Stuart McMillan, MSP
Convener
Climate Action Committee

The Scottish Parliament
Edinburgh
EH99 1SP

04 November 2026

Your Ref:
20261104-DS-CAC

Emailed to: ClimateAction.committee@Parliament.Scot

Dear Convener,

Scottish Water's performance 2025-26

Ahead of my attendance at the Climate Action Committee, I am writing to share WICS' assessment of Scottish Water's performance in 2025-26, published today.

As Scotland's independent economic regulator of the water industry, WICS monitors Scottish Water's performance against the expenditure, investment and service expectations established through the Strategic Review of Charges process. This report sets out our assessment of progress during the fifth year of the current regulatory period.

Our report shows that Scottish Water continues to deliver some of the highest levels of service in its history, and customer satisfaction remains strong.

While overall investment remains broadly in line with expectations, delivery has slowed in some areas, creating challenges for the year ahead. Maintaining momentum and ensuring that investment translates into improvements for customers will be important as Scottish Water works through these challenges.

The final year of the current regulatory period provides an opportunity to build on the progress made to date and focus on areas where further progress is needed. We will continue to monitor performance closely, particularly in areas such as leakage and environmental performance, and engage with Scottish Water on how it is responding to the challenges it faces.

We will also publish our Final Determination for the 2027-33 regulatory period on 12 November. This will set out charge caps, investment requirements and performance expectations for the next six years, alongside strengthened arrangements that will support effective monitoring of delivery and outcomes and enable earlier identification and challenge of emerging risks.

I hope our reporting on Scottish Water's 2025-26 performance is helpful to the Committee's ongoing scrutiny of the water sector. I would be happy to discuss its findings, as well as our Final Determination of 2027-33 charges at the Committee meeting.

Yours sincerely,



David Satti
Chief Executive