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OLDER OFWAT PUBLICATIONS STILL AVAILABLE 07 Oct 2004

CONTENTS	SECTION
How to obtain Ofwat publications	1
Publications about Ofwat	2
Reporting requirements and company returns	3
1994 Periodic Review	4
Consultation papers	4.1
Technical, process and policy papers/ reports	4.2
Information requirements	4.3
Consultation papers	5
Competition, acquisitions and mergers, company structures	6
Consultation papers	6.1
Miscellaneous reports	7
Reports commissioned by Ofwat	8
Research papers	9
Leaflets	10
Ofwat submissions, responses, evidence etc to consultation papers issued by other organisations	11
WaterVoice [formerly Ofwat National Customer Council [ONCC]]	12
Occasional papers	12.1
Briefing notes	12.2

Section 1 HOW TO OBTAIN OFWAT PUBLICATIONS

Website

The text of most publications is available on Ofwat's website at: <http://www.ofwat.gov.uk>. The website also publishes:

- Ofwat press notices
- Speeches and statements made by the Director General of Water Services Philip Fletcher and other Ofwat staff
- MD/RD letters (copies of letters sent to the Managing Directors/Regulatory Directors of all appointed water companies)
- WSL/SLR letters (Water Supply Licensing Letters/Self-Lay and Requisitioning Letters)
- A publications list
- E-mail notifications of new publications. See our website at: <http://www.ofwat.gov.uk/aptrix/ofwat/publish.nsf/Content/navigation-subscribe>

Orders

Orders for publications should be placed with the Ofwat Library and Information Service (telephone: 0121 625 1373, fax: 0121 625 1362, e-mail: puborders@ofwat.gsi.gov.uk)

Publications are free unless otherwise stated. For larger orders postage and packing may be charged. For priced publications we require payment in advance. We accept payment by credit/debit card (Visa, Delta, Electron, Mastercard, Eurocard, JCB, Switch, Solo) or cheque (made payable to Office of Water Services in pounds sterling and drawn on a UK bank).

Subscriptions

A subscription service is available priced £225. It includes:

- Free publications
- MD/RD letters (copies of letters sent to the Managing Directors/Regulatory Directors of all appointed water companies)
- WSL/SLR letters (Water Supply Licensing Letters/Self-Lay and Requisitioning Letters)
- press notices
- Ofwat Annual Report

It is also possible to subscribe to free e-mail notifications of new Ofwat publications on our website at:

<http://www.ofwat.gov.uk/aptrix/ofwat/publish.nsf/Content/navigation-subscribe>

Section 2 PUBLICATIONS ABOUT OFWAT

Ofwat annual report 1989 £6.70 **Available only from Office of Water Services**

Ofwat annual reports.

Available only from the Stationery Office; parliamentary hotline lo-call 0845 7023474; website:

<http://www.tso.co.uk/bookshop/bookstore.asp>

1990 report £9.95	1991 report £12.50	1992 report £12.75
1993 report £12.75	1994 report £11.75	1995 report £12.75
1996 report £13.50	1997 report £13.50	1998 report £11.40
1999-2000 report £12.00	2000-01 report £12.00	2001-02 report £11.60
2002-03 report £10.60		

Office of Water Services: resource accounts 1999-2000
January 2001.

House of Commons paper 176; ISBN 010 280901 1 £5.30

Available only from the Stationery Office; parliamentary hotline lo-call 0845 7023474; website: <http://www.tso.co.uk/bookshop/bookstore.asp>

Office of Water Services: resource accounts 2000-01
November 2001.

House of Commons paper 313; ISBN 010 291315 3 £6.50

Available only from the Stationery Office; parliamentary hotline lo-call 0845 7023474; website: <http://www.tso.co.uk/bookshop/bookstore.asp>

Office of Water Services: resource accounts 2001-02
October 2002.

House of Commons paper 1182; ISBN 0 10 291811 2 £7.00

Available only from the Stationery Office; parliamentary hotline lo-call 0845 7023474; website: <http://www.tso.co.uk/bookshop/bookstore.asp>

Office of Water Services: resource accounts 2002-03
October 2003.

House of Commons paper 1120; ISBN 0 10 292340 X £7.50

Available only from the Stationery Office; parliamentary hotline lo-call 0845 7023474; website: <http://www.tso.co.uk/bookshop/bookstore.asp>

Ofwat forward programme 2003-04 to 2005-06.

March 2003.

[published annually from 1999-2000 to 2001-02]

Ofwat forward programme 2004-05 to 2006-07: draft for consultation.

October 2003.

[published annually from 2001-02]

Statement by Oftel, Ofgem, Ofwat, ORR and Ofreg on joint working.

October 1999.

A statement by CAA, Ofstel, Ofgem, Ofwat, ORR, Ofreg NI and Water Industry Commissioner for Scotland.
July 2000.

Statement by CAA, Water Industry Commissioner for Scotland, Ofstel, Ofgem, Ofwat, ORR, Ofreg NI and Postcomm.
July 2001.

Section 3 REPORTING REQUIREMENTS AND COMPANY RETURNS

[see also 1994 Periodic Review]

A benchmarking study of the England and Wales water companies and Sydney Water Corporation Ltd for 1996/97 [based on 1996-97 July return data].
April 1998.

Comparing the performance of England and Wales water and sewerage companies with Sydney Water [and] Water Corporation Western Australia (1997-98 data).
August 1999.

Comparing the performance of the water companies in England and Wales in 1998-99 with water enterprises on other industrialised countries (A1) Sydney Water (A2) other water companies (B) Netherlands (C) United States of America.
September 2000.

International comparison of water and sewerage service: 2000-01 report.
December 2002.

Worldwide water comparisons 1999-2000 [(A) Australia (A1) Sydney Water (A2) Water Corporation Western Australia (A3) other Australian companies (B) Netherlands (C) United States of America]
December 2001.

Section 4 1994 PERIODIC REVIEW

4.1 Consultation papers

Assessing capital values at the periodic review: a consultation paper on the framework for reflecting reasonable returns on capital in price limits.
November 1992.

Cost of capital: a consultation paper [2 volumes]
July 1991.

Paying for growth: a consultation paper on the framework for reflecting the costs of providing for growth.
February 1993.

4.2 Technical, process and policy reports

Paying for quality: the political perspective.
July 1993.

Future charges for water & sewerage companies: the outcome of the Periodic Review.
July 1994.

Setting price limits for water and sewerage services: executive overview. The framework and approach to the 1994 periodic review.
November 1993. [full report also available]

Capital unit costs in the water industry: the 1994 periodic review cost base.
March 1997.

4.3 Information requirements

AMP2 manual: strategic business plan [2 volumes].
October 1992. **£50.00 [P & P charges outside UK: Europe £16.00; outside Europe £24.00]**

Definitions manual annex: strategic business plan (AMP2) definitions.
November 1992. **£50.00 [P & P charges outside UK: Europe £18.00; outside Europe £28.00]**

Section 5 CONSULTATION PAPERS

[see also 1994 Periodic Review and Competition, Acquisitions and Mergers]

Approval of companies' charges schemes in 2000-2001: a consultation paper.
June 1999.

Compensation for customers: a consultation paper on the issues raised by the 1995 drought.
December 1995.

Compensation for customers: a review of the guaranteed standards scheme. A consultation paper.
March 1999.

Making a water resale order: a consultation paper.
January 1999.

Paying for water: a time for decisions.
A consultation paper issued by the Director General of Water Services on future charging policy for water and sewerage services. [10 annexes also available]
November 1990.

Regulatory issues associated with multi-utilities: a consultation paper by the Directors General of Electricity Supply, Gas Supply, Telecommunications and Water Services and the Director General of Gas and Electricity for Northern Ireland.

April 1998.

Section 6 COMPETITION, ACQUISITIONS AND MERGERS, COMPANY STRUCTURES

Complaints considered under the Competition Act 1998: 1 March 2000 to 31 March 2002.

April 2002.

[published annually]

The proposed acquisition of Norweb plc by North West Water plc: joint consultation paper by the Directors General of Offer and Ofwat.

September 1995.

The proposed acquisition of Southern Water plc by ScottishPower plc and Southern Electric plc: joint consultation paper by the Directors General of Offer and Ofwat.

May 1996.

The proposed acquisition of Swalec plc by Welsh Water plc: joint consultation paper by the Directors General of Offer and Ofwat.

December 1995. [also available in Welsh]

6.1 Consultation papers

The regulation of common carriage agreements in England and Wales: a consultation paper.

April 1996.

Section 7 MISCELLANEOUS REPORTS

A better deal for metered customers: a report on tariff rebalancing in optional metering schemes.

March 1994.

Cost or benefit?: a discussion of the merits of a cost benefit review of the EC 1980 drinking water directive.

BOSANQUET, Maggie

November 1993.

Future levels of demand and supply for water. Ofwat occasional paper, 1.

November 1994.

Leakage of water in England and Wales.
May 1996.

Maximum resale price: draft order.
April 2000.

Paying for water: a time for decisions. Statement by the Director General of Water Services.
November 1990.

Paying for water: the way ahead. The Director General's conclusions.
December 1991.

Profit sharing.
May 1997. [published September 1997]

Proposed revisions to the guaranteed standards scheme: application to the Secretary of State for the Environment, Transport and the Regions, and the Welsh Assembly Secretary for the Environment and Local Government.
September 1999.

Recommendations to the Secretary of State for the Environment and the Secretary of State for Wales on compensation issues raised by the 1995 drought.
May 1996.

Report on conclusions from Ofwat's enquiry into the performance of Yorkshire Water Services Ltd.
June 1996.

Report on water company service failures during the freeze/thaw of December 1995 to January 1996.
May 1996.

Review of companies' complaints procedures.
October 1995.

Transfer pricing in the water industry: a review of the activities of water and sewerage companies.
September 1996.

Transfer pricing in the water industry: a review of the activities of water companies in common ownership.
December 1996.

Section 8 REPORTS COMMISSIONED BY OFWAT

Customer preferences and willingness to pay for selected water and sewerage services: a summary report to the Office of Water Services by the Flood Hazard Research Centre, Middlesex University.

February 1993. **£5.00**

[The full report, August 1993, available from Flood Hazard Research Centre, Middlesex University, Queensway, Enfield, Middlesex EN3 4SF; tel: 020 8362 5359. £7.50]

The distributional effects of different methods of charging households for water and sewerage services: report prepared for OFWAT by the Institute for Fiscal Studies.

August 1993. **£5.00**

The drought of 1995: a quantification study of large business customers in Bradford. A research study conducted on behalf of the Office of Water Services [by Research by Design].

January 1997. **£5.00**

The drought of 1995: the customers' perspective in Bradford.

A research study conducted on behalf of the Office of Water Services [by Research by Design].

May 1996. Summary - free; Main report - **£5.00**

Meter installation report: a survey of customers in the Water Metering Trial Areas; prepared for Ofwat by W S Atkins Planning & Management Consultants. January 1992.

Millennium compliance survey [in England and Wales]: final report.

Commissioned by Ofwat from Montgomery Watson.

October 1998. **£5.00**

Second millennium compliance study: report to the Director General of Water Services and the Scottish Office. Prepared for Ofwat by Halcrow Gilbert.

June 1999. **£5.00**

Third millennium compliance study: report to the Director General of the Office of Water Services and the Scottish Executive. Analysed responses. Prepared by Halcrow Gilbert for Ofwat.

October 1999. **£5.00**

The social impact of water metering. Commissioned by Ofwat from W S Atkins Planning and Management Consultants.

August 1992.

Summary - free; First report - **£5.00**; First report: tables - **£5.00**; Second report - **£10.00**

Section 9 **RESEARCH PAPERS**

1. Comparing the cost of water delivered: initial research into the impact of operating conditions on company costs.
March 1993.

2. Modelling water costs 1992-93: further research into the impact of operating conditions on company costs.
STEWART, Mark; University of Warwick
December 1993. 3 volumes.

3. Modelling sewerage costs 1992-93: research into the impact of operating conditions on the costs of the sewerage network.
STEWART, Mark; University of Warwick
January 1994. 3 volumes.

4. Modelling sewage treatment costs 1992-93: research into the impact of operating conditions on the costs of the sewage treatment.
STEWART, Mark; University of Warwick
January 1994. 3 volumes.

- Comparing sewerage service operating expenditure: an overview into the impact of operating conditions on companies' operating expenditure in 1992-93.
February 1994.

5. Commentary on the methodological issues raised in the WSAWCA response (November 1991) to the Ofwat consultation paper cost of capital (July 1991).
HOLMANS, Stephanie
April 1996.

Section 10 **LEAFLETS**

- Paying for water: a time for decisions. Have a say in what you pay.
November 1990.
- Paying for water: the way ahead. The Director General's conclusions.
December 1991.
- Water and you: this guide illustrates the costs of everyday use of water and sewerage based on an average bill for 2001-02.
March 2001.
[published annually from April 1992 to March 2001]

Section 11 OFWAT SUBMISSIONS, RESPONSES, EVIDENCE, ETC TO CONSULTATION PAPERS ISSUED BY OTHER ORGANISATIONS

Ofwat's response to DEFRA competition consultation paper.
September 2002.

Ofwat's response to DTI white paper "Productivity and enterprise: a world class competition regime".
October 2001.

Ofwat's response to DTLR consultation on draft regulations: the New Road and Street Works Act 1991 – section 74A – charges for occupation of the highway.
October 2001.

Ofwat's response to the Environment Sub-Committee's inquiry into the draft water bill and response to Department of the Environment, Transport and the Regions' consultation.
January 2001.

Response by the Director General of Water Services to the Government green paper A fair deal for consumers: modernising the framework for utility regulation.
May 1998.

Response to the Government's consultation paper, Competition in the water industry in England and Wales.
June 2000.

Review of utility regulation: submission by the Director General of Water Services.
September 1997.

Section 12 WATERVOICE [formerly OFWAT NATIONAL CUSTOMER COUNCIL [ONCC]]

Representing water customers: WaterVoice annual report 2001-02.
July 2002.

Representing water customers: the 2000-2001 annual report of the Ofwat National Customer Council and the ten regional Customer Service Committees.
June 2001.

Representing water customers 1999-2000: annual report of the Ofwat National Customer Council and the ten regional Customer Service Committees.
June 2000.

Representing water customers 1998-1999: annual report of the Ofwat National Customer Council and the ten regional Customer Service Committees.
July 1999.

Representing water customers 1997-1998: annual report of the Ofwat National Customer Council and the ten regional Customer Service Committees.
July 1998.

Representing water customers 1996-1997: annual report of the Ofwat National Customer Council and the ten regional Customer Service Committees.
July 1997.

Representing water customers: WaterVoice programme 2002-03.
April 2002.

The Ofwat National Customer Council and the ten regional Customer Service Committees (CSCs): forward plan 1999-2000 to 2001-02.
March 1999.

The Ofwat National Customer Council and the ten regional Customer Service Committees (CSCs): forward plan 2000-01.
April 2000.

The Ofwat National Customer Council and the ten regional Customer Service Committees: draft forward plan 2001-2002.
January 2001.

Ofwat National Customer Council (ONCC) and the ten regional Customer Service Committees (CSCs): forward plan 2001-02.
April 2001. [published annually from March 1999 to April 2001]

Ofwat National Customer Council and the regional Customer Service Committees: draft programme 2002-03
December 2001.

12.1 Occasional papers

Achieving a tighter standard for lead in drinking water in England and Wales.
Ofwat National Customer Council.
June 1995.

12.2 Briefing notes

1. Commission's proposal for a revision of the drinking water directive.
Rev ed. February 1998.

2. Commission's proposal for a revision of the bathing water directive: draft report of the European Parliament Committee on Environment, Public Health and Consumer Protection (Rapporteur: Mr Eisma).
November 1996.

3. Commission's proposals for a revision of the bathing water and drinking water directives. European Parliament Meeting 11/12 December 1996.
December 1996.

4. Commission's proposal for a directive establishing a framework for action on water policy.
Rev ed. May 1998.
5. Water industry bill: water charging in England and Wales.
December 1998.
6. Review of utility regulation: consumer representation.
January 1999.
7. Review of utility regulation: consumer representation in the water industry.
July 1999.
8. Briefing note for MEPs: the EU and water customers.
July 1999.
9. Proposal for a directive establishing a framework for action on water policy.
November 1999.