

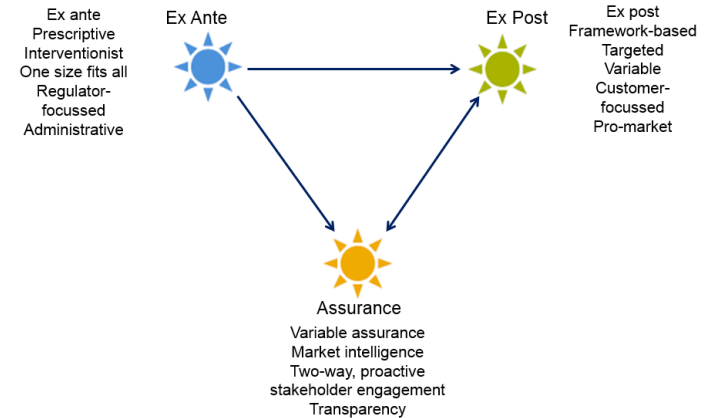
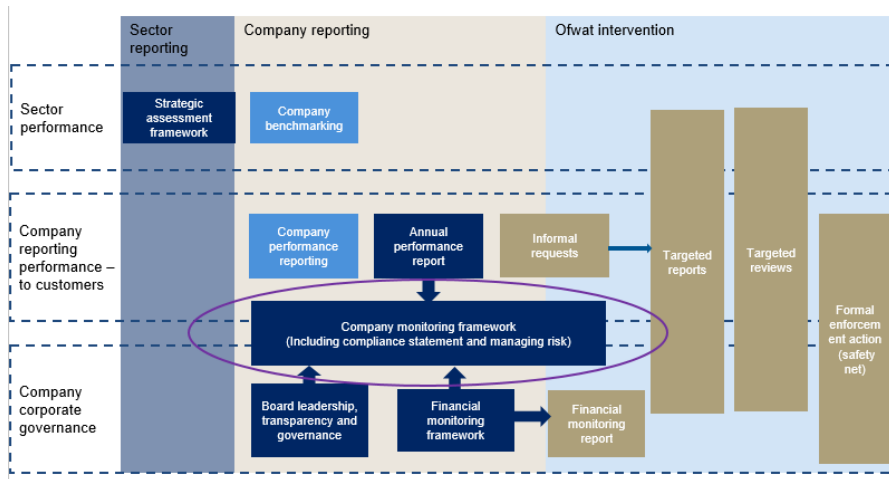


Richard Khaldi

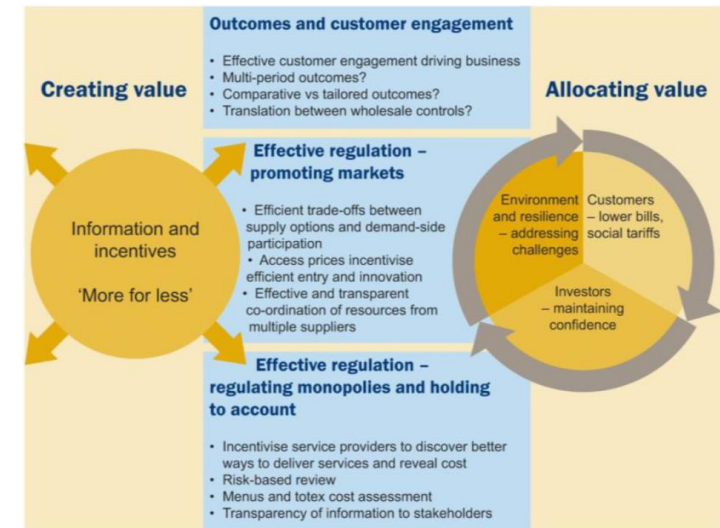
Senior Director, Customers and casework

21 November 2016

We have a suite of targeted tools, with a range of company performance expected, and transparency a key principle.



Water 2020 – value of markets and regulation



Ofwat quarterly update of progress



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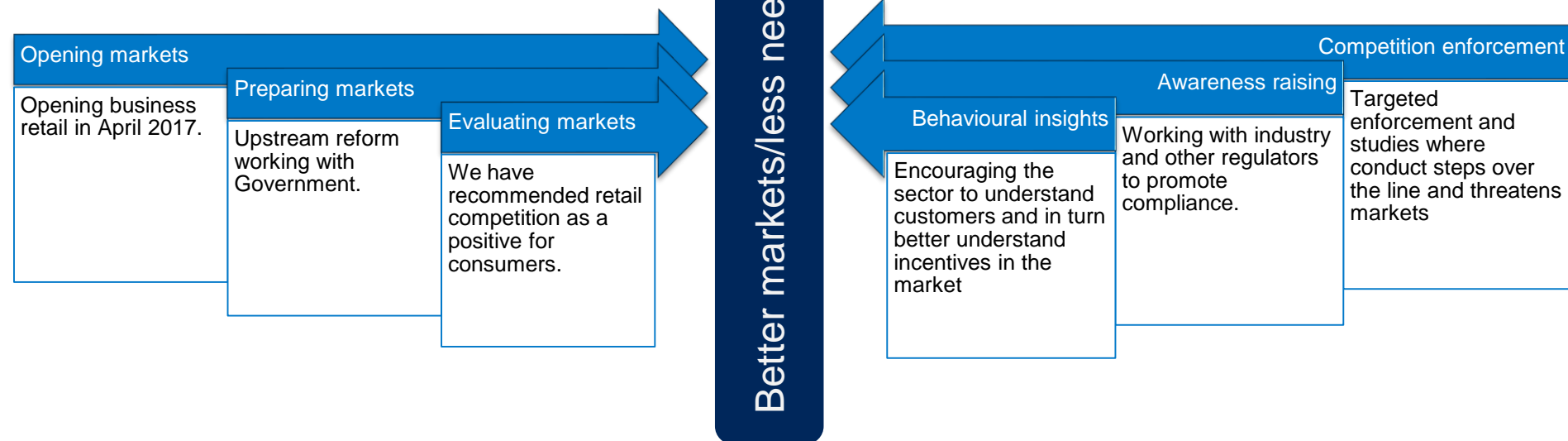
Our approach

We are currently focussed on making markets work better through the value chain. This is changing our *ex ante* regulation and putting more reliance on *ex post* regulation going forward

The water context

We need to push from both ends to maintain healthy markets and balance the need for regulation by being clear on our framework

Better markets/less need for regulation



Our approach

It is crucial that we support our work opening, preparing and evaluating markets with effective enforcement

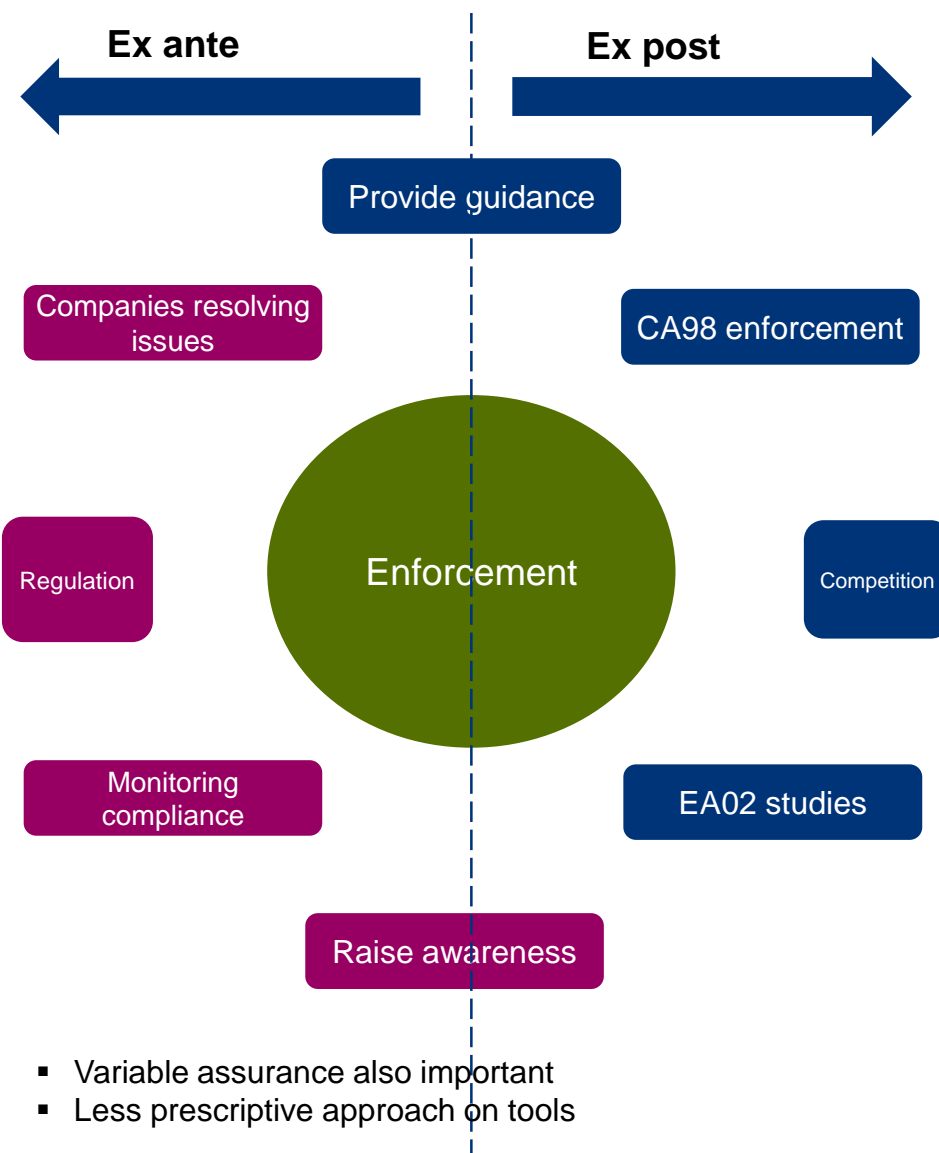
Inform, enable and incentivise companies

- Targeted use of CA98 and EA02
- Potentially working with other concurrent regulators on investigations
- Encouraging company self-assessment
- Encouraging complainants to raise issues that effect the market
- Horizon scanning to identify areas for further work

Learn, challenge and contribute

- Producing up to date CA98 procedural guidance for the sector
- Working with the sector to prepare them for the new environment
- Awareness-raising jointly with CMA
- Holding major events to articulate our approach and received feedback
- Monitoring and understanding markets as they mature and how needs may change

Our framework





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