Response form

An update of the water company drought plan guideline

We welcome your views on our proposed changes to the water company drought plan guideline and supporting information. Please use this form if you are responding by email or post rather than online.

Please complete the questions and where there is a free text field, give as much information as possible to support your answer.

**How we will use your information**

The Environment Agency will look to make all responses publicly available during and after the consultation, unless you have specifically requested that we keep your response confidential.

We will not publish names of individuals who respond.

We will also publish a summary of responses on our website in which we will publish the name of the organisation for those responses made on behalf of organisations.

In accordance with the Freedom of Information Act 2000, we may be required to publish your response to this consultation, but will not include any personal information. If you have requested your response to be kept confidential, we may still be required to provide a summary of it.

If you would like anything in your response to be kept confidential, you are asked to state clearly what information you would like to be kept as confidential and explain your reasons for confidentiality. The reason for this is that information in responses to this consultation may be subject to release to the public or other parties in accordance with the access to information law (these are primarily the Environmental Information Regulations 2004 (EIRs), the Freedom of Information Act 2000 (FOIA) and the Data Protection Act 2018 (DPA)).  We have obligations, mainly under the EIRs, FOIA and DPA, to disclose information to particular recipients or to the public in certain circumstances.   In view of this, your explanation of your reasons for requesting confidentiality for all or part of your response would help us balance these obligations for disclosure against any obligation of confidentiality.  If we receive a request for the information that you have provided in your response to this consultation, we will take full account of your reasons for requesting confidentiality of your response, but we cannot guarantee that confidentiality can be maintained in all circumstances.

The Environment Agency is the data controller for the personal data you provide. For further information on how we deal with your personal data please see our Personal Information Charter on gov.uk (<https://www.gov.uk/government/organisations/environment-agency/about/personal-information-charter>) or contact our Data Protection team.

Address: Data Protection team, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH

Email: dataprotection@environment-agency.gov.uk

Returning your response

The consultation will run for 6 weeks from September 9 until 18 October 2019.

The closing date for responses is Friday 18 October. Any responses we receive after this date will not be included in the analysis.

We would like you to use this form if you are not submitting your response online. You can return it by email to [water-company-plan@environment-agency.gov.uk](mailto:water-company-plan@environment-agency.gov.uk) using the heading "Consultation response to water company drought plan update". Please use this email address if you have any questions regarding this consultation.

Or by post to:

Environment Agency [FAO: Security of Supply team (WCDP consultation response), Horizon house, Deanery Road, BRISTOL BS1 5AH]

Section 1: About you

To help us analyse the responses we receive we’d like to understand more about you and type of business you own, operate or represent.

Q1. Please tell us if you are responding as an individual or on behalf of an organisation or group.   
  
Please select one answer only from the following options:

□ Responding as an individual

□ Responding on behalf of an organisation or group

□ Other

If you're responding on behalf of an organisation or group, please tell us who you are responding on behalf of.

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If you selected other, please specify

Q2. Keeping up to date

The Environment Agency would like to keep you informed about the water company drought plan guideline consultation. If you would like to receive email updates about this consultation, please give us your email address below to provide consent.

We will keep your details until the consultation response document has been published or until you withdraw your consent.

You can withdraw your consent to receive these emails at any time by contacting us at [water-company-plan@environment-agency.gov.uk](mailto:water-company-plan@environment-agency.gov.uk).

We will not share your details with any other third party without your explicit consent unless required to by law.

The Environment Agency is the data controller for the personal data you provide.

For further information on how we deal with your personal data please see our Personal Information Charter on GOV.UK (search 'Environment Agency personal information charter') or contact our Data Protection team.

Address: Data Protection team, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH

Email: [dataprotection@environment-agency.gov.uk](mailto:dataprotection@environment-agency.gov.uk)

Please tell us if you would like to (tick all that apply)

□ Receive an email acknowledging your response

□ Receive an email to let you know that the summary of responses has been published

If you have ticked any of the boxes above, please provide us with your email address:

Email:

Q3. Can we publish your response? We will not publish any personal information or parts of your response that will reveal your identity.

□ Yes

□ No

If you do not want us to publish your response, you need to tell us why.

Q4. Please tell us how you found out about this consultation?

|  |
| --- |
| □ From the Environment Agency |
| □ From another organisation |
| □ Through an organisation/group/club you’re a member of |
| □ Press article |
| □ Social media e.g. Facebook, Twitter |
| □ Through a meeting you attended  □ Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Section 2: Your views

We welcome your views on “An update of the water company drought plan guideline” consultation. Please answer the following questions. Each question is preceded by the title of the relevant section in the guideline.

Guideline section: How to write and publish a drought plan

Q5. Do you think the technical changes to this drought plan guideline will help water companies take the right actions to manage their operations in dry weather in the future?

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer. If you ticked no, what changes do you think need to be made to allow a company to achieve this?

Q6. Do you think the guideline as proposed is in the most useful format to help water companies write their plans?

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer. If you ticked no, what changes do you think need to be made to allow a company to achieve this?

Guideline section: Write a drought plan

Q7. Please tell us if there are any other actions that you think water companies should include in their drought plans.

Guideline section: Test your drought triggers and proposed actions

Q8. Do you think the guideline strikes the right balance between planning for droughts that water companies might reasonably expect to experience and planning for more severe drought events?

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer:

Guideline section: Set out what you'll do during a drought

Q9. Please tell us if there are any other supply or demand management actions that water companies should consider.

Guideline section: Details of drought permits and orders

Q10. Do you think that the information required for drought orders and permits is appropriate?

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer. If you ticked no, what changes do you think are needed?

Guideline section: Actions water companies could take in the event of an extreme drought

Q11. Do you think the guidance on the actions water companies could take in the event of an extreme drought makes sense?

(Please refer to the guideline and the supplementary guidance for this topic)

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer. If you ticked no, how could it be improved?

Guideline section: Drought communications plan

Q12. Do you think the guideline on communications planning will allow water companies to keep their customers informed during a drought?

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer and tell us if there is any additional information water companies should consider.

Guideline section: Environmental assessment, monitoring and mitigation

Q13. Do you think the guidance on environmental impacts will allow for sufficient protection of the environment during a drought?

 (Please refer to the guideline and the supplementary guidance for this topic)

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer.

Q14. Do you think the guidance on environmental monitoring will allow water companies to assess the impact of their drought actions on the environment?

(Please refer to the guideline and the supplementary guidance for this topic)

Please tick relevant box

|  |
| --- |
| □ Yes |
| □ No |
| □ I don’t know | |

Please explain your answer. If you ticked no, how could it be improved?

Section 3: Additional comments

Q15. Please tell us if you have any other views or comments on these proposed changes that have not been covered by previous questions.