

### **30th October 2013 - Customer Forum's response to Scottish Water's Draft Business Plan for the period 2015 to 2021 and its Strategic Projections for the next 25 years**

"We welcome receipt of the Scottish Water draft business plan following a significant period of planning by the company which has included a lot of constructive discussion with the Customer Forum. During those discussions thinking about a range of issues has evolved and developed in helpful ways.

"We are now entering the next phase of our engagement with Scottish Water and the start of a formal process that ends with the regulator determining customer charges in November 2014. During this process, there are a number of decisions to be made including confirmation by Ministers on levels of borrowing, the investment programme and the principles which govern how customers are charged.

"There is still much more probing, discussion and negotiation to go - and we hope to be able to agree a business plan with Scottish Water which meets customers' reasonable expectations.

"The overall process is designed to ensure a deal is achieved that balances the needs of customers, serves long term requirements of the industry and taxpayers."

Follow this link to view Scottish Water's second draft business plan: <http://www.scottishwater.co.uk/about-us/publications/second-draft-business-plan>

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