

April 2019

Trust in water

**PR19 draft determinations:
Severn Trent Water – Addressing
affordability and vulnerability
actions and interventions**

PR19 Draft Determinations: Severn Trent Water - Addressing affordability and vulnerability actions and interventions

Following our initial assessment of plans, we categorised two types of actions for fast-track companies:

- agreed actions that fast-track companies committed to implement to ensure that their plans meet the threshold for fast-track status; and
- required actions for companies which in general were required for draft determinations (or final determinations for some aspects of past delivery).

Table 1 below sets out the agreed and required actions, a summary of the company’s response to the action, our assessment of the company’s response, and any further interventions we are making as part of the draft determination.

Each action has a unique reference. The prefix ‘SVE’ denotes the company Severn Trent Water. The central acronym references the test area where the action has been identified, please see the ‘PR19 draft determinations: Glossary’ for a key of these acronyms. Actions whose numbers are preceded with an ‘A’ denote agreed or required actions.

Table 2 below sets out any further interventions that are not resulting from an action, which we are making as part of the draft determination.

Each further intervention that is not resulting from an action has a unique reference. The prefix ‘SVE’ denotes the company Severn Trent Water. The central acronym references the test area where the action has been identified, please see the ‘PR19 draft determinations: Glossary’ for a key of these acronyms. Intervention numbers are preceded with a ‘C’.

For all other documents related to the Severn Trent Water draft determination, please see the [draft determinations webpage](#).

Table 1: Severn Trent Water’s response to required actions and interventions for draft determinations

Test area	Action reference	Action type	Action	Date required	Summary of company response to action	Our assessment and rationale	Required interventions
Addressing affordability and vulnerability	SVE.AV.A1	Agreed	<p>The company has proposed to increase its Priority Services Register (PSR) reach from 0.7% (2019/20) to 5% (2024/25). However, there is no performance commitment on PSR reach and the proposed target is insufficiently ambitious. The company stated that it has checked 11.9% of its PSR data in the past 2 years, but there is no performance commitment proposed in relation to ensuring future checks.</p> <p>We propose to introduce a Common Performance Commitment on the PSR: The company should include a</p>	10am, 11 February 2019	<p>Severn Trent Water has accepted the requirement to introduce a new common performance commitment on the PSR.</p> <p>Severn Trent Water has replaced the PSR vulnerability performance commitment it submitted in September 2018 with the new common</p>	<p>Severn Trent Water is proposing to introduce a new performance commitment as required by the action.</p> <p>Intervention required to provide consistency in the name of the common performance commitment across companies.</p>	We are intervening to change the name of this performance commitment to “Priority services for customers in vulnerable circumstances”.

Test area	Action reference	Action type	Action	Date required	Summary of company response to action	Our assessment and rationale	Required interventions
			<p>performance commitment to increase its PSR reach to at least 7% of its customer base (measured by households) by 2024/25. It should also commit to checking at least 90% of PSR data every 2 years via its performance commitment.</p> <p>For further information on the performance commitment definition, and reporting guidelines, please refer to 'Common performance commitment outline for the Priority Service Register ("PSR")', published on the initial assessment of plans webpage.</p>		<p>performance commitment; however, the name of the measure has continued to be "Supporting our Priority Services customers during an incident" in its App1 data table and the performance commitment description does not match that of the common performance commitment.</p> <p>In its data table commentary Severn Trent Water states that the targets are as stated (or higher than) in the action requirement.</p>		

Table 2: Further interventions for draft determinations

Intervention reference	Our assessment and rationale	Interventions
No further interventions for Severn Trent Water.		

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