











Full Year 2019/20 results 20 May 2020

















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DISCLAIMERS

Cautionary statement regarding forward-looking statements

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LIV GARFIELD Chief Executive





MANAGING THE IMPACT OF COVID-19

Supporting people through the COVID-19 crisis

Colleagues



- Committed to no redundancies or furloughing from COVID-19
- Supporting financial wellbeing with full sick pay, payment of 2019/20 bonus and three year pay deal
- Caring for our Colleagues campaign

Customers



- Helping customers struggling to pay with established WaterSure and Big Difference schemes
- Supporting vulnerable customers through
 Priority Services Register
- £3.5m donation to Severn Trent Trust
 Fund

Communities



- £1m emergency fund £500k supporting
 c.200 organisations so far
- Supporting supply chain with immediate payment and secure future work in Midlands
- Working with Business in the Community and local forums



MANAGING THE IMPACT OF COVID-19

Preparation, agility and culture enable delivery of essential services and AMP7 plans

Delivering essential services



- Quickly enabled well-practised incident management
- Flexible working to keep frontline colleagues safe
- Almost half of colleagues working from home
- Embracing technology with increased use of virtual technicians and at-home network monitoring
- Quickly identified and trained reserve teams to ensure adequate skilled resource for essential tasks

Continued focus on AMP7



- Well prepared through fast-track status and substantial investment in final year of AMP6
- Re-focusing customer ODI delivery plans to counteract impact on some measures, e.g. Per Capita Consumption
- Teams with capacity working on new projects
- Taking advantage of reduced traffic, pulling forward network renewal in normally busy streets



2019/20 HIGHLIGHTS

6

A good end to	Net customer ODIs of £36m ¹ taking AMP6 total to £174m
AMP6	Delivering consistent improvements in Water
operationally	Anticipate 4* EPA status from the Environment Agency
A substantial year of investment	 £800m of capital invested, taking AMP6 total to £3bn Birmingham Resilience completed on time and to budget Improved 1,600km of rivers with Water Framework Directive
Entering AMP7	Expect to deliver positive customer ODIs from year one
in a strong	80% of year one capital programme already contracted
position	Effective interest cost of 3.7% as we enter the AMP

1. Customer ODIs quoted pre-tax, in 2012/13 prices, unless otherwise stated.

JAMES BOWLING Chief Financial Officer



2019/20 FINANCIAL HIGHLIGHTS

Good results in line with expectations, strong financial resilience

Underlying PBIT ¹	Underlying basic EPS ²	Effective interest cost	
£570.3m -0.6%	146.0p +0.1%	3.7% down 20 bps, 170 bps in AMP6	
Net customer ODI reward	AMP6 cumulative RoRE ³	Strong liquidity	
£36m totalling £174m across AMP6	8.5% delivering on all three levers	£755m available facilities at 31 March	

Full-year dividend of 100.08p

- 1. Underlying profit before interest and tax (PBIT) excludes exceptional items and amortisation of acquired intangible assets. Reported PBIT of £568.2m (2018/19: £563.3m) includes amortisation of acquired intangible assets of £2.1m (2018/19: £0.7m) and nil exceptional operating costs (2018/19: £9.6m).
- 2. Underlying earnings per share (EPS) before exceptional items, amortisation of acquired intangible assets, net losses/gains on financial instruments, current tax on exceptional items and on net losses/gains on financial instruments, exceptional current tax and deferred tax. Reported basic EPS of 66.7p (2018/19: 133.4p).
- 3. AMP6 cumulative Return on Regulated Equity quoted net, pre-tax at 2012/13 prices, using Ofwat's RoRE methodology.

COVID-19 IMPACT ON PBIT

Limited impact on 2019/20 PBIT; direct costs largely absorbed; bad debt provision increased



No material step up in operating costs as a result of COVID-19 to date

March/April cash receipts strong; low levels of direct debit cancellations

Direct impact to bad debt of £2m; indirect impact of some activity restrictions on older debt recovery plan

Potential impact in 2020/21:

Lower non-household revenue; recovered later in AMP7

£50m to £85m impact

Increased household bad debt risk from economic recession Reduced property sales; deferred to later in AMP7

£1m to £5m for year

REGULATED WATER AND WASTE WATER

Underlying PBIT down 2.9% reflecting higher bad debt and increased activity to close AMP6





BUSINESS SERVICES



Energy generation

A significant contributor to the early achievement of our target for 100% energy from renewable sources. Generation **increased 19%** to **491 GWh**, through Bioresources and our non-regulated activity

Operating Services	Property Development	
Increase in profits from improved performance and higher expected whole life profits on key contracts	<pre>£7m¹ property sales delivered this year, £34m of 2027 £100m target now delivered</pre>	



1. Property Development PBIT of £7.7m incudes £0.7m adjustment for provision for unrealised profit from internal sales and rental income of £0.1m; external property sales were £6.9m.

WATER PLUS

Total losses reported

as exceptional

Improving performance in H2; overtaken by economic impact of COVID-19

Recovery plans drove improved performance in H2	Marked improvement in cash collections after a challenging first half	but tail-off in receipts seen post lockdown	£14.3m FY share of underlying trading loss (H1: £9.3m; H2: £5.0m)
Economic impact of COVID-19 on Water Plus recovery	Additional bad debt provision at year end for expected COVID-19 business failures	Impairment of goodwill and intangibles based on expected impact on Water Plus recovery plan	£37.4m Share of write-downs (Equity: £32.5m; Debt: £4.9m)
			£51.7m

On 30 April Ofwat announced code changes to cap bad debt exposure and provide short-term liquidity for retailers

WHOLESALER REGULATORY FRAMEWORK

Effective regulatory framework mitigates NHH COVID-19 consumption risk over AMP7

Impact of lower volumes

COVID-19 lockdown will significantly decrease business **consumption** with some offset in higher household demand

We are anticipating c.**£50m-£85m impact** on 2020/21 revenue, assuming government's published path out of lockdown

The Ofwat regulatory model allows us to recover this revenue in two years



Ofwat Consultation April 2020

- Ofwat announced **protection for wholesalers** against retailer default from COVID-19
- **Capped exposure** from providing retailers with liquidity
- Wholesalers can charge interest on deferred payments; amounts to be fully repaid by March 2021

FINANCING PERFORMANCE

Strong AMP6 performance through effective management of our debt



1. Before net pension finance costs but including capitalised interest.

2. Net of capitalised interest of £44.2 million (2018/19: £33.2 million). Gross cash interest cost was £187.5 million (2018/19: £173.9 million).

FINANCIAL RESILIENCE

Strong fundamentals and effective treasury strategy providing resilience



- Facilities of £1.1bn, with £0.8bn available at 31 March 2020
- Less than 2.5% (£150m) of debt maturing in the next 12 months
- Strong track record of **flexible**, **risk-based** treasury management through AMP6

Net debt of	Gearing ¹ of	£200m USPP	•	Favourable rates, long average maturity
	U	March 2020	•	First issue under Sustainable Finance Framework
£6,232m	64.4%	in Plc	•	New US ESG investors attracted to our business

PENSIONS

Deficit reduction strategy on track; AMP7 average contributions of £60m to continue



movement

assumptions

AMP6 RCV GROWTH

Cost efficiencies and targeted investment contributed to strong real RCV growth



1. Based on actual RPI of 1.6% for 2015/16, 3.1% for 2016/17, 3.3% for 2017/18, 2.4% for 2018/19 and 2.6% for 2019/20.

2. PR14 midnight adjustments as per Ofwat's PR19 Final Determination published in December 2019.

3. Growth rates as per Final Determination, pre midnight adjustments and excluding Hafren Dyfrdwy expected RCV of c.£100m (in nominal prices).

RETURN ON REGULATED EQUITY

Outperformance across all three levers delivering strong AMP6 RoRE



CUSTOMER ODIS

Sustained strong ODI performance, £174m net reward across the AMP including £36m delivered in 19/20

TOTEX

Focused reinvestment of early AMP6 efficiencies; confident in our ability to deliver AMP7 plan within allowance, despite COVID-19 disruption

FINANCING

170 bps reduction in effective interest cost in AMP6 driven by our flexible financing strategy

2020/21 TECHNICAL GUIDANCE

Regulated Wat	er and Waste Water	Year-on- Year	2019/20
Turnover	£1.51 billion to £1.55 billion. Lower year-on-year as a result of:	▼	£1.62bn
	• £50 million to £85 million from the expected impact of COVID-19 (non-household consumption down, partly offset by increased household usage).		
	Assumes government's published path out of lockdown, with a gradual recovery in economic activity over the year. We will provide an update on expected outturn at our quarterly trading update in July. The Ofwat regulatory model allows us to recover this revenue in two years.		
	• £24 million of regulated revenue now allocated to Bioresources (reported in the Business Services segment) in line with the FD.		
Operating costs (incl. IRE)	Higher year-on-year due to increasing chemical usage to meet tighter effluent consents and expected COVID-19 related increases in household bad debt, partially offset by our insourcing strategy and a reduction in our IRE programme following completion of AMP6 programmes.		£782m
Customer ODIs	We expect to be in positive territory and earn a net reward across Water and Waste measures.	▼	£36m
Business Servio	ces		
Underlying PBIT (excl. Property)	Higher year-on-year. Corresponding £24 million increase in Bioresources revenue allocated from Regulated Water and Waste Water, partially offset by the impact of lower energy prices on renewable energy revenue and COVID-19.		£57m
Underlying Property PBIT	Between £1 million and £5 million, based on an expected pause in property market activity. We remain on track with commitment to deliver £100 million PBIT over ten years to 2027.	▼	£8m
Group			
Interest charge	Higher year-on-year due to increased total debt and lower capitalised borrowing costs.		£188m
Tax rate	Total tax rate of c.19% and underlying effective current tax rate between 9% and 11%.	\leftrightarrow	10.4%
Group capex	£430 million to £510 million. Lower capital expenditure year-on-year following completion of significant AMP6 programmes.	▼	£800m
Dividend ¹	Annual dividend growth of CPIH. 2020/21 dividend 101.58p.		100.08p 19

FINANCIAL SUMMARY

A good set of results rounding off a strong AMP6

Underlying PBIT £570m	Strong cost control, good non-regulated growth and increased IRE investment for a good start to AMP7
Effective interest cost 3.7%	20 bps reduction this year, 170 bps reduction in AMP6, strong start point for AMP7
RoRE 6.7%	Reflecting reinvestment in the final year of the AMP, cumulative RoRE of 8.5% delivered across all three levers
Full-year dividend 100.08p	In line with policy

A strong balance sheet and an efficient cost base – ready for outperformance in AMP7

LIV GARFIELD Chief Executive





COLLEAGUES

AMP6 SUMMARY

Balancing the needs of key stakeholders across AMP6

- Engagement in the **top 5%** of utilities globally
- 75,000 days of training delivered
- Recruited c.400 graduates and apprentices
- Sharing success with all-employee bonus scheme
- Top 3 company in Hampton-Alexander review and Social Mobility Index





- Cumulative RoRE of 8.5%, delivered across all 3 levers
- £174m of customer ODIs delivered over 5 years
- Invested for real RCV growth of around 9%
- Effective finance cost reduced 170bps to 3.7%
- Sharing success through RPI+4% dividend policy



AMP6 SUMMARY

Balancing the needs of key stakeholders across AMP6



COMMUNITIES

ENVIRONMEN

Maintained **lowest bills** in England and Wales **CUSTOMERS**

- **£3bn invested** in assets for future generations
- Improved accessibility and digital experience
- Annually supported 50,000 customers with bills
- Improvements across range of service measures

- 800,000 customers educated about water and waste
- **£17m donated** to the Severn Trent Trust Fund
- Anticipate 4* EPA status for third time in AMP
- Improved quality of 1,600km of local rivers
- 100% renewable energy 51% self-generated







STRONG WATER PERFORMANCE

Targeted **reinvestment**, innovative **technology** and refreshed **strategies** driving continuous improvement

On the **right trajectory** to meet year one targets

Leakage

AMP6: -8%

427

18/19

408

19/20

Target

20/21

24

443

17/18



CONFIDENT IN LEAKAGE AMBITION

Consistent improvements give confidence in AMP7 and longer term targets

Leakage reductions:DeliveredPlanAmbition8%15%50%in AMP6by 2025by 2045	Empowering our people	New geographical ownership model enhances local knowledge and accountability Volunteers from across the business are looking out for assets in their local areas
	Embracing	£10m invested in 35,000 acoustic loggers
	new	Fast followers on Vacuum-Excavator
	technology	Internal innovation such as Seek-A-Leak
		Installing 500,000 meters in AMP7
	Exciting future plans	Exploring robotics and trialling fibre optics
One of our teams with a Vacuum-Excavator		World Water Innovation Fund collaboration 25



A TOUGH YEAR BUT STRONG AMP IN WASTE



£226m in waste customer ODIs over AMP6



Penalties on flooding measures follow tougher targets and record-breaking wet weather



Ambition to reduce pollutions by 50% by 2025 – going further than regulatory target



INVESTING IN THE ENVIRONMENT

Caring for the environment delivers multiple benefits

Reducing costs	Rewards for environ	mental improvemer	nt Making a positive impact
Improving water quality upstream reduces cost of treatment	Water Framework	Biodiversity	Over AMP6 we have delivered:
Directive £42.6mNatural solutions require less		£0.9m	1,600km river quality improvement
power and maintenance	Sustainable	Catchment	244 Ha enhanced for Biodiversity
Extracting more resources from our waste creates value	Sewage Treatment £9.9m £11.4m		Carbon emissions reduced by 42%
			27



AMP6 PROGRAMME: COMPLETE

Substantial investment in final year completes ambitious AMP6 programme



£689m

Delivered efficiently with increased standardisation, plug and play construction, and working with suppliers to reduce overheads



AMP7 PROGRAMME: ON TRACK

We are **on track**:

- 80% of year one programme spend contracted
- Manageable impact from COVID-19 safeguards in place

Capital expenditure of £430m to £510m in year one

AMP7 will operate differently with a **broader range of suppliers** and **in-house design** team

Key role in Triple Carbon Pledge with:

- New Thermal Hydrolysis Plants to increase generation
- Natural solutions to waste water treatment



Generating more energy with new THPs



Exploring natural solutions such as Wetlands

4 GRATH 10 REMARKED 10 REMARK 10 REMARK 10 REMARK 10 REMARK Image: A constraint of a constraint of

Taking care of t	he environment	Helping people to thrive	Being a company you can trust
100% renewable energy – now achieved	100% electric fleet by 2030 ¹	Working to end water poverty	Embedding new Purpose and Values
Net zero carbon emissions by 2030	Committed to Science-Based Targets	Investing £10m in our new Academy	Reporting in line with TCFD and GRI guidance
Planting 1.3 million trees by 2030	Improving quality of 2,100km of rivers by 2025	Accredited real living wage employer	Embedding social purpose in our Licence
5,000 Ha enhanced for Biodiversity by 2027	Leakage reduction of 15% by 2025; 50% by 2045	Helping 195,000 customers with their bill by 2025	Accredited with the Fair Tax Mark
Ambition to reduce pollutions by 50% by 2025	Educating 500,000 children on water scarcity	1% of STW profits to Community Fund	A third of bonus linked to sustainability 30

1. Assumes suitable specialist vehicles such as tankers become available within that time window.

SUMMARY

Strong final year and fast-track preparation means we are ready for AMP7

Operationally strong	Capital investment	
 Balanced performance across water and waste measures £36m customer ODIs earned in final year; expect net reward in 2020/21 	 £800m invested in final year completes £3bn programme On track for £430-£510m in FY21 with 80% of spend contracted 	
Environment	Sustained outperformance	

APPENDIX

SUSTAINABLE DEVELOPMENT GOALS

We have outlined our most significant contributions to the 17 goals through our core businesses and the way we run our company

Core Business Impact



Ensure availability and sustainable management of water and sanitation for all

d ient of for all

Significant Impact

9 Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

Ensure access to affordable, reliable, sustainable and modern energy for all



Take urgent action to combat





15 URE ON LAND





Moderate Impact



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



Achieve gender equality and empower all women and girls



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Reduce inequality within and among countries



Make cities and human settlements inclusive, safe, resilient and sustainable

UNDERLYING EBITDA¹ YEAR ENDED 31 MARCH 2020

2019		2020	Variance	Variance
£m		£m	£m	%
841.9	Regulated Water and Waste Water	838.5	(3.4)	(0.4)
94.7	Business Services	102.9	8.2	8.7
(8.1)	Corporate and other	(5.5)	2.6	32.1
(9.7)	Eliminations	(0.8)	8.9	91.8
918.8	Severn Trent Group	935.1	16.3	1.8

BUSINESS SERVICES UNDERLYING EBITDA¹ YEAR ENDED 31 MARCH 2020

Regulated £m _	Regulated £m 16.4	Total £m
£m _		
_	16.4	
	10.7	16.4
(0.3)	17.6	17.3
55.2	_	55.2
4.6	3.1	7.7
3.1	3.2	6.3
62.6	40.3	102.9
(25.5)	(11.3)	(36.8)
_	(1.2)	(1.2)
37.1	27.8	64.9
	55.2 4.6 3.1 62.6 (25.5) –	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

1. Earnings before interest, tax, depreciation, amortisation, amortisation of acquired intangible assets and exceptional items.

2. Excluding amortisation of acquired intangible assets.

DEPRECIATION¹ YEAR ENDED 31 MARCH 2020

2019		2020	Variance	Variance
£m		£m	£m	%
315.0	Regulated Water and Waste Water	327.0	12.0	3.8
30.6	Business Services	38.0	7.4	24.2
0.1	Corporate and other	0.1	_	_
(0.5)	Eliminations	(0.3)	0.2	40.0
345.2	Severn Trent Group	364.8	19.6	5.7

POWER YEAR ENDED 31 MARCH 2020

			2020			2019
	Segmental analysis	Self generation	Group	Segmental analysis	Self generation	Group
	£m	£m	£m	£m	£m	£m
Turnover						
Business Services	96.3	(15.1)	81.2	72.6	(26.4)	46.2
Cost						
Regulated Water and Waste Water	(105.8)	14.8	(91.0)	(102.1)	17.2	(84.9)
Business Services	(3.8)	0.3	(3.5)	(14.3)	8.9	(5.4)
Severn Trent Group			(94.5)			(90.3)

NET FINANCE COSTS YEAR ENDED 31 MARCH 2020

		2019				2020
Income statement charge £m	Capitalised interest £m	Gross interest incurred £m		Income statement charge £m	Capitalised interest £m	Gross interest incurred £m
140.7	33.2	173.9	Cash interest (including accruals)	143.3	44.2	187.5
13.8	-	- 13.8	Net pension finance cost	11.1	-	11.1
39.7	_	39.7	Inflation uplift on index-linked debt	34.0	-	34.0
194.2	33.2	227.4		188.4	44.2	232.6

UNDERLYING EARNINGS PER SHARE YEAR ENDED 31 MARCH 2020

	2020	Variance	Variance
	£m	£m	%
Underlying profit before interest and tax	570.3	(3.3)	(0.6)
Net finance costs	(188.4)	5.8	3.0
Underlying profit before tax	381.9	2.5	0.7
Tax at the underlying effective rate of 10.4% (2019: 11.6%)	(39.7)	4.1	9.4
Current tax in respect of prior years	5.2	(4.2)	(44.7)
Share of net loss of joint ventures	-	0.4	100.0
Earnings for the purpose of underlying basic and diluted earnings per share	347.4	2.8	0.8
Weighted average number of ordinary shares for basic earnings per share	238.0	1.7	0.7
Underlying basic EPS	146.0	0.2	0.1
	Net finance costs Underlying profit before tax Tax at the underlying effective rate of 10.4% (2019: 11.6%) Current tax in respect of prior years Share of net loss of joint ventures Earnings for the purpose of underlying basic and diluted earnings per share Weighted average number of ordinary shares for basic earnings per share	£mUnderlying profit before interest and tax570.3Net finance costs(188.4)Underlying profit before tax381.9Tax at the underlying effective rate of 10.4% (2019: 11.6%)(39.7)Current tax in respect of prior years5.2Share of net loss of joint ventures-Earnings for the purpose of underlying basic and diluted earnings per share347.4Weighted average number of ordinary shares for basic earnings per share238.0	£m£mUnderlying profit before interest and tax570.3(3.3)Net finance costs(188.4)5.8Underlying profit before tax381.92.5Tax at the underlying effective rate of 10.4% (2019: 11.6%)(39.7)4.1Current tax in respect of prior years5.2(4.2)Share of net loss of joint ventures-0.4Earnings for the purpose of underlying basic and diluted earnings per share347.42.8Weighted average number of ordinary shares for basic earnings per share238.01.7

GROUP BALANCE SHEET AT 31 MARCH 2020

2019 £m		2020 £m	Variance £m	Variance %
9,300.7	Property, plant and equipment, right-of-use assets, intangible assets and goodwill	9,954.8	654.1	7.0
37.0	Investments in joint ventures	-	(37.0)	(100.0)
109.7	Working capital	43.2	(66.5)	(60.6)
(1,093.0)	Deferred income	(1,188.3)	(95.3)	(8.7)
(452.9)	Net retirement benefit obligations	(234.0)	218.9	48.3
(51.4)	Provisions	(44.0)	7.4	14.4
(9.3)	Current tax	3.1	12.4	133.3
(747.5)	Deferred tax	(901.1)	(153.6)	(20.5)
(95.1)	Other derivative financial instruments	(158.5)	(63.4)	(66.7)
6,998.2	Capital employed	7,475.2	477.0	6.8
1,164.1	Equity	1,243.7	79.6	6.8
5,834.1	Net debt	6,231.5	397.4	6.8
6,998.2		7,475.2	477.0	6.8

CAPITAL EXPENDITURE (NET CASH)¹ YEAR ENDED 31 MARCH 2020

2019		2020	Variance	Variance
£m		£m	£m	%
757.7	Regulated Water and Waste Water	790.0	32.3	4.3
12.6	Business Services	9.4	(3.2)	(25.4)
0.9	Corporate and other	0.1	(0.8)	(88.9)
(1.9)	Eliminations	-	1.9	100.0
769.3	Severn Trent Group	799.5	30.2	3.9

NET DEBT AT 31 MARCH 2020

2019 £m		2020 £m	Variance £m	Variance %
(1,120.1)	Bank loans	(1,251.9)	(131.8)	(11.8)
(4,820.5)	Other loans	(5,058.5)	(238.0)	(4.9)
(112.2)	Finances leases/lease liabilities	(122.7)	(10.5)	(9.4)
39.6	Net cash and cash equivalents	48.6	9.0	22.7
37.1	Cross currency swaps	60.4	23.3	62.8
142.0	Loans receivable from joint ventures	92.6	(49.4)	(34.8)
(5,834.1)	Net debt	(6,231.5)	(397.4)	(6.8)

FAIR VALUE OF DEBT AT 31 MARCH 2020

2019 £m		2020 £m	Variance £m	Variance %
(1,004.2)	Floating rate debt	(1,128.0)	(123.8)	(12.3)
(3,969.9)	Fixed rate debt	(4,214.7)	(244.8)	(6.2)
(2,298.3)	Index-linked debt	(2,042.2)	256.1	11.1
(7,272.4)		(7,384.9)	(112.5)	(1.5)
39.6	Net cash and cash equivalents	48.6	9.0	22.7
142.0	Loans receivable from joint ventures	92.6	(49.4)	(34.8)
37.1	Cross currency swaps	60.4	23.3	62.8
(7,053.7)	Fair value of net debt	(7,183.3)	(129.6)	(1.8)
(5,834.1)	Net debt (previous slide)	(6,231.5)	(397.4)	(6.8)
(1,219.6)	Difference	(951.8)	267.8	22.0

ANALYSIS OF BORROWINGS & NET DEBT AT 31 MARCH 2020



DEBT MATURITY AS AT 31 MARCH 2020



GEARING AND CREDIT RATINGS AS AT 31 MARCH 2020

	2019	Net debt/RCV ¹			2020
	63.0%	Severn Trent Group ²			64.9%
	62.3%	Severn Trent Water G	roup ³		64.4%
	2019				2020
Severn Trent Water	Severn Trent Plc		Severn Trent Water	Severn Trent Plc	Outlook
A3	Baa1	Moody's	Baa1	Baa2	Stable
BBB+	BBB	Standard and Poor's	BBB+	BBB	Stable

2. Based on statutory net debt of £6,232m (31 March 2019: £5,834m).

3. Based on Severn Trent Water Group regulated net debt of £6,187m (31 March 2019: £5,777m).