



11 September 2019

The Convenor of the Economy, Energy and Fair Work Committee
The Scottish Parliament
Edinburgh
EH99 1SP

E: economyenergyandfairwork@parliament.scot

Castle House
6 Castle Drive
Carnegie Campus
Dunfermline
KY11 8GG

Customer Helpline
T: 0800 0 778 778
W: www.scottishwater.co.uk
E: Regulation@scottishwater.co.uk

Dear Sir,

Consumer Scotland Bill

Thank you for the opportunity to comment on the draft Bill.

We would like to reiterate our broad support for the draft legislation and highlight our existing good working relationships with both the Scottish Public Services Ombudsman and Citizens Advice Scotland. These are relationships which we would wish to maintain after the establishment of the new Consumer Body.

As mentioned in our previous response, we would welcome more clarity on how the new body will operate, with a view to avoiding duplication of the effort involved in our current interactions with existing consumer organisation. It is important that in future arrangements there is proper understanding and advocacy of the consumer perspective on water.

Yours sincerely,

Simon Parsons
Director of Strategic Customer Service planning
Scottish Water

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