13 June 2014

Alan Sutherland Chief Executive Water Industry Commission for Scotland First Floor Moray House Forthside Way Stirling FK8 1QZ



Castle House 6 Castle Drive Carnegie Campus Dunfermline KY11 8GG

Customer Helpline T: 0845 601 8855 F: 01383 848323 W: www.scottishwater.co.uk E: customer.service@scottishwater.co.uk

Dear Ala,

Annual Return 2013/14 Submission

I am pleased to submit the following Annual Return tables and commentary as requested in the Annual Return information requirement document.

This submission comprises the following:

- Overview Document
- Commentary
- Tables
- All documents electronic version
- 2 paper copies
- 2 paper copies
- 2 paper copies
- 1 CD ROM

As explained in the Overview Document the underlying trends from 2013-14 are consistent with forecasts in our SR15 Business Plan.

If you require any further information, please do not hesitate to contact either Tom Harvie-Clark or Jim Mulholland.

Yours sincerely,

Bei my

Belinda Oldfield General Manager, Revenue & Risk