

July 2019

Trust in water

PR19 draft determinations

**Portsmouth Water – Addressing affordability
and vulnerability actions and interventions**

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PR19 Draft Determinations: Portsmouth 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 'PRT' denotes the company Portsmouth 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 'PRT' denotes the company Portsmouth 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 Portsmouth Water draft determination, please see the [draft determinations webpage](#).

Table 1: Portsmouth 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 | PRT.AV.A1 | Required | <p>Portsmouth Water has not proposed a performance commitment on Priority Services Register (PSR) growth. It is proposing to increase its PSR reach from 0.1% in 2019/20 to 0.2% of households in 2024/25. We consider this to be an insufficiently ambitious target. In addition, the company has checked no PSR data over the past two years.</p> <p>We propose to introduce a Common Performance Commitment on the Priority Services Register (PSR): Portsmouth Water should include a 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</p> | 1 April 2019 | See PR19 Draft Determinations: Portsmouth Water - Outcomes actions and interventions | See PR19 Draft Determinations: Portsmouth Water - Outcomes actions and interventions | See PR19 Draft Determinations: Portsmouth Water - Outcomes actions and interventions |

| | | | | | | | |
|--|-----------------|---------|--|-----|--|--|--|
| | | | Register ("PSR")', published on the initial assessment of plans webpage. | | | | |
| | 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 |

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