



16 November 2021

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Dear Sir/Madam

### **A Consultation on a Consumer Duty for Public Bodies**

Scottish Water welcomes the opportunity to comment on the above consultation paper.

Scottish Water supports the new Consumer Duty for Public Bodies and notes that the new duty goes further than the existing duty in explicitly requiring us to embed the consumer perspective in strategic decision-making processes to deliver better policy outcomes.

This aligns with our approach to strategic decision making as set in our Strategic Plan – A Sustainable Future Together where we commit to continuously listen to our customers and communities to understand their expectations, seek to meet these wherever possible and further build our customers' trust in us.

We are also pleased to note in the consultation document that our engagement process with customers when assessing alternative solutions during projects has been highlighted as a good example of considering consumers when making strategic decisions.

Yours faithfully

Simon Parsons  
**Director of Strategic Customer Service Planning**

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