

In the period leading up to the freeze and thaw, can you please explain in more detail how your Executive and, where appropriate, your Board:

Question 1: Were involved in any planning or preparation, or approved any planning and preparation, for exceptional winter weather events. Please also detail when this occurred.

Since the Executive Team for Severn Trent Water are accountable for Dee Valley Water, they were continually updated on the situation in Dee Valley during the incident response meetings and discussions for Severn Trent Water.

We followed our normal response process, and as trigger levels were not breached there was no requirement for any direct involvement by any Executive Team or Non-Executive Board members at Dee Valley Water leading up to the exceptional winter weather event.

Question 2: Were notified of each applicable weather status update (amber alert, red alert) and the earliest point at which this occurred.

No formal notification was required since none of our pre-defined incident triggers were breached.

Question 3: Were involved in any planning or preparation in advance of the freeze and thaw event, following the amber or red alert notification. Please exclude any “business as usual” winter preparedness planning, unless the planning specifically considered the freeze and thaw event.

No incident triggers were met and therefore no escalation was required to bring in our Executive Team involvement. Planning was managed at the appropriate operational level, with informal updates through line management to the Severn Trent Executive.

Question 4: Had the freeze and thaw event escalated to them, such that they were aware of the full scale and severity of the event.

There was no incident to be escalated. The impacts of the freeze thaw were managed at our operational level in line with our incident management plans, as detailed in our original response to submission to Ofwat on 26 April 2018.