

Appendix 1 Consultation questions

Q1 Do you agree with the three themes that have been identified for CPP 2024 – 2029? Please provide any additional information to support your view.

Yes, NI Water agree with the three themes that have been identified for CPP 2024 – 2029. NI Water supports any initiative that will have a positive outcome for customers.

Q2 Do you agree that a 5-year CPP with a mid-term review after 3 years is a suitable duration and approach? Please provide your rationale.

Yes, NI Water agree that a 5-year CPP with a mid-term review after 3 years is a suitable duration and approach. A 5-year term is sufficient time for relevant research to be undertaken and findings shared with relevant stakeholders for implementation.

Q3 In relation to 'Theme 1: Research and Leadership':

- a. Do you agree with the proposed areas of work and projects identified under this theme? Please provide any additional information to support your view, including any additional areas or projects that you feel should be of focus.*
- b. Are there any projects that require prioritising within years one to three of the CPP? Please provide your rationale as to why.*

- a. The 'Theme 1: Research and Leadership' relates specifically to the energy sector. This does not impact NI Water.
- b. As this relates to the energy sector NI Water does not have a preference.

Q4 In relation to 'Theme 2: Enablement':

- a. Do you agree with the proposed areas of work and projects identified under this theme? Please provide any additional information to support your view including any additional areas or projects that you feel should be of focus.*
- b. Are there any projects that require prioritising with years one to three of the CPP? Please provide your rationale as to why.*

- a. The 'Theme 2: Enablement' relates specifically to the energy sector. This does not impact NI Water.
- b. As this relates to the energy sector NI Water does not have a preference.

Q5. In relation to 'Theme 3: Protection':

- a. Do you agree with the proposed areas of work and projects identified under this theme? Please provide any additional information to support your view, including any additional areas or projects that you feel should be of focus.*
- b. Are there any projects that require prioritising within years one to three of the CPP? Please provide your rationale as to why.*

- a. NI Water are content to work collaboratively with the UR to explore the potential of introducing GSS for water consumers. However, this may be challenging due to the unique position NI Water holds given they do not currently charge domestic customers for water.

NI Water review the CoPs every 3 years as per our Licence requirement and the UR form an integral part of these reviews. NI Water are content to work collaboratively as part of the CM/SAT group to review the CoPs as a whole. NI Water have several Regulatory Measures which reflect our performance and customer experience. These are reported on an annual basis as part of the AIR Reporting.

- b. NI Water do not have any preference to which project should be prioritised within years one to three of the CPP.

Q6. Do you agree where this document has an impact on the groups listed, those impacts are likely to be positive in relation to equality of opportunity for utility consumers?

No, NI Water do not believe that the proposals need to be refined in any way to meet the equality provisions.

Q7. Do you consider that the proposals need to be refined in any way to meet the equality provisions? If so, why and how? Please provide supporting information and evidence.

Yes, NI Water agree with the statement that this document has an impact on the groups listed, those impacts are likely to be positive in relation to equality of opportunity for utility consumers. NI Water supports any initiative that ensure customer are treated equally.

Q8. In relation to developing and implementing CPP 2024-2029, is there anything else not covered by questions 1-7 that UR should consider?

No, NI Water do not believe there is anything else the UR should consider.