



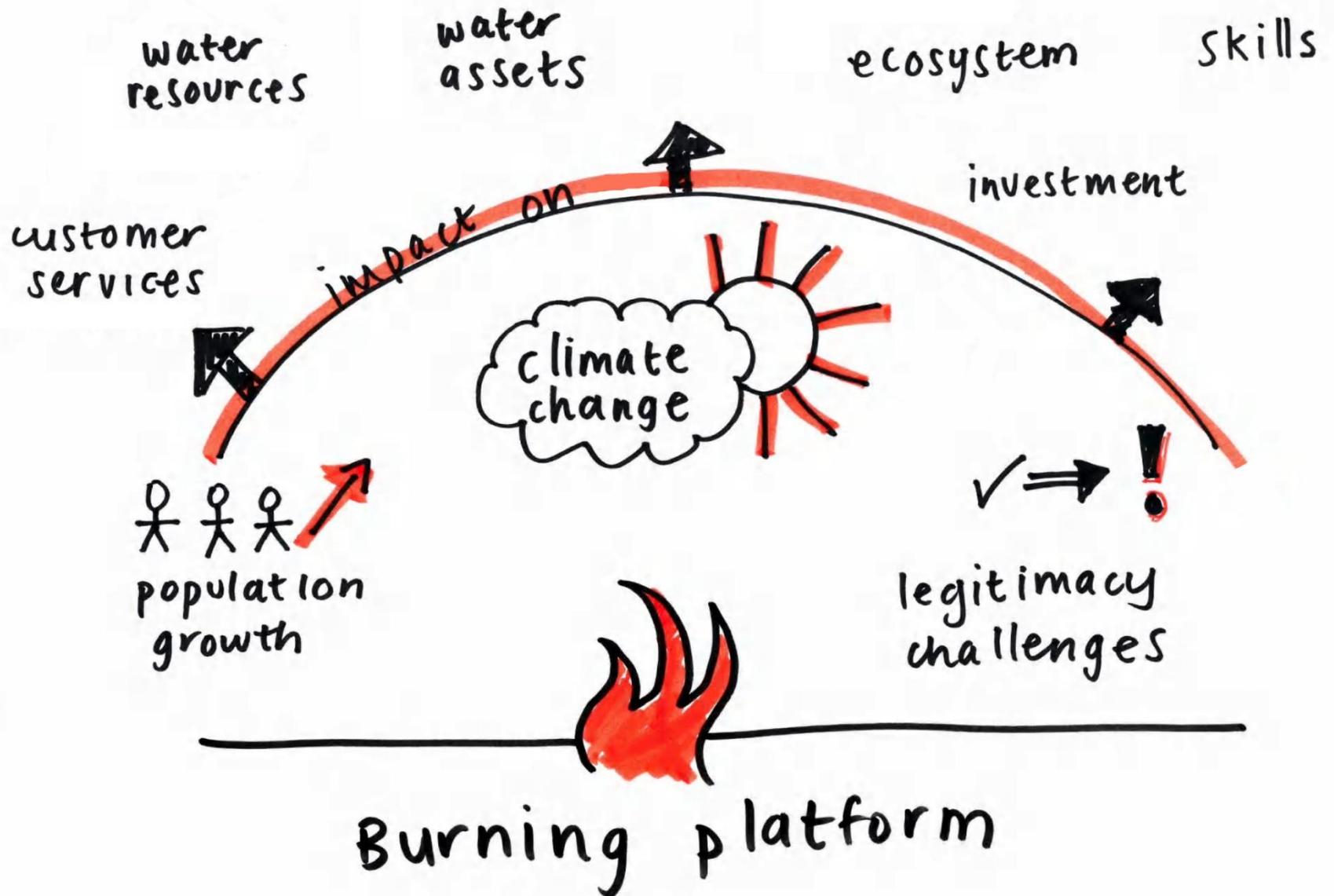
A resilient water sector - the burning platform for change

Rachel Fletcher - Ofwat, Chief Executive

Twenty65 conference, 26-27 March 2019

Resilience =

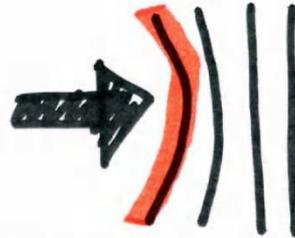
“the sector's ability to cope with and recover from disruption in order to maintain services for people and protect the natural environment now and in the future”



# The ambition



Affordable



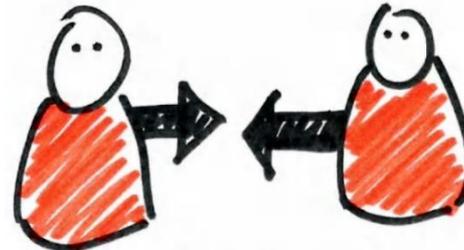
Resilient services



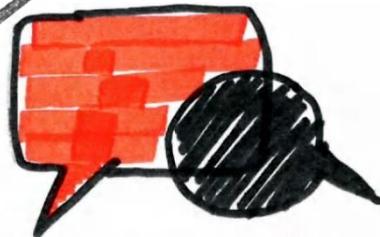
Protecting the environment



Innovation



Relationships with customers



Collaboration

# the opportunities



outward  
looking



interconnected



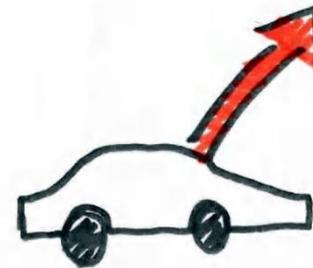
open to  
challenges



listening  
to others



more responsive  
to customer  
expectations



not just  
profits

driven by  
purpose to  
deliver for  
people and  
environment