

Ofwat
Centre City Tower
7 Hill Street
Birmingham
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T: [REDACTED]

By email to: OfwatPandO@ofwat.gov.uk

22 July 2021

Dear Ofwat,

Gathering data about developer services – a consultation

Thank you for inviting us to review the above consultation, we understand it seeks to gather more information on our activities and we support the development of alternative approaches to regulate developer services, whilst driving activity in the market, and protecting the interests of our customers, and the environment.

However, we envisage significant problems to gather the data requested, based on the range of information, the current set-up of our systems, the reporting period, and the proposed timeframe to collate and submit the information.

To report accurately we also require clarification around a number of Table headings and definitions in the Glossary of Terms. Our questions are summarised as in a separate document which is appended to this letter.

We believe we will be unable to deliver the data requested by September 2021. The majority of our data for 2020-21 and 2021-22 will only be available through manual extraction and will carry a low confidence grade. To report, in a complete and accurate manner (limited by our system constraints) we wish to request that for the two years of data required we submit both years together in June 2022.

Our future plans will seek to improve our reporting capability and should you wish to discuss any detail around our responses please do not hesitate to contact us. I would be grateful if in the first instance you would contact Julia Partridge, our Regulatory Change Manager, with your comments or questions.

Yours faithfully,



Michele Robinson
Head of Operational Customer Experience