

Retail Statement of Assurance

On behalf of Independent Water Networks Limited (IWNL) I certify that;

1. IWNL's charging schemes in respect of its inset appointments in the areas of Affinity Water, Anglian Water, Bristol Water, Cambridge, Essex and Suffolk Water, Severn Trent Water, Southern Water Services, South East Water, Thames Water Utilities, Northumbrian Water and Yorkshire Water;
 - a. Comply with its legal obligations relating to the charges set out in its charges schemes;
 - b. Where specified, offer levels of service at least comparable to the previous appointee's charging scheme;
 - c. Offer prices that do not exceed those in the previous appointees' charging schemes;
 - d. Offer prices which correspond to the prices and conditioned mentioned in IWNLs application for each individual appointment.
 - e. The Board has assessed the effects of the new charges on customers' bills for a range of different customer types.
 - f. IWNL can confirm that none of the new charges exceed a 5% increase and therefore no handling strategies have been developed for instances where bill increases for particular customer types exceed 5%;
2. the company has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered in Ofwat's Charges Scheme Rules Annex is accurate; and
3. IWNL has consulted CCWater in a timely and effective manner on its charges scheme.

Signed on behalf of IWNL,

Darryl Corney

Darryl Corney
Director
19th February 2020