

13th October 2023

Ofwat
City Centre Tower
7 Hill Street
Birmingham
B5 4UA

By email only: mailbox@ofwat.gov.uk

Dear Ofwat

Ref: Whistleblowing Consultation

Thank you for your e-mailed letter of 19th September in connection with your consultation on key elements of policy and practice which water companies are expected to have in place regarding whistleblowing.

We welcome Ofwat's engagement on this matter and note the two questions posed to all water companies:

- Do you have any comments or concerns about our proposed good practice expectations?
- Is there anything that our expectations do not cover that you consider would be relevant to enabling effective whistleblowing arrangements in water companies?

As a company that has an open and honest culture, and actively seeks to improve its processes where necessary and appropriate, we have no concerns about the proposed good practice recommendations and would endorse these, noting they largely feature in our response to your initial Request for Information on this matter. Furthermore, we consider the expectations cover the relevant aspects that would be expected to enable effective whistleblowing arrangements for water companies.

If you would like any further information, please do not hesitate to contact me.

Kind regards


Chief Internal Auditor