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Meg Hillier MP
Chair of the Committee of Public Accounts

12th April 2021

From Tamara Finkelstein
Permanent Secretary

Public Accounts Committee Inquiry: Water Supply and Demand Management

Dear Meg,

In the [Treasury Minutes](#) (CP 291) published on 28 September 2020, we committed to update you on the Retailer Wholesaler Group's Action Plan to deliver greater water efficiency in the non-household sector. This sector uses about 3,000 million litres of water a day, just over 20% of the public water supply.

The Action Plan was formally agreed on 22 January 2021 and comprises of five headline actions to:

- Develop a shared view with policy makers and regulators on expectations and ambition for non household water efficiency;
- Improve understanding of how business water is being used, where and how much;
- Improve collaboration in water resource planning and in identifying and progressing options to meet future business and societal water needs;
- Identify and address wider regulatory and other relevant barriers to the delivery of business water efficiency; and
- Collaborate to raise the profile of water efficiency with businesses and their customers.

Task and finish groups are currently being set up to deliver these actions and a new steering group, consisting of representatives from industry, Defra, Consumer Council for Water, Environment Agency, Ofwat, MOSL and Waterwise has been established to provide oversight of the plan.

The Action Plan, including information on its development and next steps can be found at: <https://www.mosl.co.uk/download-document/596412ce32a352e5570825f5e8874d71>

This Action Plan, alongside activities to reduce leakage and household water consumption, provides a holistic approach to improving water efficiency across the water sector and will contribute to the resilience of our future water supply.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'T. Finkelstein', with a long horizontal flourish extending to the right.

TAMARA FINKELSTEIN