

April 2019

Trust in water

**PR19 draft determinations:
South West Water – Addressing
affordability and vulnerability
actions and interventions**

PR19 Draft Determinations: South West 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 ‘SWB’ denotes the company South West 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 ‘SWB’ denotes the company South West 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 South West Water draft determination, please see the [draft determinations webpage](#).

Table 1: South West 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	SWB.AV.A1	Agreed	<p>The company has strong Performance Commitments on Priority Services Register (PSR) growth and on PSR data checking. It is proposing to increase its PSR reach from 2.2% in 2019/20 to 6.8% in 2024/25 and to check 100% of PSR data every two years going forward.</p> <p>Common Performance Commitment on the PSR: The company should increase its proposal for PSR growth to at least 7% of its customer base (measured by households) by 2024/25 and combine its Performance Commitment on PSR growth and PSR data checking. The company should also commit to checking at least 90% of its PSR data every 2 years via its performance</p>	10am, 11 February 2019	<p>South West Water has accepted the requirement to adapt its performance commitments to meet a common performance commitment on the PSR. South West Water has proposed the performance commitment PR19SWB_PC E6 “Priority Services Register (PSR)” to meet this requirement.</p> <p>South West Water has met the minimum targets and our other</p>	<p>Intervention required.</p> <p>South West Water has responded as required to the action; however, in doing so South West Water has lowered its target for checking customer details every two years from 100% to 90%.</p> <p>We are intervening to change the name of this</p>	<p>We are intervening to require South West Water to commit to its original target of 100% of customer details being checked every two years.</p> <p>We are also intervening to change the name of this performance commitment to “Priority services for customers in vulnerable circumstances”.</p>

Test area	Action reference	Action type	Action	Date required	Summary of company response to action	Our assessment and rationale	Required interventions
			<p>commitment. This affects PR19SWB_PC E7 and PR19SWB_PC E8.</p> <p>For further information on the performance commitment definition, and reporting guidelines, please refer to 'Common performance commitment outline for the "PSR", published on the initial assessment of plans webpage.</p>		requirements for the common performance commitment; however, in doing so South West Water has lowered its target for checking customer details every two years from 100% to 90%.	performance commitment to provide consistency in the name of the common performance commitment across companies.	
	SWB.AV.A2	Agreed	The company should propose a Performance Commitment on achieving the BSI standard for fair, flexible and inclusive services for all and maintaining it throughout the 2020 to 2025 period. The company has stated that it will achieve the BSI standard for inclusive services in its plan but has not provided a Performance Commitment or plan on how it will do so.	10am, 11 February 2019	South West Water has proposed a new performance commitment on BSI accreditation. The performance commitment is called "PR19SWB_PC E7 – British Standard for inclusive service provision".	<p>No intervention required.</p> <p>South West Water has complied with the action.</p>	N/A

Table 2: Further interventions for draft determinations

Intervention reference	Our assessment and rationale	Interventions
No further intervention required for South West Water.		

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