



By email

27 June 2014

Dear Regulatory Director

27 June business plan submissions and formal query process

Thank you for submitting your updated business plan today. Further to my letter of 17 June where I explained we would commence a formal query process, I confirm that this has now been initiated. Your Ofwat portfolio lead or manager will be in contact before we issue queries to explain the process you should follow but I would be grateful if you could note the main points below.

- Queries will be sent to your relevant company contact from our [price review](#) email address. Your portfolio leads will have a copy of the queries. Companies must provide all responses to us by email to this address.
- All other matters can continue to be sent to your portfolio lead. Please could you remind colleagues that if they wish to contact us on PR14 matters not to contact anyone other than the company's Ofwat portfolio contact, in your case [portfolio contact].
- Our queries will set out a deadline for company responses and where appropriate the required format for a response. We may set different deadlines depending on the nature of the query. For example, we are likely to require responses to data validation error queries the same working day. With the exception of the initial data validation queries we expect all query response times to be no more than 48 hours (that is, 2 working days).
- Please note that failure to respond by the stated deadline or to adequately address the query raised may mean that we are unable to take the response into account in full in our draft determinations.

May I remind you that the query process is not intended to provide an opportunity for an extended dialogue or negotiation.

This letter will be published on our website. You will be aware of our ongoing commitment to transparency in PR14. Consistent with the approach companies took for the risk-based review, we hope that you will continue to be open and transparent. By publishing plans submitted today companies will help to ensure that they keep their customers and stakeholders engaged and informed through the process.

I hope this information is helpful but in the meantime, if you have any queries about the query process then please contact either me or your portfolio lead or manager. As usual please can you ensure that other relevant people in your organisation are aware of this letter.

Yours sincerely,

A handwritten signature in black ink that reads "Giles Stevens". The signature is written in a cursive, slightly slanted style.

Giles Stevens
PR14 Portfolio Director