

21 August 2017

Dear Sir

OFWAT DRAFT METHODOLOGY CONSULTATION

We welcome the opportunity to respond to the consultation on the draft PR19 methodology for companies. We were pleased to note that much of the content and themes were consistent with previous messages my Panel have received from the company and also Ofwat during their engagement with customer challenge group (CCG) Chairs.

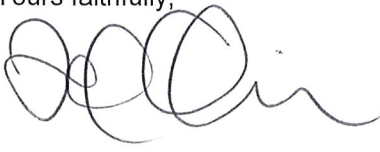
The Panel absolutely supports the need for continued review and scrutiny of company's plans and indeed we feel the role of the CCG is crucial to delivering the best possible outcome for customers. Clearly organisations that are represented on the panel, including the CCW and the EA will make their own submissions to you on the consultation.

We have already been working with South West Water since October 2016 on PR19 and prior to that as a WaterShare Panel, reviewing company performance against promises made to customers regarding PR14, as well as scrutinising the company's and comparative performance to the rest of the sector. The methodology clearly sets out not only the need for an innovative, customer focused and resilient plan for the future, but also holding companies to account for promises made to customers at PR14 and we support this.

There also appears to be much more prescription on the roles and responsibilities of CCG's which is helpful. Equally there appears to be a move to increased standardisation of outcome delivery incentives which we understand is needed for comparison of performance between companies - we are also keen to see that individual highly valued customer preferences in the South West Water and Bournemouth Water regions, are protected in the new framework.

Finally, on behalf of my fellow WaterFuture Customer Panel members I would like to say that we are looking forward to positively contributing to the PR19 process and should you wish to understand more of the work we are undertaking. We would be delighted to offer you an invitation to attend and observe the panel in operation.

Yours faithfully,

PP. 

On behalf of the WFCP

Nick Buckland OBE