



Standards Programme

Topic J. Regulation, legal and customer service issues

1. Details of objectives

Long Term Objectives for Topic – see Project Plan below for details	Responsible Water UK Policy Advisory Group and contact
J.1: To obtain improvement in the regulation of the UK water industry where not covered by other topics.	Economic Regulation and Market Reform – James Bullock Customers – Rob Wesley
J.2: To ensure that competition regulation works to the benefit of all the industry's customers.	Economic Regulation and Market Reform – James Bullock Customers – Rob Wesley
J.3: To influence European and UK legislation to the advantage of the water industry and its customers.	Economic Regulation and Market Reform – James Bullock
J.4: To ensure that the implementation of the EC Water Framework Directive is consistent with water industry needs.	Economic Regulation and Market Reform – James Bullock Environment - Sarah Mukherjee
J.5: To work together with customer representative groups.	Customers – Rob Wesley
J.6: To prevent proposed ISO levels of service and performance indicator standards being applied to the UK water industry.	Drinking Water – Jim Marshall Environment - Sarah Mukherjee Customers – Rob Wesley
J.7: To avoid the production of European standards aimed at codifying the security of water supply and wastewater infrastructure.	Drinking Water – Jim Marshall Environment - Sarah Mukherjee Customers – Rob Wesley
J.8: To continue intelligence gathering of proposals for standards work at the national, European and International level.	Economic Regulation and Market Reform – James Bullock Drinking Water – Jim Marshall Environment - Sarah Mukherjee Customers – Rob Wesley

Topic	Regulation, legal and customer service issues	Sub-topics	Better regulation, Security, European law, UK Law, Shared legal documents, Standard contract forms, Levels of service, Guaranteed standards scheme
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The topic can be divided into the following key areas:

Regulation	Better Regulation, June Returns, Ofwat Price Reviews, Competition, Levels of Service
Legal	EC Directive process and consultation, Input to UK law making, National legal agreement templates, National Contract Form templates
Customer service	Levels of Service, Guaranteed standards scheme, Customer debt, Charging/tariffs, Metering and tariffs, Competition, Bill design, Payment collection
Intelligence gathering and influence at BSI, European and International level for the above areas	BSI Policy Committees, CEN Policy Committees, ISO Policy Committees

Current UK practice

Regulation

- Established and active Water UK Economic Regulation and Technical Regulation Networks
- Established and active Water UK Competition Network
- Continuing dialogue with Government, CC Water, the European Commission, the European Parliament and regulators on legislation issues and Price Review mechanisms
- Meaningful dialogue with regulators regarding better regulation including continuing review of June Return requirements
- Link with Water UK Emergency Planning Group
- Input to CEN Expert Group on Water Supply security standards

Legal

- Established and active Water UK Legal Network
- Agreeing a national standard water mains and services self-lay agreement
- Continuing commenting on proposed EC Directives and UK Bills and regulations

Customer service

- Established and active Water UK Customer Network
- Focus Group on Customer debt
- Focus Group on charging effects
- Continuing dialogue with Government and regulators and CC Water on customer issues
- Link with EUREAU on customer issues
- Contributing to ISO TC224 – “Service activities relating to drinking water supply systems and wastewater systems” WG2 – “Service to users”

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Intelligence gathering

- Significant representation maintained on BSI water supply policy (B/504) and wastewater policy (B/505) committees and on Infrastructure (CB/50) and Construction Products Advisory Committee (CB/30)
- A representative is maintained on the main building and civil engineering policy committee (CB/- "Construction and built environment")
- Representation maintained on the CEN water supply policy committee (TC164) and wastewater policy committee (TC165)
- Maintenance of the CEN Water Sector Rapporteur
- Monitoring of developments on the Construction Products Directive (Regulations) by attendance at CB/30 "Construction Products Advisory Committee".

Current issues and pressures

Regulation

- Better Regulation Bill
- Competition
- Price Review 10
- June returns

Legal

- Better Regulation Bill
- Competition
- Water Framework Directive
- European Procurement Directives

Customer service

- Better Regulation Bill
- Competition
- Water prices and affordability
- Customer Council for Water (CCWater) relations

UAW/001 was responsible for the preparation and maintenance of standards to support the efficient, consumer oriented, administration of public utilities. It is now disbanded.

Long-term objectives

Objective J.1: To obtain improvement in the regulation of the UK water industry where not covered by other topics.

Expand the dialogue with all regulators by:

- Drawing on the Regulation, Legal and Customer networks to provide information about regulation in practice.
- Providing coherent comment on the Better Regulation Bill.
- Encouraging regulators to seek our views.

Objective J.2: To ensure that competition regulation works to the benefit of all the industry's customers

Protect the interests of customers by:

- Examining proposals for new regulations for competition in depth.

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- Challenging proposals that are unfair to established drinking water suppliers.
- Publicising members views as widely as possible.

Objective J.3: To influence European and UK legislation to the advantage of the water industry and its customers.

Provide influence by:

- Continuing to maintain an office in Brussels.
- Examining proposals for new EU and UK legislation for effects on the water industry.
- Maintaining excellent working relations with the European Commission and UK law making Government departments.
- Making proposals for inclusion in proposed EC Directives and UK laws and regulations that will benefit the UK water industry.

Objective J.4: To ensure that the implementation of the EC Water Framework Directive is consistent with water industry needs

In collaboration with the WFD Steering Group (a Water UK focus group) and WFD Economics Network, and other Water UK Networks, maintain cooperative dialogues with all European and UK agencies dealing with the implementation of the Directive and its daughter Directives such as the Groundwater Directive.

Objective J.5: To work together with customer representative groups

Continue to support customers through their representative groups by:

- Having meaningful dialogue with customer groups.
- Taking up mutually beneficial proposals from the groups.
- Collaborating in joint research
- Jointly agreeing codes of best practice
- Supporting BSI standards committee UAW/001 "Utility administration" in its work on specifications for customer billing practice.

Objective J.6: To prevent proposed ISO levels of service and performance indicator standards being applied to the UK water industry

Consider contributing the UK input to ISO Technical Committee TC224 "Service activities relating to drinking water supply systems and wastewater systems" and its Working Groups dealing with levels of service and performance indicators for water supply, wastewater and customer service. Input to CEN TC224/WG6 – Asset Management

Objective J.7: To avoid the production of European standards aimed at codifying the security of water supply and wastewater infrastructure

In collaboration with the Water UK Emergency Planning Group and the Drinking Water Inspectorate, continue to support the UK input to CEN BT/WG161 Expert Group on security of water supply and input to CEN TC224/WG7 – Crisis Management, CEN TC164 WG15 and CEN TC165 WG22.

Objective J.8: To continue intelligence gathering of proposals for standards work at the national, European and International level.

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Continue maintaining the Water UK representation on BSI Policy committees and through BSI representation on CEN and ISO policy committees that have relevance to the water industry.

Continue to support the CEN Water Sector Rapporteur.

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2. Project plan to deliver each long-term objective

Objective/ Project	Potential collaborators	Topic Advisor, PAG and Contact	Project Activity	Specific activity in 2011/12 including Water UK Networks
Objective J.1: To obtain improvement in the regulation of the UK water industry where not covered by other topics.				
J.1.1 Drawing on the Regulation, Legal and Customer networks to provide information about regulation in practice.		Topic Advisor required Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.
J.1.2 Providing comment on the operation of the Better Regulation Act.		Topic Advisor required Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.
J.1.3 Encouraging environmental and economic regulators to seek our views.	CCWater	Topic Advisor required Economic Regulation and Market Reform Customers James Bullock Rob Wesley	No anticipated standards activity.	No anticipated standards activity.
Objective J.2: To ensure that competition regulation works to the benefit of all the industry's customers				
J.2.1 Examining proposals for the broader development of competition and market incentives.		Topic Advisor required Economic Regulation and Market Reform Customers James Bullock Rob Wesley	No anticipated standards activity.	No anticipated standards activity.
J.2.2 Encouraging proposals that are fair to customers.		Topic Advisor required Economic Regulation and Market Reform Customers James Bullock Rob Wesley	No anticipated standards activity.	No anticipated standards activity.

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Objective/ Project	Potential collaborators	Topic Advisor, PAG and Contact	Project Activity	Specific activity in 2011/12 including Water UK Networks
J.2.3 Publicising members views as widely as possible.	CCWater Ofwat	Topic Advisor required Economic Regulation and Market Reform Customers James Bullock Rob Wesley	Water UK Web site. No anticipated standards activity.	Water UK Web site. No anticipated standards activity.
Objective J.3: To influence European and UK legislation to the advantage of the water industry and its customers.				
J.3.1 Continuing to maintain an office in Brussels to influence European legislation and policy/standards.		Francis Rillaerts Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.
J.3.2 Examining proposals for new EU and UK legislation for effects on the water industry.	Eureau, Defra, CLG	Francis Rillaerts Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.
J.3.3 Maintaining excellent working relations with the European institutions and UK law making Government departments.	Eureau	Francis Rillaerts Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.
J.3.4 Making proposals for inclusion in proposed EC Directives and UK laws and regulations that will benefit the UK water industry.	Eureau	Francis Rillaerts Economic Regulation and Market Reform James Bullock	No anticipated standards activity.	No anticipated standards activity.

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Objective/ Project	Potential collaborators	Topic Advisor, PAG and Contact	Project Activity	Specific activity in 2011/12 including Water UK Networks
Objective J.4: To ensure that the implementation of the EC Water Framework Directive is consistent with water industry needs				
J.4.1 In collaboration with the Resources and other Water UK Networks, maintain cooperative dialogues with all European and UK agencies dealing with the implementation of the Directive and its daughter Directives such as the Groundwater Directive.		Francis Rillaerts Economic Regulation and Market Reform Environment James Bullock Sarah Mukherjee	No anticipated standards activity.	No anticipated standards activity.
Objective J.5: To work together with customer representative groups				
J.5.1 Having meaningful dialogue with customer groups.	CCWater	Topic Advisor required Customers Rob Wesley	No anticipated standards activity.	Allocated to Customer Service Network. No anticipated standards activity.
J.5.2 Taking up mutually beneficial proposals from customer representation groups.	CCWater	Topic Advisor required Customers Rob Wesley	No anticipated standards activity.	Allocated to Customer Service Network. No anticipated standards activity.
J.5.3 Collaborating in joint research with customer representation groups and UKWIR.	CCWater Ofwat	Topic Advisor required Customers Rob Wesley	No anticipated standards activity.	Allocated to Customer Service Network. No anticipated standards activity.
J.5.4 Jointly agreeing codes of best practice with customer representation groups.	CCWater	Topic Advisor required Customers Rob Wesley	Customers Network. No anticipated standards activity.	Allocated to Customer Service Network. No anticipated standards activity.

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Objective/ Project	Potential collaborators	Topic Advisor, PAG and Contact	Project Activity	Specific activity in 2011/12 including Water UK Networks
Objective J.6: To prevent proposed ISO levels of service and performance indicator standards being applied to the UK water industry				
J.6.1 Continue supporting the UK input to ISO Technical Committee TC224 “Service activities relating to drinking water supply systems and wastewater systems” and its Working Groups dealing with levels of service and performance indicators for water supply, wastewater, customer service and asset management.	DWI OFWAT Eureau	Topic Advisor required Drinking Water Environment Customers Jim Marshall Sarah Mukherjee Rob Wesley	Attending and Chairing CB/503. Attending TC224/WG6	Continue attending and Chairing CB/503.
Objective J.7: To avoid the production of European standards aimed at codifying the security of water supply and wastewater infrastructure				
J.7.1 To collaborate with the Water UK Emergency Planning and Security Network and the DWI, continue to support the UK input to CEN BT/WG161 expert group on security of water supply, CEN TC164/WG15, CEN TC165/WG22 and the ISO IWA group and TC224 WG7 set up for the same purpose	DWI	Topic Advisor required Drinking Water Environment Customers Jim Marshall Sarah Mukherjee Rob Wesley	Attending CEN TC164/WG15, CEN TC165/WG22 and TC224/WG7	Continue attending CEN TC164/WG15, CEN TC165/WG22 and TC224/WG7

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Objective/ Project	Potential collaborators	Topic Advisor, PAG and Contact	Project Activity	Specific activity in 2011/12 including Water UK Networks
Objective J.8: To continue intelligence gathering of proposals for standards work at the national, European and International level				
J.8.1 Continue to support BSI policy committees relevant to the water industry	DWI, Defra, CLG	Topic Advisor required Economic Regulation and Market Reform Drinking Water Environment – Customers James Bullock Jim Marshall Sarah Mukherjee Rob Wesley	Attending CB/-. CB/50.	Monitor developments
J.8.2 Continue to support CEN technical policy committees relevant to the water industry	DWI, Defra, CLG	Topic Advisor required Economic Regulation and Market Reform Drinking Water Environment – Customers James Bullock Jim Marshall Sarah Mukherjee Rob Wesley	Attending CEN TC164 and TC165	Monitor developments
J.8.3 Continue to support the CEN Water Sector Rapporteur	DWI	Topic Advisor required Economic Regulation and Market Reform Drinking Water Environment – Customers James Bullock Jim Marshall Sarah Mukherjee Rob Wesley	Support and acting on intelligence gathered	Gather intelligence and contribute to work on the replacement to the European Acceptance Scheme (EAS)