Subject: FW: Community Council Liaison Officers  
From:    "William Welsh" <[William.Welsh@fife.gov.uk](mailto:William.Welsh@fife.gov.uk)>  
Date:    Thu, December 12, 2013 12:55 pm  
To:      "William Welsh" <[William.Welsh@fife.gov.uk](mailto:William.Welsh@fife.gov.uk)>  
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For your information.  
  
Bill  
  
  
On behalf of Customer Forum  
  
  
CUSTOMER FORUM â€“ STRATEGIC REVIEW OF WATER CHARGES 2015-21  
  
I am contacting you to bring you up to date with the work of the Customer  
Forum and to ensure that we accurately represent the views of residents  
and businesses in your local area in our discussions with Scottish Water.  
  
The Customer Forum was set up some 18 months ago to negotiate, on behalf  
of customers, with Scottish Water to make sure that customers get the best  
water service at the fairest price.  This is a new and innovative process  
and it is the first time in the UK that household and business customers  
have been put at the heart of decisions relating to price setting and  
future investment priorities for water and waste water services.  
  
On 30th October 2013, Scottish Water published its Draft Business  
Plan[1][1] for the period 2015-21 which sets out its proposition on levels  
of service and price.  This marks the start of a formal process that ends  
with the Water Industry for Scotland, the economic regulator, determining  
customer charges in November 2014.  
  
The Customer Forum is now engaging in further discussions with Scottish  
Water around a wide range of matters including the price proposed for  
water and the service improvements set out in their Draft Business Plan.   
The outcome of these discussions will inform the regulatorâ€™s decisions  
on charges and Ministerial decisions, due to be made in June 2014, on  
levels of borrowing, the investment programme and the principles which  
govern how customers are charged.  
  
We have worked with Scottish Water on its customer research programme and  
undertaken independent customer research to explore customer views about  
affordability and willingness to pay.  Additionally, we have commissioned  
research papers on the impact of the economic downturn on family incomes  
and how the changes to the benefits system will affect households.  
  
The research has informed our views to date, and as we enter into the  
final phases of these negotiations, I wanted to give you the opportunity  
to forward any views your Community Council has on how well Scottish Water  
performs, its priorities and how much household customers pay for water  
services. If you want to submit any views, please can I ask you to do so  
by the end of January 2014 to:  
[donna.very@consumerfutures.org.uk](mailto:donna.very@consumerfutures.org.uk)<mailto:[donna.very@consumerfutures.org.uk](mailto:donna.very@consumerfutures.org.uk)>  
  
For more information, please visit:  
www.customerforum.org.uk<[http://www.customerforum.org.uk](http://www.customerforum.org.uk/)>  
  
Yours faithfully  
  
[Description: C:\Documents and Settings\JGracie\Desktop\PP-Sig.jpg]  
  
Peter Peacock  
Chair, Customer Forum for Water  
  
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[1][1]  
<http://www.scottishwater.co.uk/about-us/publications/strategic-projections/draft-business-plan-2015-2021>