Subject: FW: Community Council Liaison Officers
From:    "William Welsh" <William.Welsh@fife.gov.uk>
Date:    Thu, December 12, 2013 12:55 pm
To:      "William Welsh" <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>

For more information, please visit:
www.customerforum.org.uk<[http://www.customerforum.org.uk](http://www.customerforum.org.uk/)>

Yours faithfully

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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>