



Office of Water Services  
Centre City Tower 7 Hill Street Birmingham B5 4UA  
Switchboard: 021-625 1300

Direct Tel: 021-625

GTN: 7-6176

Direct Fax: 021-625

Ref: MD65

MANAGING DIRECTORS OF  
WATER COMPANIES AND WATER  
AND SEWERAGE COMPANIES

3 December 1991

*Dear Managing Director,*

**LEVELS OF SERVICE REPORT FOR THE  
WATER INDUSTRY OF ENGLAND AND WALES - 1990/91**

1. I enclose a copy\* of this year's Levels of Service Report which is due to be published on 5 December 1991, together with a copy of the press release which is also to be issued on the same day. (Additional copies are available from the Ofwat Library, price £5.00 - including postage and packing.)
2. I have drawn some preliminary conclusions from the data to indicate clearly the direction that I shall be taking in future years on these important measures of your performance over time. Our concerns over uneven data quality and variable compliance with the reporting requirements have restricted any assessment and judgements this year.
3. It was to address the issue of data quality that 'confidence grades' were required to be allocated to data in this year's July Return. Whilst I am pleased with the positive response to these, I am concerned about the consistency of application. This is an area that needs to be addressed by the companies, together with the independent certifiers and my staff. Comments on this issue are invited in the report.
4. Until consistent good quality data is available it will be difficult to draw any firm conclusions from the level of service data. As part of this year's Return, companies were required to develop certified action plans to produce data of at least A3 confidence grade by 1994/95. I would emphasise that this is not a "target" as I would expect many companies to produce such data in most or all areas well before that date.

5. It is my intention, as has been made clear previously, to extend the number and scope of Condition J indicators. This report indicates the areas and the timescales that I am seeking to achieve.
6. Companies are reminded of the requirement to draw customers' attention to Condition J Levels of Service information and to make the information available for inspection and on request. Some companies have been very active in this area, producing well thought out leaflets and making them widely available to customers. I commend the approach to others. Customers will be interested to see whether real increases in bills have lead to service improvements. May I have a copy of what you make available to customers, if you have not already supplied this.
7. Copies of the report are being sent to your Customer Service Committee with an indication that you will be able to explain, in non-technical terms, the basis and implications of the information presented in the report.

*Yours sincerely,*

*I C R Byatt*

I C R Byatt

\*Additional copies are included for Water and Water and Sewerage Companies.