



20 February 2020

Kameliya Hrosanova  
Citizens Advice Scotland  
Spectrum House  
2 Powderhall Rd  
Edinburgh EH7 4GB

Kameliya.Hrosanova@cas.org.uk

Castle House  
6 Castle Drive  
Carnegie Campus  
Dunfermline  
KY11 8GG

Customer Helpline  
T: 0800 0 778 778  
W: [www.scottishwater.co.uk](http://www.scottishwater.co.uk)  
E: [Regulation@scottishwater.co.uk](mailto:Regulation@scottishwater.co.uk)

Dear Kameliya,

### **Water Advocacy Work Plan 2020/21**

Scottish Water supports the proposals within Citizen Advice Scotland's Water Advocacy Work Plan 2020/21.

We have welcomed your involvement in placing customers at the heart of our Strategic Plan and we look forward to engaging with you in the final stages of this process as well as in the priority areas highlighted in the Work Plan.

Yours sincerely,

Simon Parsons  
**Strategic Customer Service Planning Director**

- End of Document -