

From: [REDACTED]

Sent: 22 October 2025 12:06

To: General Enquiries <general.enquiries@cma.gov.uk>

Subject: Subject: PR24 Provisional Redeterminations – Submission Before 6 November Deadline

Dear Sir/Madam,

I am writing in response to the Competition and Markets Authority's provisional determinations on water price controls for the 2025–2030 period (PR24), ahead of the consultation deadline of 5:30pm on 6 November 2025. I submit this response in a personal capacity as a resident who is directly affected by environmental performance, water quality and rising household costs.

I have previously raised related transparency concerns with Ofwat via a Freedom of Information request and remain concerned about how performance assurance links to pricing outcomes.

I acknowledge the need for long-term investment in infrastructure. However, I am concerned that the provisional decision may enable or endorse bill increases without sufficiently firm safeguards against continued environmental underperformance.

Water companies such as South West Water have faced repeated criticism and regulatory intervention due to pollution incidents, supply failures and ongoing investigations into the accuracy of reported leakage and consumption performance. In regions such as the South West, marine and river ecosystems remain under strain. Communities are being asked to pay more while confidence in company accountability remains low.

I therefore urge the CMA, in its final redeterminations, to consider the following:

- Any allowance for higher customer bills should be conditional on clear, independently verified improvements in environmental performance.
- Clawback mechanisms should be introduced so that companies failing to meet pollution reduction, leakage or service delivery targets cannot retain additional customer-funded revenue.
- Transparency should be required to demonstrate that bill increases are linked directly to investment in environmental infrastructure and not diverted to shareholder returns.

In my view, this approach better reflects the need for regulatory credibility, ensures public confidence is not further eroded, and aligns price-setting with the principles of accountability and environmental stewardship.

Thank you for the opportunity to contribute to this consultation. I trust that the final determination will place strong emphasis on protecting customers and safeguarding river and coastal environments.

Yours faithfully,

[REDACTED]