

Assurance statement – household charges scheme

This statement of assurance is made on behalf of mua Water Limited's Board of Directors, in accordance with Ofwat's Charges Scheme Rules from April 2023.

I can confirm that:

- mua Water complies with its legal obligations relating to the charges set out in its charges schemes
- mua Water's 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%
- mua Water has appropriate systems and processes in place to make sure that the information contained in the charges scheme, and the additional information covered by this annex is accurate, and
- mua Water has consulted the Consumer Council for Water (CCW) in a timely and effective manner on its charges schemes

I can further confirm that mua Water's charges scheme offers:

- levels of service at least comparable to the previous appointee's charges scheme
- prices that do not exceed those in the previous appointee's charges scheme for similar services, and
- prices equivalent to those specified in the new appointee's application for each individual appointment or variation area

Approved by the Directors on:

Signed by: