



Veolia Water Projects Limited

Household Retail Charges Scheme

2018/19 Assurance Statement

The Board of Veolia Water Projects Limited (the "Company ") have noted the requirements of Ofwat's Information Notice IN 17/09 Charging Rules, November 2017, issued by the Water Services Regulation Authority under sections 143(6A) and 143B of the Water Industry Act 1991 with respect to the approval of charges for 2018/19.

Members of the Board have been involved in overseeing the setting of the charges and preparation of the Household Retail Charges Scheme for 2018/19.

The Company confirms that in preparation of its Household Retail Charges Scheme:

- a) the Company has complied with its legal obligations relating to customer charges;
- b) the Board have assessed the effects of the new Household Retail Charges on customers' bills for a range of different customer types, and approves the impact assessments and handling strategies developed in instances where bill increases for particular customer types exceed 5%;
- c) the Company have appropriate systems and processes in place to make sure that the information contained in the Household Retail Charges Scheme, and the additional information covered by this annex is accurate;
- d) a copy of the 2018/19 Household Retail Charges have been provided to CC Water, Birmingham, by way of consultation and for information;
- e) where applicable, the levels of service were at least comparable to the previous appointee's charges scheme;
- f) prices do not exceed those in the previous appointee's charges scheme for similar services.

Signed:


John Bryan
Director

Date: 16 February 2018