

## Trust in water



Across England and Wales we all rely on the water, drainage and sanitation services that the water sector delivers every day. In our homes, in our work and in our environment.

But challenges threaten those vital services that we receive, such as population growth, climate change and water scarcity. Everyone involved in the water and wastewater sector has a role to play to help address these challenges.

To meet these challenges, customers need to have trust and confidence in the vital public service they receive.

This means trust in the water in the tap, wastewater flushed away and the price they pay. But also, much more than that.

To achieve trust and confidence the sector must listen to their customers and deliver outcomes which benefit customers today and in the future.

This means strong relationships throughout the supply chain and with

investors, and genuine engagement with government and regulators.

And investors need to encourage the delivery of new and efficient solutions for customers.

As the economic regulator for the water sector in England and Wales, we help build trust and confidence in water. We do this through focusing on what matters to customers, the environment and society both now and in the future.

We oversee how the sector is performing and seek assurance that service providers are engaging with customers and delivering services they want and can afford. We're ready to step in when things go wrong, and to act clearly and predictably with the right tools to achieve the best results.

The way that we work, the way we behave and the values we live by will be as important as the work that we do. Our vision is to be a trusted and respected regulator, working at the leading edge, and

stretching ourselves and others to build trust and confidence in water.

Delivering trust and confidence in vital public services is ambitious and will take time to achieve. And we cannot do this alone.

We need the sector and everyone interested in it to work with us and together, listening and communicating to build trust and confidence among customers, investors and our wider society.

If together we succeed, we will see:

- customers confident in the service they receive at a price they can afford.
- society trusting that decisions made today will protect future generations and the environment; and
- investors having the confidence to invest in water and wastewater service providers.

**We will all benefit from trust in water.**

