



**Veolia Water Projects Limited**  
**Household Retail Charges Scheme**  
**Supplementary information**

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Following the incorrect application of non-return to sewer allowances for household customers in Tidworth, and the associated action plan notified to Ofwat on 14 November 2019, this is a summary of the additional actions undertaken to assure the accuracy of the 2020/21 Household Retail Charges Scheme.

With respect to the calculation of the 2020/21 tariffs, the activities undertaken are:

1. A series of workshops held to map each stage of the customer management process.
2. A supplementary series of workshops held specifically focusing on Veolia's billing process and methodology.
3. Review of the tariff calculation and implementation process by the commercial and financial teams.
4. An additional oversight layer provided by the newly-appointed Contract Manager for Tidworth.
5. Following the same principles as in the 2020/21 Wholesale tariff-setting methodology, namely:
  - a. Elimination of process steps carried out solely to replicate previous years
  - b. Elimination of single points of input and/or review
  - c. Evaluation of each tariff line item to ensure consistency and validity
  - d. Review and analysis to ensure no customer is disadvantaged compared to the previous appointees' charges schemes.
6. A change to our process to set assessed charges to more closely mirror the Wessex Water and Southern Water schemes.
7. A methodology statement has been produced and reviewed to formalise the tariff-setting process.