

IAP Response

Ref A.3

Guide to our IAP submission

1 April 2019

1. Introduction

Our IAP submission consists of the following elements

Document reference	Item
A1	Cover letter to our submission from Alastair Lyons, Chairman, to Jonson Cox.
A2	Assurance of our response and (as Appendix) Board Assurance Statement
A3	Guide to our IAP submission (this document)
B1	IAP Action Tracker - completed
B2.xx.xxx.xx	IAP Action Tracker - supporting documents
B3	Revised and completed set of Business Plan tables
B3.A.1-4	Business Plan Table Commentaries
B3.B	List of Business Plan Table changes
B4	Updated financial model

2. Points to note

- The main substance of our response to the IAP is contained in the IAP Action tracker and the IAP Action supporting documents.
- The supporting documents in some cases group our responses to a set of actions, such as those dealing with Performance Commitment targets. In some case a single document addresses a single response.
- The reference numbers and filenames for the Action table supporting documents align with the IAP Action references to aid navigation.
- We are submitting a limited number of documents that do not relate directly to any particular IAP actions. For example we summarise the supplementary customer engagement exercise, which cuts across a number of the IAP actions, in a separate document (Ref B2.5.WSH.OC).
- We are submitting a number of investment cases and cost adjustment claims. Some of these provide further evidence to address feedback provided in Ofwat's assessment of our enhancement expenditure. There is also one entirely new cost adjustment claim.

3. How we have completed the IAP Action Tracker

- The Action Tracker includes all of our IAP actions from our Actions Summary Table, the Delivering Outcomes for Customers detailed actions, the Account for Past Delivery detailed actions, and the Direct Procurement for Customers detailed actions. We did not have any required actions on Securing Confidence and Assurance, so these are not included in the Action Tracker.

- Where the response does not fit into the box in the Tracker (e.g. if there are tables included) we have provided a short response in the Tracker and provided a reference to a supporting document in the 'Further Evidence' column.
- Actions with a deadline beyond 1 April have been left blank.
- We have not provided updated versions of our Business Plan documents as submitted on 3 September 2018, with the exception of the Performance Commitments Definitions document. As such, we have in most cases left the "Revised business plan reference" column blank.

4. Publication of documents

- We are content for Ofwat to publish these documents, except for confidential documents marked NOT FOR PUBLICATION in the filename of the relevant documents.
 - B2.WSH.OC.A1 Asset Resilience
 - B2.13.WSH.CE.A1 Reservoir Safety IAP Response
- We will be publishing all documents on our website other than the above confidential documents.