

31 October 2019

Emma Kelso
Ofwat
Centre City Tower,
7 Hill Street,
Birmingham
B5 4UA

Subject: Development of effective Markets

Dear Emma,

I am writing to you in response to your letter dated 16th September 2019, regarding the development of effective markets. Attached is a detailed response to your request for information.

South East Water recognises the role we play, as a wholesaler, to support the facilitation of new markets effectively and efficiently. As new markets have emerged we have carried out reviews of how we perform and what issues exist in the market, and have identified areas of performance that require improvement and have developed our plans to achieve that improvement by 2020 and beyond.

South East Water remains committed to continuing our approach to supporting current and emerging markets, and will continue to engage with our customers and stakeholders to ensure we provide the service they expect.

If you have any queries with the enclosed please do not hesitate to get in touch.

Yours sincerely,



Tanya Sephton
Commercial Director

Customer enquiries: 0333 000 1122
24 hour emergencies: 0333 000 1100
Web: southeastwater.co.uk

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