



guardians of drinking water quality

DRINKING WATER INSPECTORATE

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Drinking Water Inspectorate Advice Note

To: Board Level and Day to Day contacts of Water and Sewerage Companies and Water Companies in England and Wales, and Customer Challenge Group Chairs

Dear Sir/Madam

Periodic Review 2019: Working with Customer Challenge Groups

1. Renewed focus on customer engagement and outcomes, and the establishment of Customer Challenge Groups (CCGs), were features of the 2014 Price Review.
2. CCGs have retained a role going forward, by scrutinising the performance of companies during the AMP6 period. The Inspectorate is not actively engaged with this process, as it is an internal assurance matter for companies, but is happy to provide support to CCGs where necessary on drinking water quality issues.
3. For the 2019 Price Review, CCGs will provide an independent challenge to companies, and independent assurance to OFWAT, on the quality of companies' customer engagement and the degree to which the results of this engagement are driving decision making and are reflected in companies' business plans. This role is likely to require liaison between the Inspectorate and CCGs.
4. The Inspectorate's role and objectives for this engagement are listed below:
 - we will provide detailed guidance on strategic objectives and statutory obligations relating to drinking water quality;

- we will seek the investment necessary to deliver wholesome drinking water;
- we will challenge, where necessary, a water company's proposals for specific risk mitigation schemes, and check that the proposed solutions are appropriate and sustainable in providing a resilient water supply, and are consistent with that company's long term investment plan; and
- we will work with CCGs and other stakeholders to achieve these objectives.

5. Our proposed methods of engagement with CCGs are as follows:

- we will address generic matters, relating to more than one CCG, at meetings and teleconferences involving all relevant CCG Chairs;
- we will address individual company issues by telephone or e-mail; and
- if drinking water quality issues are significant, we will endeavour to meet directly with individual CCG Panels, at the invitation of the Chair.

6. These matters were discussed with the CCG Chairs and OFWAT at a meeting on 12 October 2016.

For further information please contact Caroline Knight, Inspector; telephone number: 0799 062 3355; email: caroline.knight@defra.gsi.gov.uk

This letter is being sent electronically to the Board Level and Day to Day contacts of water companies, and CCG Chairs, and is copied to Jon Ashley at OFWAT. Please acknowledge receipt to dwi.enquiries@defra.gsi.gov.uk.

Yours faithfully



Milo Purcell
Deputy Chief Inspector of Drinking Water