



ICOSA WATER SERVICES LIMITED

**RETAIL CHARGES SCHEME
STATEMENT OF ASSURANCE
2020-2021**

This statement of assurance is made on behalf of Icosa Water Services Limited and is provided in accordance with Ofwat's expectations as set out in Information Notice IN17/09. I certify that:

- Icosa Water Services Limited complies with its legal obligations relating to the charges set out in the Charges Scheme;
- The Board has assessed the effects of the new 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%;
- Icosa Water Services Limited has appropriate systems and processes in place to make sure that the information contained in the Charges Scheme and any other relevant information is accurate; and
- Icosa Water Services Limited has consulted the Consumer Council for Water (CCWater) in a timely and effective manner on its Charges Scheme.

Each Icosa Water Services Limited Charges Scheme:

- Offers levels of service that are comparable to those offered by the regional incumbent undertaker for the relevant area;
- offers prices that do not exceed those set out in the regional incumbent undertaker's charges scheme for similar services for the relevant area; and
- offers prices equivalent to those specified in Icosa Water Services Limited's application for each individual appointment or variation area.

Approved by the Directors on 21 February 2020.

Signed on behalf of Icosa Water Services Limited by



Stephen Bradley

Chief Executive Officer