



The voice for water consumers
Llais defnyddwyr dŵr

CCW's response to Consultation:

Draft Determination of Anglian Water's interim determination application

1. Introduction

- 1.1 CCW is the statutory consumer organisation representing water and sewerage consumers in England and Wales.
- 1.2 We welcome the opportunity to respond to Ofwat’s consultation.

2. Our response

- 2.1 We recognise that there is a “differential in customer value” between delivery under the DPC route and in-house route. This is due to lower expected costs under the DPC route and different bill profiles (customers would pay sooner under the IDoK route).
- 2.2 To recognise this differential in customer value, Anglian has proposed, in mitigation, £1.4m shareholder-funded investment in lead pipe replacement. Ofwat acknowledges that while this was outside the scope of the IDoK, it has taken it into account in its determination.
- 2.3 If companies identify differential customer value but do not offer any form of mitigation we would expect Ofwat to return that value to customers at a future date if Ofwat is unable to take account of this in the IDoK process.
- 2.4 Where companies are proposing such forms of mitigation we would expect this to be underpinned by evidence of customer support. In the case of Anglian’s proposal on lead pipe replacement, we are not clear of the extent to which its customers supported this.

Enquiries

Enquiries about this consultation should be addressed to:

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