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Dame Susan Rice
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Dear Susan,

Thank you for submitting the Scottish Water Delivery Plan Update 2018 together with the responses from regulators. I am pleased to approve this Plan.

I am pleased to note that Scottish Water is making good progress in delivering the improvements required for the 2015-21 regulatory period and that the Board's commitment to outperform the regulatory settlement is evident.

I look forward to receiving the regular monitoring reports from the Output Monitoring Group on Scottish Water's progress.

*Yours
Roseanna*

Roseanna Cunningham