

Name
[REDACTED]
Organisation or company
Customer and Water Company Employee (
Email address
[REDACTED]
Where are you based?
UK
Open questions
Based on the draft in our discussion document, what do you think should be included in a shared vision for the sector? What are the collective aspirations it needs to achieve?
Back to Basics. Do the companies spend customers / shareholders money well? Especially in the capital area, with large multi million pound contracts. What is the governance to avoid corruption and there are cases where employees who have raised concerns internally have been victimised. Are claimed capital efficiencies true or are they false innovation? Is it better to overfund capital projects to report false efficiencies?
Do you think we're focusing on the right areas in which to drive transformational change, as we've set out on pages 26-29? E.g. innovation, the natural environment, customer relationships.
Ask where have companies baked innovation into their standards rather than showing where standards have been challenged, The current ofwat approach drives non conformance to standards that puts customers and employees at risk. Also incentivises false innovation and loads of one off that don't get repeated because true cost is more than standard approach.