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Dear Cathryn

Thank you for the opportunity to respond to your further consultation on the Company Monitoring Framework.

We continue to support your vision to maintain and increase stakeholder confidence and trust in the sector. We also see how the proposed monitoring framework, in particular the incentive qualities of a published league table, could contribute towards your aim.

### **Ongoing engagement and performance**

The consultation document and the subsequent workshops have been quite narrowly focused on assurance and accuracy of our performance reporting through an "annual performance report". Our ongoing engagement with stakeholders, customers and the communities within which we operate is far wider than this, helping to improve the transparency and understanding of the challenges that we face and our success or otherwise in meeting them.

There is more to be done however and we will be enhancing our work in this area over the coming year through our new Customer and Catchment panels. It would be unfortunate if company efforts in these areas fell outside of your assessment criteria and for our part we undertake to be more transparent with you about the efforts we are making in this area.

Trust and confidence of stakeholders is also very dependent on a company's delivery against its commitments. We think it would be helpful to have a separate assessment of performance alongside reporting accuracy and compliance with obligations.

### **A two-way conversation**

Your framework implies a more public conversation between regulator and company on the quality and accuracy of published data in future. For this to be truly transparent to stakeholders this conversation will need to be two-way.

