
Sent: 25 April 2023 23:09
To: Ofwat governance team
Subject: Protecting customer interest

I am writing to say that I am fully supportive of the proposal to link executive PRP in the water industry to improving performance for both customers and the environment. In fact, I am shocked that this has not previously been the case. The same applies to limiting or refusing shareholder dividends when performance has been poor.

It is equally shocking that so few water companies have been fined for sewage leaks in the past 30 years, despite huge numbers of leaks, not to mention the clean water that is wasted through leaks in supply pipes that are not repaired. In today's world, we expect much much more from companies that are the guardians of our water supply and waste water treatment

Customers have no faith in water companies doing what is right for either customers or the environment. Ofwat is responsible for this situation through allowing companies to make money at the expense of the environment. This may go some way towards improving it.

Yours faithfully

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>
