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**BY EMAIL to [forwardprog@ofwat.gsi.gov.uk](mailto:forwardprog@ofwat.gsi.gov.uk)**

Dear Dylan

**Re: Ofwat's draft forward programme 2014-15**

Thank you for the opportunity to comment on Ofwat's draft forward programme 2014-15. I respond on behalf of United Utilities Water.

We support the programme of activity set out in the draft forward programme. Successful delivery of the 2014 price review is clearly the most significant and immediate priority for customers, companies and other stakeholders alike. Other areas of work identified by Ofwat appear well balanced between other issues of immediate importance - such as development of an ADR solution for the benefit of customers - and matters which are of considerable significance given the context of changes to the sector and its regulation in the medium to long term. We also believe that it is right, during 2014-15, to start contemplating the changes that will be appropriate for the price review that follows.

We believe that the work programme is transparent in the way in which it reports against the UK Government's strategic policy priorities and welcome the clarity provided by setting out key dates that Ofwat is working towards.

In terms of additional priorities, we consider it important that there is sufficient engagement between Ofwat and the regulated companies during 2014-15 on the practical charging implications which may arise from the 2014 price review. Whilst this may be implied within the existing price review worksteam set out in the programme, and we are supportive of the work being undertaken in this area by the wholesale charging working group, we would emphasise the importance of this work having continued strong momentum ahead of the next charging period.

We recognise that 2014-15 is a key year of transition for Ofwat and the sector and the significant workload that this implies. We support Ofwat's decision to develop a new strategy over the next twelve months, with consultation and dialogue with stakeholders playing an important part in developing its approach. United Utilities will seek to play a supportive role in this work and the development of progressive evolution of regulation in the sector over the coming months and years.

Dylan Spedding  
Ofwat  
10 February 2014

If there are any matters in this response that you would wish to discuss further, then please do let me know and we would be keen to meet at your earliest convenience. Likewise if there are any areas of Ofwat's work programme where UU could be of assistance, then we would be keen to discuss how we might offer further support in this regard.

Yours sincerely

A handwritten signature in black ink, appearing to be 'JB', written over a horizontal line.

James Bullock  
Director of Economic Regulation