



South Staffs Water



Annual performance report 2019/20 - summary

July 2020



Contents

The year at a glance.....	3
A word from our Chair.....	4
Managing Director's welcome.....	5
About South Staffs Water.....	6
Our vision, purpose and core beliefs.....	8
Summary of our performance.....	9
Excellent water quality.....	11
Secure and reliable supplies.....	12
An excellent customer experience to customers and the community.....	13
Operations that are environmentally sustainable.....	14
Fair customer bills and fair investor returns.....	15
Facts and figures.....	16
Rest assured.....	17
Further information.....	18

The year at a glance

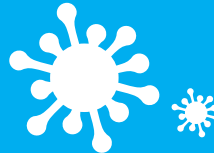


Outperformed our leakage targets across both regions



Exceeded our target for the number of customers helped

Ofwat recognised the quality and ambition of our plans



Rose to the challenges of the Covid-19 outbreak



Outperformed our target for the acceptability of water to customers



Achieved the lowest level of supply interruptions for 10 years



Achieved our second-lowest level of burst mains – but experienced two serious bursts

A word from our Chair

What a year it has been. During the past few months, we have been facing – alongside everyone else across the country and around the world – the fearsome, disorientating challenge of Covid-19. Our economy and society have been turned upside down. In South Staffs and Cambridge, our teams have risen to the challenge, working relentlessly to continue to deliver the best possible service to our customers.

The ability of our people to demonstrate resilience and adaptability in the face of these challenges has been seriously tested; and I'm very proud of the way everyone has responded. We've carried on providing high-quality water, we've dealt with emergencies, we've answered enquiries, and at times through periods of sustained hot weather, we've managed to cope with peak demands for water.

For much of the past year, we've been working hard on our business plan for the next five years, and securing approval from our principal regulator, Ofwat, for our ambitions. It's been a tough process, and Ofwat (rightly) didn't give us an easy ride; but when the 'final determination' was made, just a few months ago, we were very pleased that much of what we wanted to do had been given the go-ahead. In particular, our wish to put major investment into the improvement of our two crucial treatment plants, Hampton Loade and Seedy Mill, received a green light, and we are already planning how to take this forward. We shouldn't forget, either, that we face future, long-term challenges over the sustainability of ground water sources in Cambridgeshire, and the need to protect the viability of precious chalk streams, and we are working hard to develop plans to deal with this.

We have deliberately placed engagement with our customers at the heart of our forward plans; and this must remain a core part of our mission. We're particularly proud of the work of our community hub, and through the coming years we will continue to place an emphasis on the closest possible working with our customers, those we serve.

It has been an honour (though a daunting one) to step into the shoes of Sir James Perowne, our Chairman for the past three years and an Independent Non-executive Director on our Board before that. He has given remarkable service to South Staffs Water, and in the past year has steered us through a challenging but successful approval process with our regulator. Thank you, James, for everything you have done. I'm also delighted to report that Phil Newland, our Managing Director, has received well-merited promotion to become Chief Executive of South Staffordshire Plc; and he has been succeeded by Andy Willicott, who comes to us with a distinguished background in the water industry in the South West, Bristol, and Sydney. Many congratulations to you both.



Lord Chris Smith

Managing Director's welcome

Welcome to our annual report and accounts for the year ended 31 March 2020. This is my first annual report as Managing Director and I'm pleased to outline how we have performed against our regulatory targets.

It's been a very busy year for South Staffs Water – one dominated by the conclusion of Ofwat's PR19 price review process and the Covid-19 outbreak, which has had an enormous impact on almost every aspect of our daily lives. Throughout, our people have continued to work hard to provide customers with clean, high-quality and reliable water supplies, and an excellent service.



I'm pleased to report that we have exceeded the targets on nearly all of our performance commitments over the 2019/20 financial year. This is our best result in five years and is set within the context of the targets for some measures becoming more challenging over that time.

One of the areas where we have performed well is with the acceptability of the water we deliver to customers in terms of colour, taste and smell. We have invested heavily in this area since 2015, and have seen our performance improve by almost 40%.

I'm also delighted that we have achieved our lowest level of supply interruptions and our second lowest number of burst mains in ten years. But this is set within the context of two major bursts we experienced in the same length of water main in Tipton in October and February. These were major incidents, which had a huge impact on the local community. As well as providing practical help and support to customers, we also replaced the entire 300-metre length of main. This was so that we could regain customers' trust and reassure them that something like this wouldn't happen again.

Leakage is another area where customers' trust is easily lost. So I'm pleased to report that we have exceeded our leakage targets by 2.3% in our South Staffs region and 5.2% in our Cambridge region. This is the result of a combination of hard work from our people and significant investment in leakage detection and repair.

Making sure our bills are affordable and that extra support is available to those who need it is also important to our customers. I'm delighted to report that we have again reached our target for the percentage of customers who are happy with the value of money we provide and the affordability of our bills. We've also vastly exceeded our target for the number of customers helped through our support schemes – with more than 38,000 receiving extra help and financial support from us.

It's a credit to our team that our water quality remains at a very high standard overall, with 99.98% compliance with regulatory quality testing standards. I hope we can hit 100% next year. I also hope we can improve our performance in reaching our target for the volume of water each of us uses every day. It's disappointing that we missed this for three years in a row, and my team and I are committed to doing better in this area in the months ahead.

I'd like to take this opportunity to thank all our people for their flexibility and adaptability during the past year. The positive feedback we have received from customers in response to our handling of the Covid-19 outbreak and the sustained hot weather in the spring is testament to our people's commitment to always delivering excellent service. I'm very proud of the way everyone has pulled together to maintain water supplies to customers.

A handwritten signature in black ink, appearing to read 'Andy Willicott'.

Andy Willicott
Managing Director, South Staffs Water

About South Staffs Water

South Staffordshire Water PLC is part of the South Staffordshire Plc group of companies, a privately owned integrated services group concentrating on regulated water supply and complementary specialist service businesses. We operate across two regions under a single water supply licence, supplying clean water services to more than 1.7 million people and around 43,000 businesses in Staffordshire, parts of the West Midlands, and in and around Cambridge.

Our South Staffs region extends from Ashbourne in the north to Halesowen in the south, and from Burton-upon-Trent in the east to Kinver in the west. Our Cambridge region stretches from Ramsey in the north to beyond Melbourn in the south, and from Gamlingay in the west to the east of Cambridge city.



South Staffs region



Cambridge region

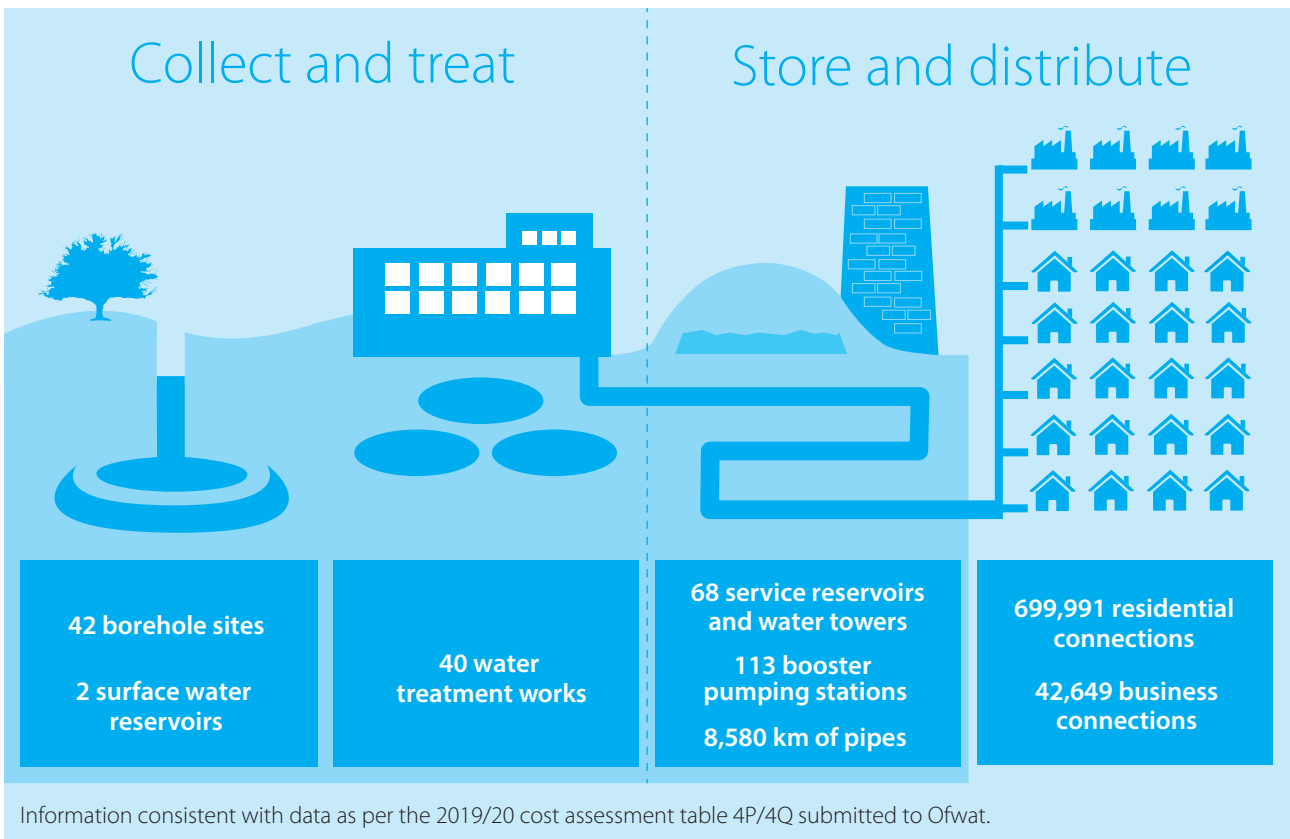
Our role

South Staffs Water is a water only company and does not provide sewerage services. We bill customers for these services on behalf of Severn Trent Water in our South Staffs region and Anglian Water in our Cambridge region.

We aim to be transparent and honest with our customers in everything we do. This includes everything from how we spend the money from customers' bills to the quality and reliability of the water we supply and the impact our activities have on the environment. We provide an essential public service and know that it is vital that customers trust us to do this well. We believe that sharing information on how we have performed against our targets – and other important information about our business – is one way we can build this trust.

The water companies in England and Wales are regulated by Ofwat (also known as the Water Services Regulation Authority). Every five years, we submit our plans to Ofwat for financing, investment, service levels and customer priorities for the following five years. This review covers 2019 to 2020, the last year of the five-year period that began in 2015.

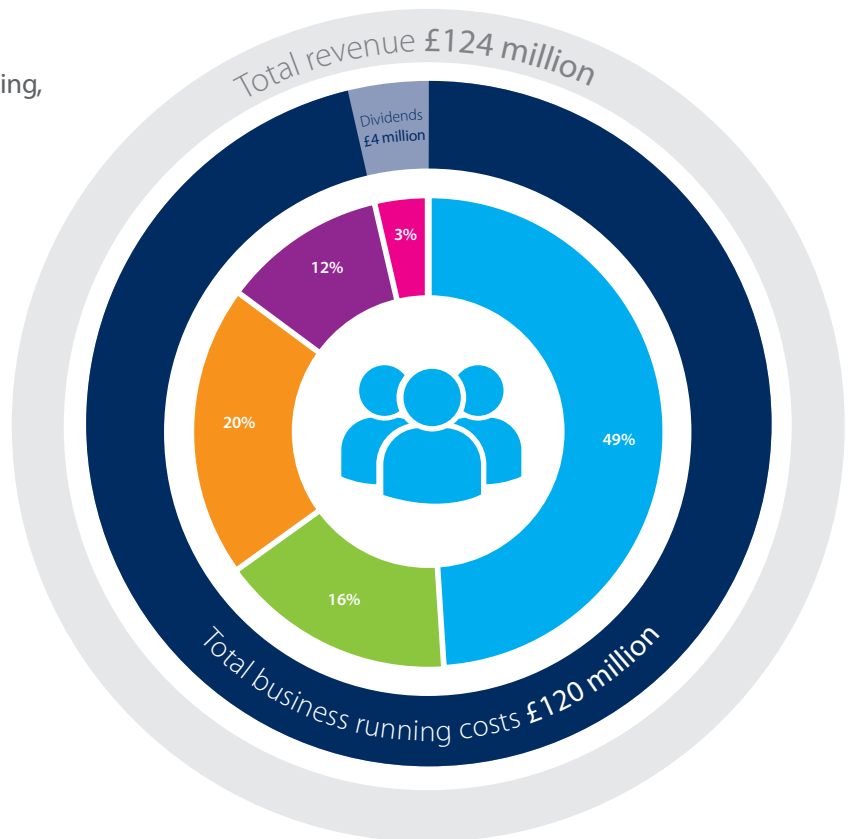
We measure our performance using five outcomes and 15 performance targets, which our customers have helped to set. Some of these targets have financial rewards and penalties attached to them. We have set demanding targets to make sure we continue to provide high levels of customer service and low bills. In the following pages, we set out how we have measured this and how we have performed against our targets.



Financial information

How we use the money we get from customers' bills.

- Water production, treatment, pumping, network repairs and operations
- Customer services, meter reading, billing and payment collection
- Annual costs of capital investment
- Financing costs and tax
- Dividends



Our vision, purpose and core beliefs



Our vision

Making water count – for clean, affordable water every day.



Our mission

To make sure:

- all our customers have access to high-quality and affordable drinking water every day; and
- we always empower our people to provide an excellent and trusted service.



Our purpose

For more than 150 years, we have provided an essential public service to customers in our South Staffs and Cambridge regions that enables them to go about their daily lives. So that we can keep delivering the things that matter most to our customers, now and in the future, we:

- actively work in partnership with local communities – playing our part to help them thrive;
- act as the guardians of our assets, while always working hard to protect the local environment;
- put the safety of our customers and our people at the heart of our decision making; and
- run an efficient business, which is in everyone's interests.

This is how we are making water count.



Our core beliefs

Our mission and purpose are underpinned by our core beliefs, which focus on:

- preparing for the future;
- building resilience in the face of climate change;
- minimising waste in every area of our business operations;
- using water wisely;
- always looking for new ways to do things better and quicker;
- listening to customers;
- local issues; and
- working with partners to create better communities.

These core beliefs are reflected in our people's objectives and the work they do.

Summary of our performance

Our five outcomes and 15 performance targets reflect what our customers have told us is important to them. Some have financial incentives attached, which means over the five-year period, we may incur an underperformance penalty for failing to meet our targets or an outperformance payment for exceeding them. For the five years from 2015 to 2020, we earned a total outperformance payment of £2.3 million.

Outcome	Measure name	What we are measuring	Progress of meeting our targets				
			2015/16	2016/17	2017/18	2018/19	2019/20
1 Excellent water quality	Mean Zone Compliance	The number of times we fail to meet drinking water standards when supplying customers within our network	✗	✓	✗	✗	✗
	Acceptability of water to customers	The number of contacts for every 1,000 customers that we receive about the taste, smell and appearance of tap water, or cases of illness to customers each year	✗	✗	✗	✗	✓
2 Secure and reliable supplies	Interruptions to supply	The number of times a customer's property suffers a loss of water supply for more than three hours	✓	✓	✓	✓	✓
	Asset health infrastructure	The long-term ability of our underground assets (e.g. pipes) to provide a reliable service	✓	✓	✓	✓	✓
	Asset health non-infrastructure	The long-term ability of our above-ground assets (e.g. water treatment works) to provide a reliable service	✓	✓	✓	✓	✓
3 An excellent customer experience to customers and community	Service Incentive Mechanism	The percentage of customers, who agree that we have handled their enquiry to a high standard	✗	✗	✗	✗	✗
	Customer satisfaction	The percentage of customers, who agree that we offer a good overall service	✓	✓	✗	✓	✓
	Community engagement	The amount of time our staff spend supporting worthwhile community projects	✗	✗	✓	✓	✓
4 Operations that are environmentally sustainable	Leakage South Staffs region	The amount of water, measured in litres, lost through leaking pipes	✓	✓	✗	✓	✓
	Leakage Cambridge region		✓	✗	✗	✓	✓
	Water efficiency	The number of litres of water each person uses per day in our regions	✓	✓	✗	✗	✗
	Biodiversity	The area of land, where we actively protect wildlife, trees and plants from damage	✓	✓	✓	✓	✓
	Carbon emissions	The number of tonnes of carbon we save by changing the way our business operates	✗	✗	✗	✗	✗
5 Fair customer bills and fair investor returns	Value for money and affordability satisfaction	The percentage of customers, who agree that our services offer value for money and that their water bills are affordable	✓	✓	✓	✓	✓
	Support for customers in debt	The number of customers experiencing financial hardship we supported through lower bills	✓	✓	✓	✓	✓
Total targets passed			10	10	7	10	11
Total targets missed			5	5	8	5	4

Five-year targets

Outcome	ODI name	Unit of measurement	Year						Target achieved	Performance against last year
			2015/16	2016/17	2017/18	2018/19	2019/20			
			Actual	Actual	Actual	Actual	Target	Actual		
1 Excellent water quality	Mean Zone Compliance	%	99.884	99.982	99.943	99.915	100.00	99.984	✘	Improving
	Acceptability of water to customers	Contacts per thousand population	1.96	1.66	1.42	1.51	1.23	1.19	✓	Improving
2 Secure and reliable supplies	Interruptions to supply	Minutes and seconds per property	04:14	05:11	08:32	07:09	10:00	03:21	✓	Improving
	Asset health infrastructure	Category	Stable	Stable	Stable	Stable	Stable	Stable	✓	Stable
	Asset health non-infrastructure	Category	Stable	Stable	Stable	Stable	Stable	Stable	✓	Stable
3 Excellent customer experience	Service Incentive Mechanism	Score	86.3	84.4	87.0	86.4	90.0	81.4	✘	Declining
	Customer satisfaction	%	98	99	97	98	98	98	✓	Stable
	Community engagement	Days	257	222	425	749	400	527	✓	Declining
4 Environment	Leakage South Staffs region	Megalitres per day	69.9	69.9	72.4	70.5	70.5	68.9	✓	Improving
	Leakage Cambridge region	Megalitres per day	13.2	14.3	14.4	13.2	13.5	12.8	✓	Improving
	Water efficiency	Litres per person per day	129.59	129.85	133.09	136.41	128.31	128.57	✘	Improving
	Biodiversity	Hectares of land	76	92	119	138	116	169	✓	Improving
	Carbon emissions	Tonnes of carbon saved	178	285	550	635	5210	716	✘	Improving
5 Fair customer bills	Value for money and affordability satisfaction	%	93	91	94	95	90	93	✓	Declining
	Support for customers in debt	Number of customers	19621	23895	29036	30838	30000	38612	✓	Improving

Excellent water quality



Outcome

99.98%
water quality
compliance

Contacts from
1.19 out of every
1,000 people
regarding Acceptability of water

Water quality is one of the most important areas of our service. It is also a top priority for our customers. That is why we have two performance commitments covering overall drinking water compliance and the acceptability of water to customers, measured by how often they contact us to report issues. We have stretching regulatory targets for both these measures.

We are disappointed to report that we just missed our target of 100% water quality compliance as 3 out of 18,342 samples in our South Staffs region and 2 out of 4,762 samples in our Cambridge region did not meet the strict regulatory compliance standards in 2019. Despite this, our water quality remains at a very high standard overall, with 99.98% compliance.

We are pleased to report that we have performed better than our target for the acceptability of the water we supply to customers. We measure this by how often customers contact us to report problems with the colour, taste and smell of their water supply. This is the result of five years of hard work and continuous improvement towards our target. Since 2015, our performance in this measure has improved by almost 40%.

We remain committed to improving this area of service and in the five years to 2025, we plan to improve our performance by a further 30%. This will be challenging, and one of the ways we will achieve it is by carrying out work to upgrade our Hampton Loade and Seedy Mill water treatment works. This will improve the quality of the water that enters our network of pipes.

Making Christmas happen

Over the Christmas period, the National Infrastructure Commission, which advises the UK Government, ran a social media campaign featuring the 'hidden heroes of infrastructure'. By 'infrastructure' we mean things like buildings, roads, power and water. The aim of the campaign was to highlight the number of specialists across the water, energy and transport sectors, who were working on Christmas Day.

Jo Latham, from our Water Quality team, was one of the campaign's stars. She featured in a video and shared details of the water sampling work she carried out at our Hampton Loade treatment works on Christmas Day and Boxing Day, and how she would be celebrating the festivities at a later date. At the launch of the campaign Sir John Armit, Chair of the National Infrastructure Commission, said that it was important to "recognise those who keep the lights on, water flowing and transport moving" to underline the importance of infrastructure to everyone's lives.



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Having high-quality water is a top priority for all our customers

Secure and reliable supplies



Outcome

3 minutes 21 seconds
average supply interruption
per customer

stable
asset health for **pipes,**
pumping stations & reservoirs

One of our highest priorities is to maintain a continuous supply of clean, high-quality drinking water to our customers' taps. This means minimising the risk of supply interruptions and maintaining the overall health of our pipes, reservoirs and pumping stations.

Last year, we reported on the impact of the period of extreme weather known as the 'Beast from the East'. This resulted in a large number of bursts on our network of pipes that we had to repair in challenging weather conditions. Since then, we have worked hard to put plans in place to minimise the number of burst pipes on our network. We have also continued to improve our already high levels of resilience, by which we mean our ability to recover from shocks or disturbances. The action we have taken has helped us to achieve the lowest level of supply interruptions and our second lowest number of burst mains in ten years.

We are delighted with this level of performance. But this does not detract from the small number of serious bursts we still get from time to time. In October and February, for example, we experienced two bursts on a large trunk main in Tipton, which regrettably damaged a number of homes in the area. We carried out a detailed investigation into the condition of this main. We also decided that replacing the entire 300-metre length of main was in the best interests of customers. We progressed this work immediately and completed it in March this year.

Delivering long-term, reliable water supplies

One of the ways we ensure secure and reliable water supplies to our customers is through our ongoing programme of repairing and upgrading our network of water pipes. During the year, we carried out a number of schemes that will ensure our customers continue to receive the high quality and reliable water supplies they expect and pay for.

For example, in summer 2019 we replaced 7km of water main in Aldridge in our South Staffs region as part of an improvement programme in the area. We also replaced 3km of cast iron mains in West Bromwich in our South Staffs region, some of which were more than 65 years old, with more flexible and durable plastic pipes, which are less likely to crack and burst. We used innovative trenchless techniques for this scheme, which meant less digging and less inconvenience to local residents. We kept our customers up to date with our progress on these and other schemes through regular updates on our website and social media channels.



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We achieved our lowest level of supply interruptions and our second-lowest level of burst mains in ten years

An excellent customer experience to customers and the community



Outcome

SIM score of
81.4

98%
customer
satisfaction

527 days
of community
engagement activity

We have continued to focus on our customer service performance during 2019/20. This has been a trial year for Ofwat's new customer service measure of experience, known as C-MeX, which will be in place until 2025. Unlike its previous customer service measure, the service incentive mechanism, or SIM, Ofwat's new measure monitors customers who contact us as well as those who do not. So it provides a more rounded view of customer service and engagement.

Following a strong final quarter, we achieved an overall C-MeX score of 77.47, which ranked us 10th among the England and Wales water companies. We are also pleased to report that we have achieved our customer satisfaction target of 98% again this year. This means we have reached this target in four out of the five years to 2020.

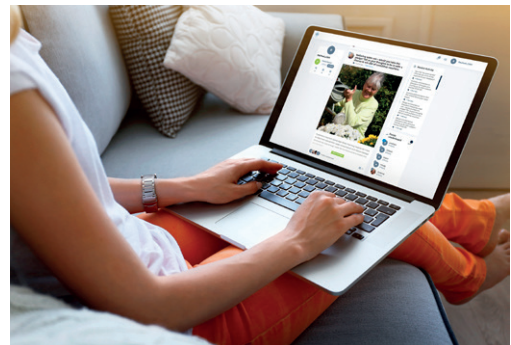
In addition, our people have also continued to participate in a wide range of community and volunteering activity, and we have exceeded our target by delivering 527 days of community activity during the year.

H2Online – our community of customers

In November, we launched a new customer engagement initiative in the form of H2Online, our new online community. This is a two-way platform that enables customers to give us their honest opinions and feedback about the services we offer. It also provides us with valuable insight, enabling our customers' views to be built into our decision-making.

At the time of writing, 692 customers (380 in our South Staffs region and 312 in our Cambridge region) have signed up for H2Online and completed their profiles. To date, we have featured polls and discussions on a wide range of subjects, including water hardness, paperless billing, the benefits of having a water meter and our response to the Covid-19 outbreak in terms of the financial support we put in place for customers.

We will continue to add new content to H2Online and use our different communications channels to encourage more customers to join and participate.



Our focus is on delivering excellent customer service and being at the heart of the communities we serve

Operations that are environmentally sustainable



Outcome

128.57 litres of water per day used by each person we supply

169 hectares of land with a biodiversity initiative

716 tonnes of carbon reduction

68.9 MI/d leakage in South Staffs region

12.8 MI/d leakage in Cambridge region

Water is a precious and finite resource. So, we must make sure that we maintain adequate water supplies and protect the natural environment for future generations. We also have wider responsibilities to make sure our operations do not have a negative impact on natural habitats for plants and wildlife.

We are pleased to report that we have exceeded our leakage target by 2.3% in our South Staffs region and by 5.2% in our Cambridge region during 2019/20. This gives us a solid foundation on which to build for the next five years as we have stretching targets to reduce leakage by approximately 15% in both regions.

We have also exceeded our target for delivering biodiversity benefits, helped by our very successful SPRING environmental programme and PEBBLE fund. During the year covered by this report, we have continued to deliver improvements on 169 hectares of land – the equivalent of around 169 rugby pitches – benefiting both the local environment and local communities.

We are disappointed to have missed our water usage target of 128.31 litres per person per day in 2019/20. Unfortunately, this is the third year where we have recorded an increase in household water consumption. There may be a number of reasons why households may use more water in any given year. This year, we believe it is due, in part, to the impact of the UK Government's response to the Covid-19 outbreak and its guidance on handwashing and home working. We have stretching targets in this area over the next five years. So, we will continue to engage with customers to help them to find ways to use water wisely.

We have also not met our target for carbon emission savings. When we set our targets in this area for the five years from 2015 to 2020, we expected to be able to install solar panels at several locations to save on energy consumption and lower our emissions. But we found that this was uneconomic to do this as the solar panels would not generate enough energy to offset our costs over their lifespan. We believe it was not in our customers' best interests to pursue this approach. We are continuing to deliver energy efficiency improvements where they are cost beneficial and delivered 716 tonnes of carbon emission savings in 2019/20 compared to a 2014/15 emissions baseline.

Enhancing biodiversity with our PEBBLE fund

We recognise the importance of enhancing as well as protecting the environment. Each year, we make grants available through our PEBBLE fund to community projects in our South Staffs and Cambridge regions that are designed to improve and enhance local wildlife habitats. For example, we made a £5,000 grant to the Friends of Brunswick Park in Wednesbury in our South Staffs region to plant new trees not already represented in the park. In November, the group held a tree-planting event during National Tree Week and invited a number of community organisations to take part.

We also made a grant of £5,845 to the Wildlife Trust of Bedfordshire, Cambridgeshire and Northamptonshire. This was for the Trust's Bourn Free project to carry out an ecological survey of the Bourn Brook, a tributary of the River Cam. Our grant, which was matched by funding from Anglian Water's 'Water for Wildlife' programme, supported work the Trust is carrying out to improve habitats for wildlife and plants along Bourn Brook.



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We make sure our operations do not have a negative impact on natural habitats for plants and wildlife

Fair customer bill and fair investor returns



Outcome

93% satisfaction score
for value for money
and affordability

38,612 customers
helped with debt-support options

Our customers currently pay one of the lowest water bills (£145, on average) in England and Wales. We think very carefully about how we spend customers' money and where we invest. We always try to find the right balance, making sure our bills are affordable for all customers, while continuing to invest in our network to maintain our service for future generations.

Every three months, we survey a representative sample of customers and ask them about whether they think their bills are affordable and if we provide value for money. We are very pleased to report that during 2019/20, we have again achieved our target with 93% of customers satisfied with our value for money and affordability.

We recognise that some customers who struggle to afford their water bills may need some form of additional help or support. We provide a range of schemes to help these customers, tailored to their individual needs. These schemes have continued to grow – with more than 38,000 customers helped during the year, vastly exceeding our target. We are delighted with the continued interest we are seeing in our assistance schemes as it means those customers in genuine need are receiving help and do not have to worry about paying for their water supply. We are extending these schemes over the five years to 2025, enabling us to help even more people who need it.

Has your water meter 'bin' read?

We are always looking for new and innovative ways to enhance the service we provide to our customers. In the autumn, for example, we entered into a unique partnership with Lichfield District Council and Tamworth District Council in our South Staffs region to trial a new technology that enables meter readings to be taken when bin lorries on their fortnightly rounds pass by customers' homes.

The technology has a 92% success rate and we trialled it in five villages – Clifton Campville, Edingale, Haunton, Elford and Harlaston. As well as reading customers' meters regularly, the technology has also helped us to identify leaks on customers' supply pipes, so it is a win-win situation – for us and for them.



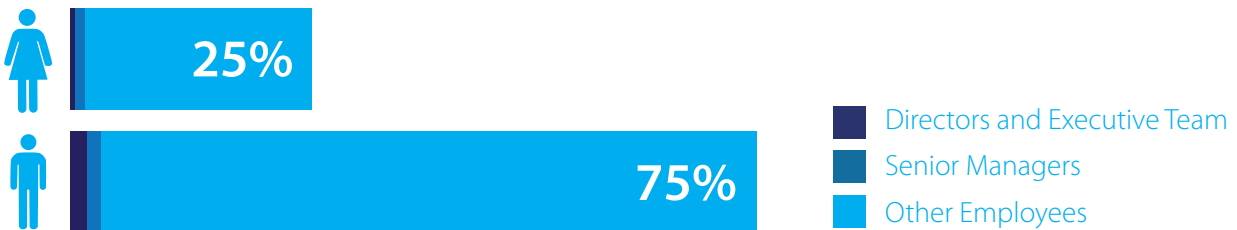
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We think carefully about how we spend customers' money and help those who need the most support

Facts and figures

Every year, we produce a comprehensive set of financial accounts, which we publish on our website. Below, we summarise of key facts about our people and our shareholders.

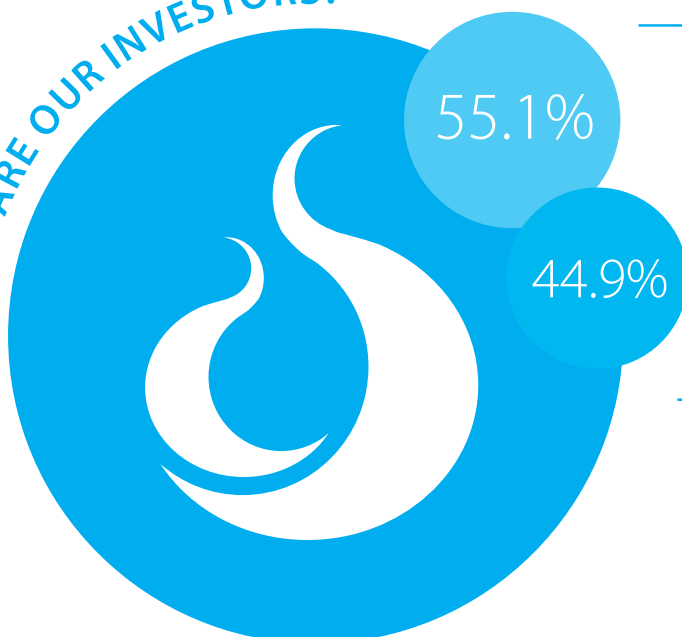
GENDER OF OUR PEOPLE



AVERAGE AGE OF OUR PEOPLE



WHO ARE OUR INVESTORS?



Long-term pension scheme and institutional investors, advised by Arjun Infrastructure Partners, which acquired a majority controlling interest in the Group from KKR in July 2018

Mitsubishi Corporation, a global integrated trading business, which acquired a 25% equity interest in the Group in March 2016 and now manages a 44.9% stake in the Group following a further 19.9% investment by Mitsubishi UFJ Lease & Finance Company in July 2018

Rest assured

We want to make sure what we do is transparent. So we have measures in place to ensure customers can have confidence in our data. We publish our assurance plan on our website at the start of each financial year. It sets out how we assure all our data and information.

We use a number of third party and independent organisations to provide assurance on our data.

Deloitte.

Deloitte provides independent third party assurance on our statutory and regulatory accounts.

JACOBS®

Jacobs provide independent third party assurance on the performance targets that have a financial incentive attached to them.



South Staffordshire Plc

The internal audit function of our parent company, South Staffordshire plc, provides independent assurance on the performance targets that do not have a financial incentive attached to them.

Customer Panel

The Independent Customer Panel is an impartial board of customers, stakeholders and experts. It acts on behalf of customers to check on and challenge our performance, and to make sure that we listen and respond to our customers.

Further information

South Staffs Water: www.south-staffs-water.co.uk

Cambridge Water: www.cambridge-water.co.uk

Customer Panel: www.customer-panel.co.uk

Ofwat

Ofwat is the economic regulator of the water companies in England and Wales. It exercises its powers in a way that it judges will protect the interest of consumers, promote value for money and safeguard future water and sewerage services, by enabling efficient companies to finance their functions.

www.ofwat.gov.uk

The Drinking Water Inspectorate

The Drinking Water Inspectorate regulates drinking water quality in England and Wales. Its main job is to check that water companies supply water that is safe to drink and meets the standards set in the Water Quality Regulations.

www.dwi.gov.uk

Environment Agency

It is the Environment Agency's job to look after the environment and make it a better place. Specifically, it seeks to maintain and improve the quality of 'raw' water in England and Wales, and is responsible for issuing water companies with abstraction licenses. The Environment Agency is concerned with the quality of fresh surface and underground water, marine and estuarial waters, and strives to prevent and reduce the threat of water contamination.

www.gov.uk/government/organisations/environment-agency

CCW

CCW, the organisation previously known as the Consumer Council for Water, represents the interests of water customers in England and Wales. Its role is to provide a strong national and regional voice for consumers through close working relationships with the water companies and other key stakeholders, as well as to make sure that consumers are at the heart of companies' decision-making.

www.ccwater.org.uk

The Department for Environment, Food and Rural Affairs (Defra)

The Department for Environment, Food and Rural Affairs (Defra) works for the essentials of life - food, air, land, water, people, animals and plants. It pursues sustainable development - weaving together economic, social and environmental concerns.

www.gov.uk/government/organisations/department-for-environment-food-rural-affairs

Natural England

Natural England advises the UK Government on issues concerning the natural environment, It provides practical scientific advice on how to look after England's landscapes and wildlife.

www.gov.uk/government/organisations/natural-england

Public Health England

Public Health England works to protect and improve the nation's health and wellbeing, and reduce health inequalities. Its role is to safeguard public health, and it works closely with other organisations when an incident is reported to protect and inform the public, especially vulnerable groups.

www.gov.uk/government/organisations/public-health-england

