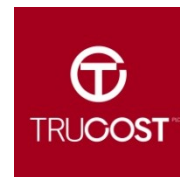


Water Sector Case Study

CLEAR Info Report

Document Control Sheet



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Contents	Water Sector Company Level Engagement, Case Study
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Water Sector company level engagement

Case Study

Sector Activities

- Supply of clean water.
- Treatment and disposal of waste water.

Sector Profile (England)

- 10 regional water only companies.
- 9 regional water and sewerage companies.
- 13 local water or sewerage companies.



Introduction

In September 2013, the CLEAR Info project set up trials to test using integrated environmental data to engage with companies at parent company level, and to drive improvement in environmental performance.

This case study explains how the water sector is regulated at company level in England and the data that is used.

Background

In England the water and sewerage services are provided by commercial companies rather than government organisations. Most of these companies are privately owned. In 2013 only 6 of the companies in the sector were listed on a stock exchange.

Regulation of Water Companies in England

The Environment Agency meets with each water company monthly or quarterly to scrutinise data on environmental performance, including pollution incidents, permit compliance and water resource matters.

The Environment Agency holds an annual review with each water company, and has developed a set of key performance indicators (KPIs) for environmental performance of water companies. These are:

- pollution incidents sewerage
- serious pollution incidents sewerage
- discharge permit compliance
- satisfactory sludge disposal
- self reporting of pollution incidents
- delivery of the environmental improvements programme

The water companies provide annual data to the Environment Agency which is quality checked and signed off by April the following year, and used to generate a red/ amber/ green status for each KPI.

The Water Sector is also regulated by OFWAT (the Water Services Regulation Authority), who assess the quality of the service provided and govern the price for customers. Every five years OFWAT hold a price review and set controls on the prices that each water company can charge its customers.

The Environment Agency works closely with OFWAT and invites them to attend the annual review with each water company. OFWAT use the Environmental KPIs as part of a suite of KPIs they use for a regulatory compliance assessment. This is changing in April 2015.

The results for each company are also published online. This information can be accessed by stakeholders and shareholders at:

http://ofwat.gov.uk/regulating/casework/reporting/rpt_los2013-14environmental

The Environment Agency published the Environmental Performance of Water and Sewerage companies 2013 in August 2014. The report can be accessed at:

<https://www.gov.uk/government/publications/environmental-performance-of-the-water-and-sewerage-companies-in-2013>

Conclusion

The CLEAR Info project aims to demonstrate the value that can be added to environmental regulation by using integrated data for company engagement. The use of data and the documented engagement with companies that already operates in the water sector will made it difficult to distinguish the additional value created by the CLEAR info approach. As a result, the project team have decided to focus the demonstration on sectors where formal account management did not exist or was not consistently applied.