

Final Assurance Plan Summary

Trusting the information we provide

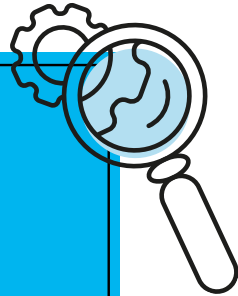


What is assurance?

Assurance is a process that we use to make sure you can trust the information we provide.

Our assurance follows these key principles:

- has a clear methodology to make sure we assess information consistently
- is relevant and transparent so you are clear what our information means
- uses governance and accountability to make sure we follow regulations and everyone is accountable for the information they produce
- is ethically responsible and our employees act with integrity so you can trust our information
- engages with our customers and other interested parties so we can act on your feedback and do our best for you.



How does it work?

We have assurance teams to ask questions and challenge the information so that we can rely on it.

Our information goes through lots of different levels of assurance, which are different teams that we have in place.

We risk assess our information and we do more assurance where

- the information is important to you
- there is a higher risk of error when we collect our data
- there is a high impact on you and us when we get it wrong.

Why does assurance matter?


It is important that you can be sure of the quality of the information we publish, so that you can be confident in us and how well we are doing in delivering the promises we made to you. We want our customers to trust us.


We want to make sure what we do is correct to help us achieve our five big goals.

Get in touch with us:

If you would like to give us feedback on our risks, strengths and weaknesses, please get in touch with us using the details on this page.

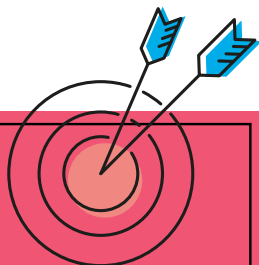
 **Email:**
publicaffairs@yorkshirewater.co.uk

 **Website:**
www.yorkshirewater.com/contactus

 **Post:**
Regulation Department
Yorkshire Water, Western House,
Western Way, Buttershaw,
Bradford, BD6 2SZ

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click [here](#)

What areas are we targeting for our assurance?



Our risk assessments highlighted the following areas where we are applying extra 'targeted' assurance on to make sure we get it right.

Performance commitments where the target was missed or was close to being missed in the previous year.

We have performance commitments that push us to do the best for our customers. We make sure we do more assurance over the ones that we miss so we can give you more information about these.

Performance commitments where we received queries from Ofwat.

We do more assurance here to prevent any further errors and to make sure that we provide enough information so Ofwat don't have to send us queries.

Effect of our internal SAP programme on our reported information.

We have upgraded one of our internal systems (SAP) and it provides us with a lot of information. We want to make sure it's working in the way we expect it to and giving us accurate information.

New Connection Charges Arrangements publication.

Ofwat identified serious concerns with the information in this document. We want to prevent any future errors in this document.

Regulatory information section of our Annual Performance Report.

Within this section of our Annual Performance Report we identified some errors in the information. We want to prevent any future errors in the supporting information we provide.

Improving accessibility and awareness

Our customers told us that they wanted easier access to more transparent information. We are applying more engagement assurance to make sure this is right for our customers.

Developer Services

We have identified issues with some of the data in our Developer Services Department. We want to make sure that the data in the area is improved and no errors are made.

What publications do we do assurance on?



We do assurance on our publications to make sure that the information is correct.

These are the documents that we have published in 2019/2020 and going forward into 2020/2021. They are accessible to everyone on our website www.yorkshirewater.com

[Response to PR19 Initial Assessment of Plans \(IAP\)](#)

[PR19 Draft Determination Representation](#)

[Annual Performance Report \(APR\)](#)

[Convergence Shadow Reporting](#)

[PR14 Reconciliation and accounting for past performance](#)

[Risk and Compliance Statement](#)

[Wholesale Charges Scheme](#)

[Charges Scheme](#)

[Bioresources Market Information](#)

[Indicative Wholesale Charges Scheme](#)

[Charging Arrangements for New Connection Services](#)

[Water Resources Market Information Submission](#)

[Water Resources Management Plan \(WRMP\)](#)

[APR / PR19 Unplanned Outages](#)

[Bulk Supply Charges](#)

[Annual Report and Financial Statements \(ARFS\)](#)

[Data Assurance Summary](#)

[Draft Assurance Plan](#)

[Interim Financial Statements](#)

[Final Assurance Plan](#)

[Condition R Compliance Code Statement](#)

[Annual Board Statement](#)

[Risks, Strengths and Weaknesses Statement](#)

[Performance Summary](#)

[Quarterly Performance Report](#)

[Casework \(information to Ofwat as required\)](#)

[Operational Market](#)

[Performance Reports](#)

Want to know more?


You can read the full detailed assurance plan [here](#).




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