

Lia Moutselou
Consumer Council for Water
Room 111
Caradog House
1-6 St Andrews Place
Cardiff CF10 3BE

12th January 2015

Dear Lia,

NATURAL RESOURCES WALES RESPONSE TO CONSUMER COUNCIL FOR WATER CONSULTATION "PUTTING CONSUMERS AT THE HEART OF THE WATER INDUSTRY"

Thank you for the opportunity to respond to the latest Consumer Council for Water consultation. It is positive to see throughout the document that you have recognised the importance and need to deliver environmental outcomes combined with the requirement to maintain affordable bills. As the principle environmental regulator for Wales, NRW undertakes a number of duties to ensure water is managed to meet the requirements for the environment, economy and people. Despite relatively high rainfall in Wales, the heavy reliance on surface water supplies can lead to pressures on water availability. Climate change will increase the frequency of how often pressures on supplies occurs, and we fully support measures to reduce leakage and increase efficient water use.

Some comments on sections in the consultation;

1. Page 11. There is no mention of the difference on competition in England and Wales and how the work is being progressed in Wales as a result. It would be useful to have a balanced picture in the final document.
2. Page 19: While we agree that bills should be 'acceptable and affordable' for customers there is also the need to appreciate there are regulatory timeframes and requirements that will have to be met over the coming years. There are implications for not achieving these objectives and this has to be considered when making bills affordable and acceptable. NRW will continue to work with CC Water to ensure consumers are fully aware of likely regulatory requirements that may impact on the bill payer.
3. Page 22: We are pleased to see a push by CC Water to influence companies on targets that are related to environmental performance, however we think CC Water should be pressing companies to be more inventive and innovative in how they tackle the use of water. An example of this would be to encourage the use of tariffs

and smart metering as a way of providing more control and information to customers to enable them to make choices on their water use. As we move forward with our work priorities we are happy to share our knowledge and ideas with you as appropriate.

4. Page 24: Point 4, we are pleased to see CC Water support for sustainable drainage. Consumers will see a more resilient network but also one that helps lower costs and provides greater capacity for future growth if sustainable drainage techniques are applied.

We look forward to working with you as the forward work programme is implemented over the next four years.

Yours sincerely,

A handwritten signature in purple ink that reads "R. Jenkins". The signature is written in a cursive style with a large initial "R".

Ruth Jenkins

Knowledge Strategy and Planning Manager