

[REDACTED]

Sent: 01 May 2023 08:51
To: Ofwat governance team
Subject: PRP and water companies

Dear OfWat,

I wish to respond to your current consultation on the issue of performance related pay for those employed at a senior level in the monopolised water supply system.

- the current situation is totally unacceptable, levels of pollution are damaging our entire fresh water system: serious and urgent action is needed at the highest level;
- any level of 'performance' in any water company that permits the current levels of dumping raw sewerage into the fresh water system can not be regarded under any reasonable parameters as worthy of additional pay:
- a direct and stringent set of criteria on this and other performance issues for water companies has to be given the most serious consideration, made openly and transparently available to the public as the water companies' clients through press and media channels and public opinion given the predominant voice in this whole debate.
- the current OfWat consultation is an attempt at this kind of exercise, but fails on the following counts:
 - it is hidden away;
 - it fails to engage the clients as the wider public
 - to be so 'under the public radar' in this fashion seriously impacts on any credibility on its findings, even if they are ever made public'
 - personally as a domestic user, I fail to see how this consultation can be effectively considered as meeting the basic criteria of a public exercise e.g. of openness and transparency or being capable of 'protecting customers' interests' whilst failing to engage the very people whom it sets out ostensibly to 'protect';
 - it is by now far easier to establish effective and openly accessible forms of customer response to such consultations rather than limiting it so blatantly to emails that may simply not be answered, let alone taken into account in the overall process.

I look forward to you response to my concerns before I consider how best to exercise my consumer rights in taking the matter further in the future.

Yours cordially,

[REDACTED]

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