



www.norfolkriverstrust.org

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13 May 2020

Dear Sir,

Whilst we may not fully understand the processes of economic regulation in the English Water sector we do understand the risk that Ofwat's final determination poses to the water environment and the pain that is being felt to our organisation.

From our viewpoint, the OFWAT determination and Covid are the perfect storm to close an environmental NGO that thrives on innovation and partnership in its tracks.

If there is one thing that I ask it is that you overturn Ofwat's damaging determination and that you do it quickly, so we can have some certainty over Anglian Water's innovative catchment and wetland programme.

We cannot fathom how the central argument in this dispute is lower bills when there is clear evidence that customers have an appetite for investment in environmental protection and natural capital solutions.

How does that compute?

We had an excellent relationship with Anglian Water and we thought OFWAT, having hosted an extremely positive site visit to the Ingol Treatment Wetland we manage on Anglian Water's behalf.

But we are beginning to lose faith in the whole system when we see improvement in our rivers and wetlands stagnating and Ofwat's focus on short-term price cuts being prioritised over the long term need of the environment and customers wishes.

We have proved that working in partnership we can be nimble, innovative, sharp and deliver better results by working together with the utilities sector. And we looked forward to building on that success in AMP7.

But now we face huge uncertainty and it feels as if we are being punished for thinking out of the box.

Yours truly,

David
David Diggins
CEO
Norfolk Rivers Trust