

## Strategic Review of Charges 2027-33: Draft Determination Consultation Respondent Form

Any questions marked with an asterix \* are mandatory and we ask that you complete those please.

### *The balance of investment, outcomes and charges*

*Our draft decision strikes a balance between the level of investment, the outcomes delivered, and the charges customers pay. We would value your perspective on whether this balance is right.*

**1. To what extent do you agree that the draft determination strikes the right balance between outcomes, investment and charges?**

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	

Please explain your answer, including which aspects of outcomes, investment or charges most influenced your view.

### *Customer protections and safeguards*

*Our draft decision includes a range of measures and safeguards to strengthen protections for customers, including a conditional charge cap, enhanced monitoring measures, strengthening the Performance Related Pay framework, and the interim determination mechanism.*

**2. To what extent do you agree that our proposals provide sufficient customer protection in SRC27?**

Strongly agree	
Agree	
Neither agree or disagree	

Disagree	
Strongly disagree	

Please explain your answer, including any additional customer protections you think should be introduced?

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### *Performance and service levels*

*Our draft decision sets a range of targets for Scottish Water's performance across key outcome areas, including water quality, leakage, sewer flooding, and pollution incidents. These targets are intended to be stretching but achievable, and to improve the level of service customers can expect over the regulatory period.*

**3. To what extent do you consider that our proposed targets for outcomes are appropriate?**

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	

Please explain your answer, including which targets or areas most influenced your view.

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### *Investment*

*Our draft decision sets out proposed levels of capital investment for the regulatory period, as detailed in Chapter 5 and Appendix 1. This investment is intended to deliver improved outcomes, maintain and enhance assets, and meet regulatory and environmental requirements, while balancing impacts on customer charges.*

**4. To what extent do you agree with our proposal for capital investment?**

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	

Please explain your answer, including which areas of investment most influenced your view.

**Operating expenditure**

*Our draft decision sets out how much Scottish Water will spend on running services day to day (operating costs) over the regulatory period. These are the ongoing costs of providing water and wastewater services, for example, electricity and other utility costs, vehicle running costs, employment costs, the cost of billing and serving customers and the cost of buying materials such as chemicals for water treatment.*

**5. To what extent do you agree with our proposal for operating expenditure?**

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	

Please explain your answer, including which areas of operating expenditure most influenced your view.

## Funding

*Our draft decision proposes a conditional charge cap to reflect the risk and uncertainties around the cost and timing of West Central Bioresources, a project to build a new facility to treat, recover and dispose of the byproducts of wastewater treatment. We also include a provision in our charge caps to enable Scottish Water to recover additional pension and energy costs that may materialise in the regulatory period.*

### 6. To what extent do you agree with our proposal to introduce a conditional charge cap?

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	
Please explain your answer.	

## Holding Scottish Water to account overall

*Our draft decision sets out proposals for how we will hold Scottish Water to account for delivering the outcomes it has promised for SRC27. This includes clear targets, delivery plans, annual reporting, performance reports, and principles for performance-related pay.*

### 7. To what extent do you agree with our proposals for monitoring Scottish Water's performance over SRC27?

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	
Please explain your answer, including which areas of performance monitoring most influenced your view.	

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## *Holding Scottish Water to account for its investment delivery*

*Our draft decision sets out proposals for how we will hold Scottish Water to account for delivering its investment programme for SRC27. This includes a defined investment programme, annual delivery plans, an in-period process for agreeing changes to them with stakeholders as part of the Investment Planning and Prioritisation Framework, and annual performance reports to check that Scottish Water delivered what it committed to in its delivery plan.*

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**8. To what extent do you agree with our proposals for monitoring the delivery of Scottish Water's investment programme?**

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly disagree	

Please explain your answer, including which aspects of the Investment Planning and Prioritisation Framework (IPPF) most influenced your view

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## *Anything else?*

**9. Please use this space to share any additional comments on our draft decision.**

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## Tell us about you

Please indicate how you wish your response to be handled and, in particular, whether you are content for your response to be published. If you ask for your response not to be published, we will still take account of your views in our analysis but we will not publish your response, quote anything that you have said or list your name. We will regard your response as confidential, and we will treat it accordingly.

### 1. What is your name? \*

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### 2. Are you responding as an individual or an organisation? \*

Individual	
Organisation	

### 3. What is your organisation?

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### 4. WICS would like your permission to publish your consultation response. Please indicate your publishing preference. \*

Publish response with name	
<b>Publish response only (without name)</b> The option to 'publish response only (without name)' refers only to your name, not your organisation's name. If this option is selected, the organisation name will still be published.	
<b>Do not publish response</b> If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, in any analysis report.	

### 5. Do you consent to WICS contacting you again in relation to this consultation exercise? \*

Yes	
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No	
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**6. What is your email address?** If you would like to be contacted again in future about this consultation please enter your email address. You will also need to give consent to be contacted in the question above. Your email address will never be published.

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**7. I have read and understood WICS consultations transparency statement. \*** This can be found on [www.wics.scot](http://www.wics.scot).

Yes	
No	

**8. I consent to the data I have provided being used as set out in WICS consultation transparency statement. \***

Yes	
No	

Thank you for taking the time to participate in our consultation. Your views are important to us. Your completed form should be submitted to WICS via email at: [enquiries@wics.scot](mailto:enquiries@wics.scot), or via post at the following address:

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