

ALBION ECO

Annual Small Company Report

2024/2025



Albion Eco Limited

Registered in England No. 07753415

Registered Office: c/o Sable International, 18 St. Swithin's Lane, London, EC4N 8AD

www.albioneco.co.uk

Delivering for customers and our environment

Summary from the MD


This report relates to the year ending 31 March 2025, covering a period of ongoing redevelopment of our principal customer as part of the largest inward investment in north Wales. I am proud of the way that my team has handled challenges and opportunities arising over the year. High levels of customer service were maintained, compliance with quality and regulatory standards remained high and we have continued to support the businesses that we serve.

Looking ahead, our water supply arrangements are expected to meet any variations in industrial demand but production related changes in the medium term will need to be monitored closely to maintain the supply:demand balance. I am pleased that Albion Eco has been able to continue its support of the North Wales Wildlife Trust as an active ‘Natural Partner’ and by contributing to the delivery of biodiversity, access and wellbeing ambitions for the area. Longer term investment opportunities to promote these vital causes alongside our area activities are the subject of ongoing dialogue.

Albion Eco and its parent, Waterlevel, will continue a process of seeking opportunities to support communities and delivering growth, driven by serving new developments in nutrient and water stressed catchments. During the year we have contributed to initiatives dedicated to delivering sustainable growth and resilient emerging markets for nature-based solutions. Focus will be maintained on ensuring that our current and future customers will be offered sustainable solutions whilst remaining ‘no worse off’ when compared to the regional incumbent.

About Albion Eco

Albion Eco is wholly owned by Waterlevel Ltd, a private environmental services company whose shareholders, in 1999, established the first competitive water company since privatisation. Those same shareholders remain majority owners and provide executive and management services to support regulated activities.

Waterlevel (reg.no.04753001)	<i>Shareholder</i>	<i>Director</i>
	J Bryan	Chair
	M Jeffery	
	D Knaggs	MD
	P Tate	FD
 100%		
Albion Eco (reg.no.07753415)	<i>Shareholder</i>	<i>Director</i>
	WLL	J Bryan
		D Knaggs

We currently provide water services to non-household customers in Wales and continue to champion sustainable development. Our mission is to deliver resilient water and sewerage services and to act as a promoter for solutions that introduce sustainability and stem biodiversity loss.

Our pledge is to work with our stakeholders to deliver sustainable water and sewerage services and high standards of customer care. Through innovation, research and listening to our customers, we will seek to develop products and services, improve customer satisfaction and practice sound environmental management and biodiversity stewardship.

We thrive on doing things differently, challenging the status quo and our vision, indeed our future plans, are dependent on embracing change and new opportunities. Showcasing our innovative solutions and working countrywide, we engage with government, regulators, industry peers and developers to think differently about their sites and the impact they have on our communities and the environment.

As well as continuing activity in the I&C market, and consistent with government ambitions, Albion Eco is increasingly focussed on delivering nature-based solutions to meet local community needs.

Ring Fencing and Governance Arrangements for 2025/26

Our parent company, Waterlevel, has introduced an Annual Board Statement in regard to the support provided to its subsidiary, the appointed business, covering the forthcoming financial year.

The Board of Waterlevel (“WLL”) agree that, to the extent that its individual executives hold multiple roles, the Directors of Albion Eco (“AEL”) will act independently of WLL and, in relation to Appointed Business, exclusively in the interests of AEL.

Each Director of AEL confirms that all potential conflicts of interest have been disclosed to the Board and to Ofwat and that no company duties outside AEL will act as an impediment to the duties of the Appointed Business in delivering water and/or sewerage services to its licensed area(s).

No Director of AEL will vote on any new significant contract, arrangement or proposal in which the individual has an interest by virtue of other directorships.

WLL will inform Ofwat immediately if a Director of AEL is appointed, resigns or, for existing Directors, materially changes executive responsibilities.

Dividend policy is set out in the Annual Risk and Compliance Statement and AEL Directors confirm that this policy meets the obligations of its Licence Conditions.

A separate Ring Fencing Certificate will be submitted on an annual basis, in line with our Licence Condition P.

Statement on Accounting Policy and Methodology

Based on the range of non-household services currently provided, we have followed the relevant principles and guidance published in Ofwat's Regulatory Accounting Guidance and are satisfied that the information provided is both accurate and sufficient.

Albion Eco's financial projections remain in line with those set out in our NAV transfer application, which was approved by Ofwat in 2016.

Maintaining Standards

Our Health & Safety performance continues to be exemplary, in the 12 months to March 2025 we have recorded:

- No HSE enforcements
- No reportable RIDDOR incidents
- No incidents

Albion Eco monitors and records its performance against Guaranteed Standards of Services (GSS) - for the year ended March 2025 we have experienced no failures.

Serving Our Customers

Our Board approves the charges each year and we are always happy to provide a certificate of compliance to Ofwat following this process.

Tariff changes for 2024/25 were kept in line with inflation, meeting our commitment to support customers, especially during difficult trading conditions both in the economy generally and specifically related to site redevelopment. This support also manifests itself in maintaining high levels of communication and frequent site visits between our staff and customers.

As part of our commitment to our customers, and in line with licence condition G (Principles for Customer Care), we have reviewed and updated our Code of Practice and our Vulnerability Strategy. Both documents are available on our website in the document library alongside comprehensive customer advice and supporting information. We have been developing a Welsh language version of our website (which launched in May 2025) and have worked to ensure that our incident procedures and documentation are informed by industry learnings and best practice, and they are robust and meet our customers' needs. We are satisfied that we are compliant with the principles set out in our licence.

Our Performance (year to March 25)

Significant differences in scale and customer composition makes direct comparison with Welsh Water, the bulk water supplier, and the wider Welsh water industry difficult, risking misleading narratives and an absence of statistical rigour. Albion Eco therefore currently reports on its own performance measures, any future change from our exemplary results, set out below, would trigger a Board level investigation into how we meet our 'no worse off' obligation.

NRW – no enforcement activity

DWI – 100% pass for wholesome potable water monitoring

Customer service – no complaints

Whistleblowing – none (details reported to Board on a quarterly basis)

Affordability and vulnerability – n/a (no domestic customers)

Operational performance – no unresolved issues

Asset health and resilience – annual RPZ audits completed and remote monitoring of supplies indicates leakage levels across the area remain low.

Environment – efficient operational procedures keep water usage in check and continuous monitoring provides an early warning of wastage. We continue to work with North Wales Wildlife Trust to promote biodiversity, public access, local amenities and wellbeing.

Financial Stewardship

The difficult headwinds experienced across the sector and in the economy more widely have presented challenges, but we maintained a year of stable financial performance in 2024-25, reflecting our careful and considered business planning.

Our turnover increased to £0.93m in line with expectations, given the continuing plant closure and site redevelopment. Underlying operational costs remained on track over this period and a small profit was recorded.

Our funding position remains strong, and our Board is positive about the long-term future of the company.

Report checked and approved by:

David Knaggs

Managing Director
July 2025