

## The timeline for the 2010-14 review

**We have a statutory duty to promote the interests of customers. One of the principal ways we do this is to set limits on the prices that Scottish Water's customers pay. This process is called a Strategic Review of Charges (or price review).**

The price review process is carried out over several years, and involves many stakeholders. It is a consultative process, which takes into account the views of customers and their representatives. We are already well underway in preparing the next review, which will determine prices for 2010-14. We set out below the key milestones of the review. This includes opportunities for stakeholders to get involved.

Event or activity	Proposed date
Scottish Executive publishes decisions on the principles of charging	1 April 2008
MSP update	2 April 2008
Scottish Water submits its first draft business plan	30 May 2008
We respond to Scottish Water's first draft business plan	31 July 2008
Ministers issue guidance on the principles of charging and objectives	30 September 2008
We issue guidance to Scottish Water on its second draft business plan	15 October 2008
MSP update	10 December 2008
Stakeholder information day 9 to discuss governance and incentives	15 January 2009
Stakeholder information day 10 to discuss how price limits are calculated	5 February 2009
Stakeholder information day 11 to discuss customer service	26 February 2009
Stakeholder information day 12 to discuss investment and quality	12 March 2009
Scottish Water submits its second draft business plan	13 March 2009
Stakeholder information day 13 to discuss supply and demand/water resources	9 April 2009
Stakeholder information day 14 to discuss capital maintenance	30 April 2009
Stakeholder information day 15 to discuss operating cost efficiency	21 May 2009
Stakeholder information day 16 to discuss capital expenditure efficiency	11 June 2009
We publish our draft determination of price limits for 2010-14	30 June 2009
Stakeholder information day 17 to discuss our draft determination	30 June 2009
MSP update	30 June 2009
Close of period for representations on the draft determination	23 September 2009
Ministers issue Directions for 2010-14	23 September 2009
We publish our final determination of price limits for 2010-14	30 November 2009
Stakeholder information day 18 to discuss our final determination	30 November 2009
MSP update	30 November 2009