

**24<sup>th</sup> January 2014**

**Customer Forum's response to Scottish Water's water charges for 2014-2015**

Peter Peacock, Chair of Customer Forum comments:

“This announcement stands in stark contrast to those consumers have come to expect from other utilities. The Customer Forum has been working closely with Scottish Water over the past year and we welcome the fact they have chosen not to increase their charges by the amount they would be permitted to.

“Delivering a charge rise that is less than the lower (CPI) rate of inflation is a significant indication the company recognise the circumstances of their customers and that they intend to continue to drive improvement in services through greater innovation and efficiency, and not by coming to customers for more than they might be able to afford. This approach points in a helpful direction for future price policy from Scottish Water.”

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