration and innovation - PAS 2080 identifies four separate roles, to ensure the greatest reductions in carbon, and inspire the most innovative low-carbon solution.

It is important that all four roles within the value chain work collaboratively.

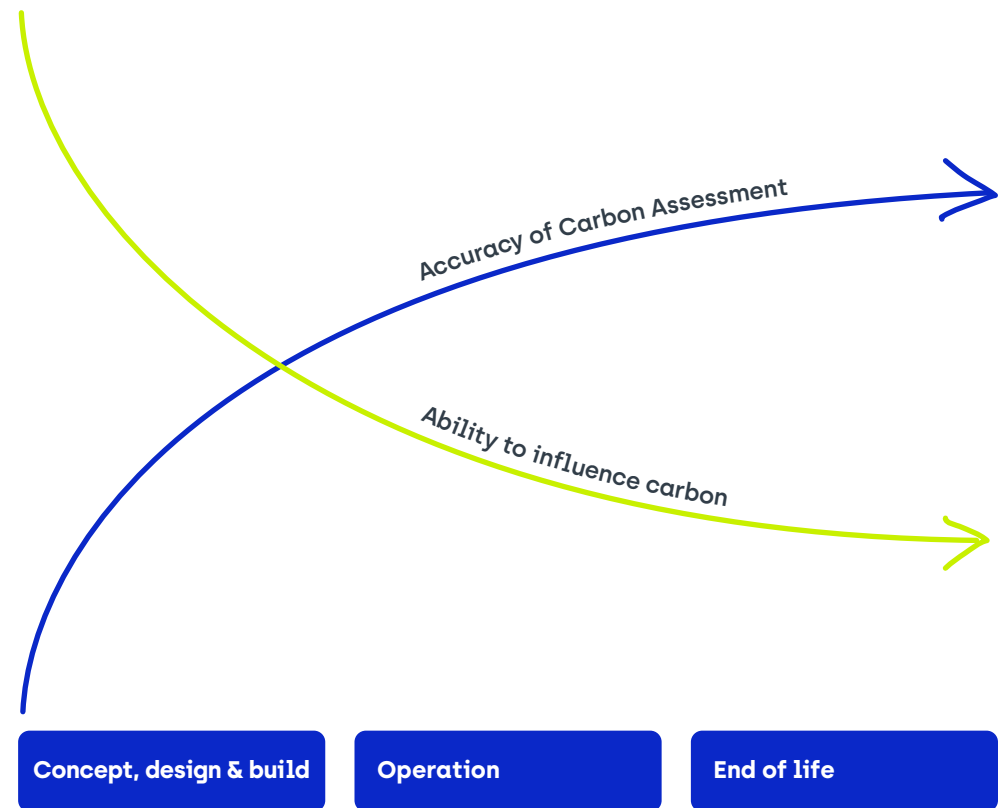
Baselines and reduction targets – As the Asset owner and manager it is our responsibility to set carbon reduction targets which we will then in turn work with our supply chain to achieve. The targets need to be relative to a baseline, representing the scenario for what emissions would have been in the absence of adopting a PAS2080 approach.

We have begun adopting the PAS 2080 principles in our asset management projects and are beginning our journey to understand what can be achieved by doing so. We'll need to work closely with our supply chain to deliver the greatest benefits. In the future, we aim to set clear targets for emissions reductions associated with asset management projects.

Asset Management Objectives

- Apply the principles of PAS 2080 [standard for managing carbon in building and infrastructure] to our asset management approach to ensure opportunities are taken to maximise emission reductions

Figure 5. We have the greatest opportunity to reduce carbon early in the project lifecycle





Transport

To be able to provide our service to customers effectively and efficiently, we maintain a fleet of vehicles which enable our teams to get to locations across our supply area where they may be carrying out maintenance work, visits to customers or other work activities. We're reducing the emissions associated with the usage of our fleet over time by replacing our current vehicles with electric equivalents. To enable the use of EVs within our fleet we'll also need to ensure sufficient charging infrastructure is available at our sites and in other locations.

We're aiming to have around 20% of our fleet transferred to electric vehicles (EVs) by the end of 2024/25 and the remainder of our eligible to EV to other low carbon alternative fleet transferred by the end of 2029/30.

In addition to reducing fleet vehicle emissions, we'll also need to reduce the emissions associated with other business travel. We're already encouraging the use of technology to reduce the need to travel, and where possible, we'll encourage our staff to adopt the travel hierarchy when choosing how to make their journey. The travel hierarchy prioritises the use of sustainable transport such as public transport and active modes such as cycling or walking.

To support our employees in making sustainable travel choices, we take part in the cycle-to-work scheme and offer free or subsidised bus travel on buses in Hatfield and the surrounding area where our head office is based.

Transport Objectives

- Reduce the need to travel where appropriate and make use of more sustainable modes where possible
- Replace our petrol and diesel fleet vehicles with zero-emission alternatives

Carbon Literacy

Carbon Literacy is about having an awareness of how our actions and everyday activities affect greenhouse gas emissions and having the ability and motivation to make a positive change to this. As an organisation, we recognise that all our employees have a role in helping us achieve Net Zero and our suppliers and customers will need to support us too.

To ensure our employees have the right knowledge and opportunity to support our journey to Net Zero, we're developing and investing in an ongoing programme of training and activities. Using the Carbon Literacy Project as a framework we have set ourselves the ambition of becoming recognised as a Carbon Literate Organisation before the end of 2024/25.

Through campaigns such as Save Our Streams, we'll engage our customers around the carbon benefits associated with saving water.

Carbon Literacy Objectives

- Provide carbon literacy training for our staff to ensure they understand their roles in the journey to Net Zero and the value they can add.
- Our employees support the action we're taking as a business to reduce carbon emissions and take an active role in delivering this.
- Engage our customers so that they understand how improving water efficiency can save money and carbon.
- Engage our supply chain to play an active role in helping us to report on and reduce our emissions.
- Increase the level of awareness, understanding and support for the action we are taking to address climate change mitigation.





Governance

Having the right structures in place for reporting and managing our journey to Net Zero is important. The right governance ensures that we deliver cost-effective and joined up action to achieve our ambitions. We've already taken steps in recognition of this and will continue to review and update our structures and processes as we seek to continually improve.

As part of our journey to improve, we're seeking to better understand the full breadth of our emissions, particularly those which result from the goods and services which we purchase.

Governance Objectives

- Shape and develop internal governance structures and processes which facilitate effective climate risk management and empower staff to take action.
- Improve the quality, regularity, and breadth of our climate risk disclosures to increase transparency to our stakeholders.
- Develop a comprehensive understanding of all our direct and indirect emissions and set an emissions reduction trajectory to achieving Net Zero.
- Encourage innovative solutions to emissions reduction.



Nature Based Approach

Through a preliminary natural capital assessment (used to understand the benefit of nature) of our investment in cover crops (Case Study 6), we have estimated the potential carbon benefit this may be having. However, our ability to assess this robustly is currently limited by available guidance in the UK.

In the UK there are currently two recognised standards for quantifying and accounting for the carbon benefits of nature-based projects; these are the Woodland Carbon Code and Peatland Carbon Code. This means for projects such as river restoration or regenerative agriculture, there is currently limited scope for these carbon benefits to be quality assured within the UK. Science and guidance are being developed and in the future, we expect additional standards such as the soil carbon code to be released. Additional standards will provide a robust framework from which we can quantify, and quality assures the benefits of our nature-based projects.

To support research and development in this field, we're working with partners including those in academia and the voluntary carbon markets to deliver innovative projects.

Our main areas of focus include:

- Continuing to support farmers to deliver regenerative farming practices such as cover crops. In the future, we aim to develop partnerships within voluntary carbon markets to support fair apportionment and trading of these benefits.
- Working with partners in academia to understand the potential of our river restoration projects to deliver carbon benefits and how we might maximise this.
- Assessing the potential carbon benefits of biodiversity improvement projects we deliver on land we own.
- Continuing to partner in the seagrass innovation project which is seeking to develop a better understanding of the role seagrass restoration could have in capturing and storing carbon (Case Study 3).
- Horizon scanning for emerging science and guidance will inform how we account for the carbon benefits of nature-based projects.

We've set ourselves the target of being able to deliver and account for a minimum of 1,000t CO₂e benefit by the end of 2024/25. To achieve this, we're reliant on the availability of UK-recognised standards and best practices. We'll stay engaged in this area and will review our targets as necessary.

Nature Based Solutions Objectives

- Calculate and verify the carbon benefits delivered through our river restoration, and biodiversity improvement projects.
- Work with farmers, land managers and voluntary carbon market platforms to enable fair trading of carbon credits associated with regenerative farming practise.
- Complete the current seagrass innovation project and explore opportunities to deliver future pilot projects.
- Support research and development activities which contribute to the robust quantification and accounting of nature-based projects.





Case Study 6

Nature based solutions - Cover Crops

In 2021 we undertook an initial natural capital assessment to understand the wider benefits that our investment in cover crops could be delivering. Affinity Water ran a funding scheme during the winter of 2020-2021 to cover the additional costs to farmers of growing winter cover crops across North Hertfordshire and South Cambridgeshire. In total, Affinity Water funded a total area of 807 ha of winter cover crops across 62 arable fields.

The primary aim of the scheme was to improve water quality through reduced nitrate leaching and increased sediment retention. However, winter cover cropping can also provide wider environmental benefits by increasing organic matter available to capture carbon in soils, protecting soils from erosion, and attracting farmland birds and other wildlife. As such, the measure contributes to the overall enhancement of natural capital, which is the stock of natural assets from which people derive ecosystem services.

Arable land is a net source of carbon emissions and other greenhouse gases due to soil cultivation and organic matter depletion, fossil fuel and fertiliser use. The inclusion of cover crops in the farming regime has the potential to improve this by reducing the amount of carbon emissions compared to previous practices.

The natural capital assessment identified that the inclusion of cover crops has a potential carbon benefit of 943 tCO₂e per annum across the 807 ha assessed and other additional benefits through reduced energy requirements and reduced N₂O emissions.

Figure 6 A field with cover crop (left) and without (right)

Our **Net Zero** plan

Adopting a Net Zero Culture

We will engage, train and support our staff so that they have opportunities to understand the role they play in reducing emissions and in helping us reach net zero. They will be empowered to drive down carbon emissions.

Applying the Carbon Management Hierarchy

We will apply a carbon management hierarchy in our decision-making around our journey to net zero.

Investing in Nature Based Solutions

We will seek to deliver carbon benefits through catchment management, river restoration and habitat improvement projects.

Working with Others

We will work closely with our customers, suppliers, and wider stakeholders to deliver emissions reductions.

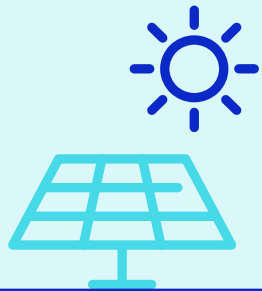


Routemap

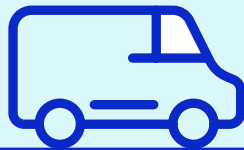
Energy efficient and optimised assets



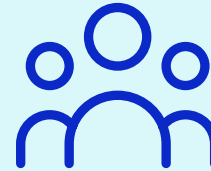
Creating renewable energy from solar



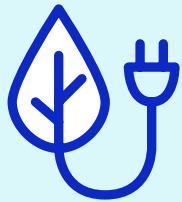
Replacing our petrol and diesel fleet vehicles with zero-emission alternatives



Engage our customers so that they understand how improving water efficiency can save money and carbon



Encourage innovative solutions



grid electricity from green sources



Applying best practice principle to deliver lower carbon asset management



training our staff to ensure they understand their roles in the journey to net zero and the value they can add



Improve our emissions reporting

Calculate and verify the carbon benefits delivered through, catchment management, river restoration, and biodiversity improvement projects



Operational Emissions Reductions Pathway to 2030

Operational Emissions Reductions Pathway to 2030

We've developed a projection of future operational emissions to achieve our WaterUK 2030 target. The graph also shows that we're projecting to reach 'Net Zero' for our operational emissions ahead of 2030. To deliver our operational Net Zero pathway we need to deliver on the objectives outlined in this strategy.

The size and nature of the activities which reduce our emissions can be seen in activities in Figure 7. The stacked coloured areas show the amount of emissions reduction which can be attributed to each type of activity. By far the largest contributor to our emissions reductions is the commitment to

procure a green tariff for our grid electricity use. It's worth noting however, actions which reduce our energy consumption and generate our own renewable electricity are of greater priority. These actions reduce operating costs, reduce reliance on electricity markets and fulfil the priorities set out by Ofwat.

Going forward a degree of uncertainty will remain around the realised emissions benefit of each activity. Through monitoring both emissions and progress to deliver actions, we can update and refine our projections through time, allowing us to take further action as needed and keep us on track to deliver operational Net Zero.

Figure 7. Net Zero Pathway
GHG Emissions tCO₂e

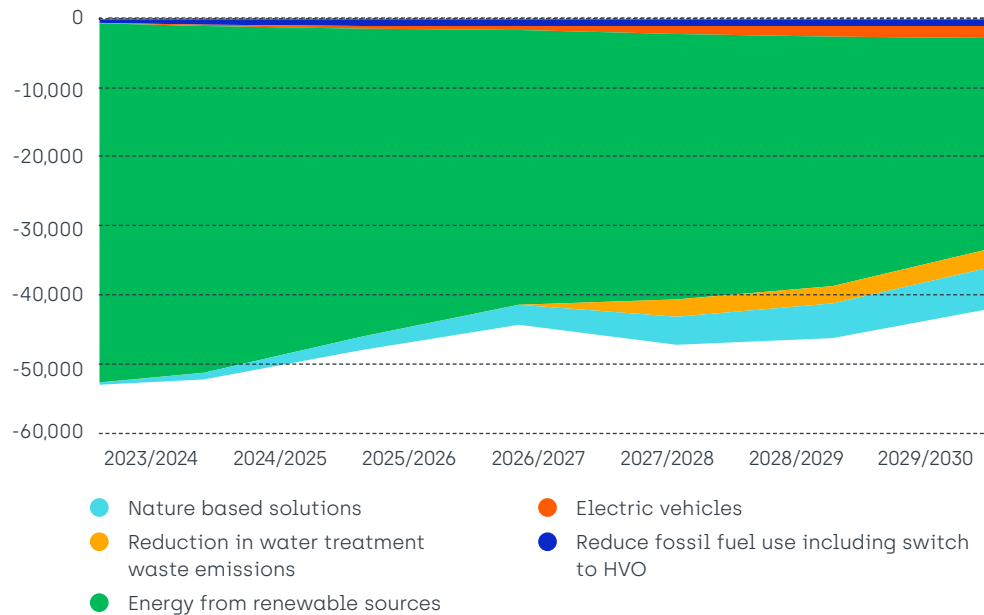
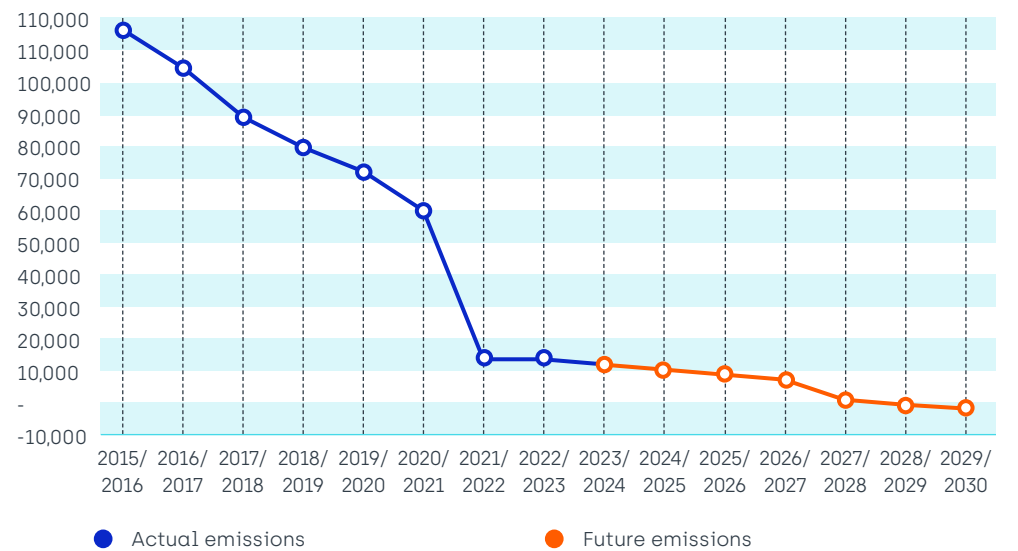


Figure 8. Net Zero Pathway
GHG Emissions tCO₂e



Looking Ahead

Monitoring the Strategy

To achieve our targets and overall ambition it's important that we monitor our progress, both in the delivery of the planned actions and in the impact they're having on reducing our emissions.

Progress monitoring and emissions reporting will be coordinated by our Carbon Programme Board. The programme board will bring together key people involved in the delivery of our identified workstreams and quantifying our emissions. As our understanding of our emissions increases, we can use this information to annually update and refine both our action plan and emissions projection.

We'll publish our greenhouse gas emissions annually to provide a clear and transparent record of how well we are performing in reducing our emissions and staying on track to reach our ambitious targets.

"The programme board will bring together key people involved in the delivery of our identified workstreams and quantifying our emissions"



Our current projections indicate that if we deliver our action plan we should achieve our water sector commitment to reduce operational emissions to Net Zero by 2030

Looking Ahead

This strategy provides a longer-term framework to support the actions we have already identified, those which are emerging and acknowledge where more work is required. The objectives, outcomes and actions identified will guide how we manage our greenhouse gas emissions over the current AMP period (AMP 7) and the following two AMP Periods (AMP 8 and AMP 9).

Our current projections indicate that if we deliver our action plan, we should achieve our water sector commitment to reduce operational emissions to Net Zero by 2030. This will require actions across the business.

It's also important that we take action now to better understand and plan for how we manage our wider embedded emissions associated with the services we use and projects we deliver.

To enable us to deliver our longer-term ambitions, we have set out in this strategy how we will develop a 'Net Zero' culture, where we all understand the role we play in delivering Net Zero. Our processes and structures will embed Net Zero thinking and enable a more holistic approach to climate change adaptation.

We cannot deliver our ambitions alone, like other water companies, we'll need the support of the government, the water sector, academic institutions, our customers and the supply chain to help us along the way. We'll need to work together to develop new opportunities and overcome challenges.



Affinity Water