

Appendix 2.1.A – Statement from the Affordability Advisory Group

Wessex Water

July 2018

Business plan section	Supporting document
Board vision and executive summary	
1 Engaging customers	
2 Addressing affordability and vulnerability	2.1 Strategy for customers in vulnerable circumstances – Every Customer Matters
	2.2 Information strategy
	2.3 Analysis of affordability by income decile
3 Delivering outcomes for customers	
4 Securing long term resilience	
5 Markets & innovation: wholesale	
6 Markets & innovation: open systems & DPC	
7 Markets & innovation: retail	
8 Securing cost efficiency	
9 Aligning risk and return	
10 Financeability	
11 Accounting for past delivery	
12 Securing trust, confidence and assurance	
13 Data tables and supporting commentaries	

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1. Introduction

The Affordability Advisory Group (AAG) met on the 10th July 2018 and as part of that meeting, reviewed the strategy for customers in vulnerable circumstances that forms part of Wessex Water's Business Plan for 2020-25.

The Wessex Water Partnership (Customer Challenge Group) had already had the opportunity to review the strategy and the company had incorporated its suggestions in to the document presented to the AAG.

Overleaf is a copy of the views of the AAG and a supporting statement.

2. Views and supporting statement

The AAG welcomed the current document setting out specific initiatives that Wessex Water aims to deliver from now to 2025. The company's proposals build on its existing Vulnerability Strategy and four associated workstreams which were originally developed in consultation with the AAG and have been in place for a number of years.

Members recognised the work the company has done on affordability and wider vulnerability that places it at the forefront of the industry. Members felt that the company should do more to highlight its already strong performance in the document and not simply rely on Ofwat being aware of it when it considers their submission.

The Group made a number of suggestions for changes to do this. In particular, it was felt that the section 'our plans for 2020-2025' should give a clear sense of the hard work Wessex Water has done to become an industry leader and the very strong base it is building on. In addition, some suggestions were made to include practical examples and/or statistics that could be included to give a clearer picture of its work in some areas. Wessex Water welcomed this feedback and agreed to make all of these changes.

Below is a statement from the AAG following their review of the strategy:

"Overall, we feel the strategy for customers in vulnerable circumstances is a thoughtful and comprehensive document. We are impressed with all of the work that Wessex Water has done to date to support customers in vulnerable circumstances and the emphasis that this has within the business.

"We support all of the promises and future initiatives set out in the strategy. We believe Wessex Water is a leading company in this area within the sector and, consequently, consider the document should showcase their work to date and clarify how the initiatives to 2025 are building on very strong foundations in addressing further the needs of customers who find themselves in vulnerable circumstances".