

Water 2020 Consultation

Section 7 (Customer Engagement)

As the Wessex Water Partnership has had one initial meeting which was introductory in nature, we have not been able to consider a formal response. However, these thoughts are submitted following a brief discussion.

Q. 46

We would welcome support on access to the best advice on cutting edge techniques in obtaining customer views and preferences. National benchmarks and comparators with other sectors might help to inform our work.

Q.47

It is important that CCGs' views are given weight in Ofwat's deliberations. While it is understandable that OFWAT has to be careful in retaining its statutory role to regulate based on very detailed data and modelling, we look forward to working alongside the regulator to secure the best outcomes for customers.

Q.48

See answer to 46. Sharing best practice (between CCGs) is a very positive step and any support OFWAT can provide in accessing current thinking and expertise on customer engagement would be helpful. Timely provision of questions and information, taking account of the infrequency of CCG meetings would allow us to contribute more fully to the national process as well as the regional cycle.

Q. 51

Encouraging a formal cycle which provides information as to the company's intentions for its Business Plan at the earliest possible stage, will ensure that the CCG can engage and provide challenge at every step. We know that Wessex Water will be sharing thinking with the WW Partnership, but milestones towards submission might be helpful in planning CCGs' work programmes.

Submitted by Dan Rogerson as Chair, Wessex Water Partnership