

Dear Sharon

Thank you for this email.

The Anglian Water Customer Engagement Forum (CEF) is the independent Consumer Challenge Group in respect of Anglian Water. The CEF has published two significant reports which the CMA may wish to take into account in its redetermination. I attach these for ease of reference:

- Anglian Water Customer Engagement Forum Report by the Chair and members on the PR19 business planning processes and final business plan submission of Anglian Water Services Ltd., dated August 2018
- Anglian Water Customer Engagement Forum Report
- Response to Ofwat's Draft Determination on Anglian Water's Business Plan, dated August 2019.

I also attach a notice published by the CEF in February 2020, responding to the referral of Anglian Water's PR19 Final Determination to the Competition and Markets Authority.

The CEF is at your disposal for discussion, if you have any questions further to our reports.

Kind regards

Jeff Halliwell

Chair, Anglian Water Customer Engagement Forum