

27 October 2020

FAO Kip Meek
Inquiry Chair
CMA
(delivered by email)

Dear Mr Meek,

Reflections on CMA's Provisional Findings

I'd like to extend my thanks to the team at the CMA for the thorough deliberations thus far in reaching the Provisional Findings. It is clear the role and perspective of customers has been acknowledged.

I would like to make one specific observation for further deliberation in relation to future resilience and flood risk reduction.

In previous correspondence the importance of resilience was highlighted, and how Northumbrian Water's investment plans represent a long-term strategy to combat the resilience and population growth challenge faced in the regions where the company operates. This has strong, evidenced customer support.

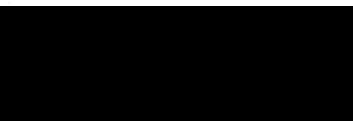
Sustained and stable investment in the regions critical infrastructure is vital to the ongoing opportunity for the region, and all businesses are reliant upon a resilient supply. Therefore, it is disappointing to see the decision not to allow the North East Flood Risk Reduction scheme (which received very strong customer support) in the Provisional Findings by the CMA.

This is a scheme that is needed by our region and wanted by Northumbrian Water's customers. It is needed as result of climate change and growth in urban creep in the North East region creating a material increase in sewer flooding risk. The company has engaged with local authorities and the local business community in developing the scheme and it has wide support.

Having personally witnessed the long-term devastating impact of flooding and given the wide evidenced customer support for this future looking risk reduction, I would ask if the team can re look at this scheme.

If you would like any clarification, please do not hesitate to get in touch with me.

Yours sincerely



Sarah Glendinning
Regional Director

 / sarah.glendinning@cbi.org.uk