

**By email
Competition and Markets Authority**

Date: 11th May 2020

Dear Sirs,

Anglian Water Business Plan 2020-2025

I am writing in my capacity as Chair of the Anglian (Great Ouse) Regional Flood and Coastal Committee. Anglian Great Ouse is one of 12 RFCC's in England established by statute to promote flood resilience in their catchments. Anglian Water is by far the dominant provider of water and waste water services in the Anglian Great Ouse catchment.

I am extremely concerned that Ofwat's determination of Anglian Water's Business Plan for 2020-2025, now before the CMA for review, takes a disappointing, short sighted and downright wrong approach to achieving the right balance between Anglian Water's investment needs and fairness to its customers. Anglian Water enjoys an excellent reputation in its market area for customer service, innovation, efficiency, and being a good and reliable partner. I am particularly impressed with their appreciation of climate change, sea level rise and the increasing likelihood of severe weather events and how they have proposed practical measures within their 2020-2025 Business Plan to adjust their business model to assist with adaptation and climate resilience. This is especially important for flood resilience schemes where Anglian Water has played a well regarded and sector leading role as an important source of Partnership Funding for flood resilience measures of different types and at different scales; and we need this to continue.

I am also extremely disappointed that Ofwat has not properly taken into account the particular challenges of the Government's significant growth agenda, including the Oxford to Cambridge arc; much of which falls in Anglian Water's service area. Ofwat has definitely misread and downplayed the delivery implications of housing and jobs growth at this scale for Anglian Water, and the investment 'lumpiness' required to support such growth, and its impact on existing infrastructure, in a timely manner.

Like many concerned stakeholders served by Anglian Water I am looking for a final determination on the 2020-2025 Business Plan which restores the careful and correct balance between investment needs and customers' bills which I believe Anglian Water had already achieved in its submitted Plan, and which enjoyed widespread stakeholder and customer support following extensive consultation.

Yours faithfully

**Brian Stewart OBE
Chairman, Anglian (Great Ouse) Regional Flood & Coastal Committee**

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