

July 2019

Trust in water

PR19 draft determinations

Anglian Water – Addressing affordability and vulnerability actions and interventions

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

Following our initial assessment of plans, we categorised two types of actions for slow-track and significant scrutiny companies:

- required actions for companies which in general were required for draft determinations (or final determinations for some aspects of past delivery); and
- advised actions for companies to do by a specific date but that are not required for our draft determinations.

Table 1 below sets out the required and advised 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 'ANH' denotes the company Anglian Water. The central acronym references the test area where the action has been identified, please see the 'PR19 draft determinations: Glossary' for a key to these acronyms. Actions whose numbers are preceded with an 'A' denote required actions and actions whose numbers are preceded with a 'B' denote advised 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 'ANH' denotes the company Anglian Water. The central acronym references the test area where the action has been identified, please see the 'PR19 draft determinations: Glossary' for a key to these acronyms. Intervention numbers are preceded with a 'C'.

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

Table 1: Anglian 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	ANH.AV.A1	Required	All companies apart from Anglian Water have proposed a performance commitment for those who are struggling to pay or are at risk of struggling to pay. Anglian Water should propose a performance commitment relating to supporting customers that struggle to pay or who may be at risk of struggling to pay to help provide additional confidence that it will achieve its proposals.	1 April 2019	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions
	ANH.AV.A2	Required	Anglian Water has stated that it will achieve the British Standards Institution (BSI) standard for inclusive services but has not provided a performance commitment or plan on how it will do so. Anglian Water should propose a performance commitment on achieving the BSI standard for fair, flexible and inclusive	1 April 2019	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions

			services for all and maintaining it throughout the 2020 to 2025 period.				
	ANH.AV.A3	Required	<p>Anglian Water has proposed a reputational performance commitment on Priority Services Register (PSR) growth (PR19ANH_22). It is proposing to increase its PSR reach from 1.5% in 2019/20 to 15% of households in 2024/25. This is a sector leading target. However, it has only checked 5% of PSR data over the past two years.</p> <p>We propose to introduce a common performance commitment on the PSR: Anglian Water should adapt its performance commitment on Priority Service Register (PSR) growth (PR19ANH_22) to align with this proposed PSR common performance commitment. This would involve making the performance commitment reputational and committing to checking at least 90% of PSR data every 2 years.</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>	1 April 2019	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions	See PR19 Draft Determinations: Anglian Water - Outcomes actions and interventions
	Advised actions	Advised	No advised actions.	N/A			

Table 2: Further interventions for draft determinations

Intervention reference	Our assessment and rationale	Interventions
N/A	N/A	N/A

Ofwat (The Water Services Regulation Authority) is a non-ministerial government department. We regulate the water sector in England and Wales. Our vision is to be a trusted and respected regulator, working at the leading edge, challenging ourselves and others to build trust and confidence in water.

Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

Phone: 0121 644 7500
Fax: 0121 644 7533
Website: www.ofwat.gov.uk
Email: mailbox@ofwat.gov.uk

July 2019

© Crown copyright 2019

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3.

Where we have identified any third party copyright information, you will need to obtain permission from the copyright holders concerned.

This document is also available from our website at www.ofwat.gov.uk.

Any enquiries regarding this publication should be sent to us at mailbox@ofwat.gov.uk.

