



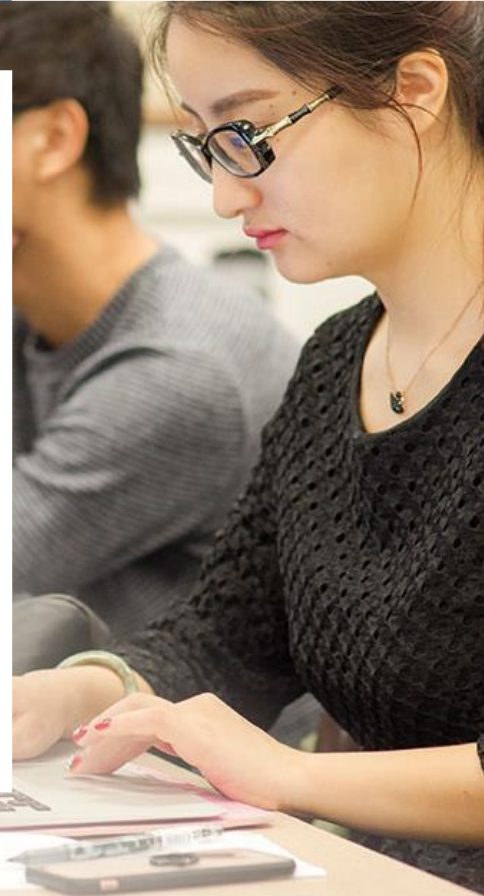
School of Social Sciences
University of Dundee

IWRA Special Issue Webinar:

Scottish Water: A Public Sector
Success Story

Dr Sarah Hendry

6 July 2017





A Story Worth Telling?

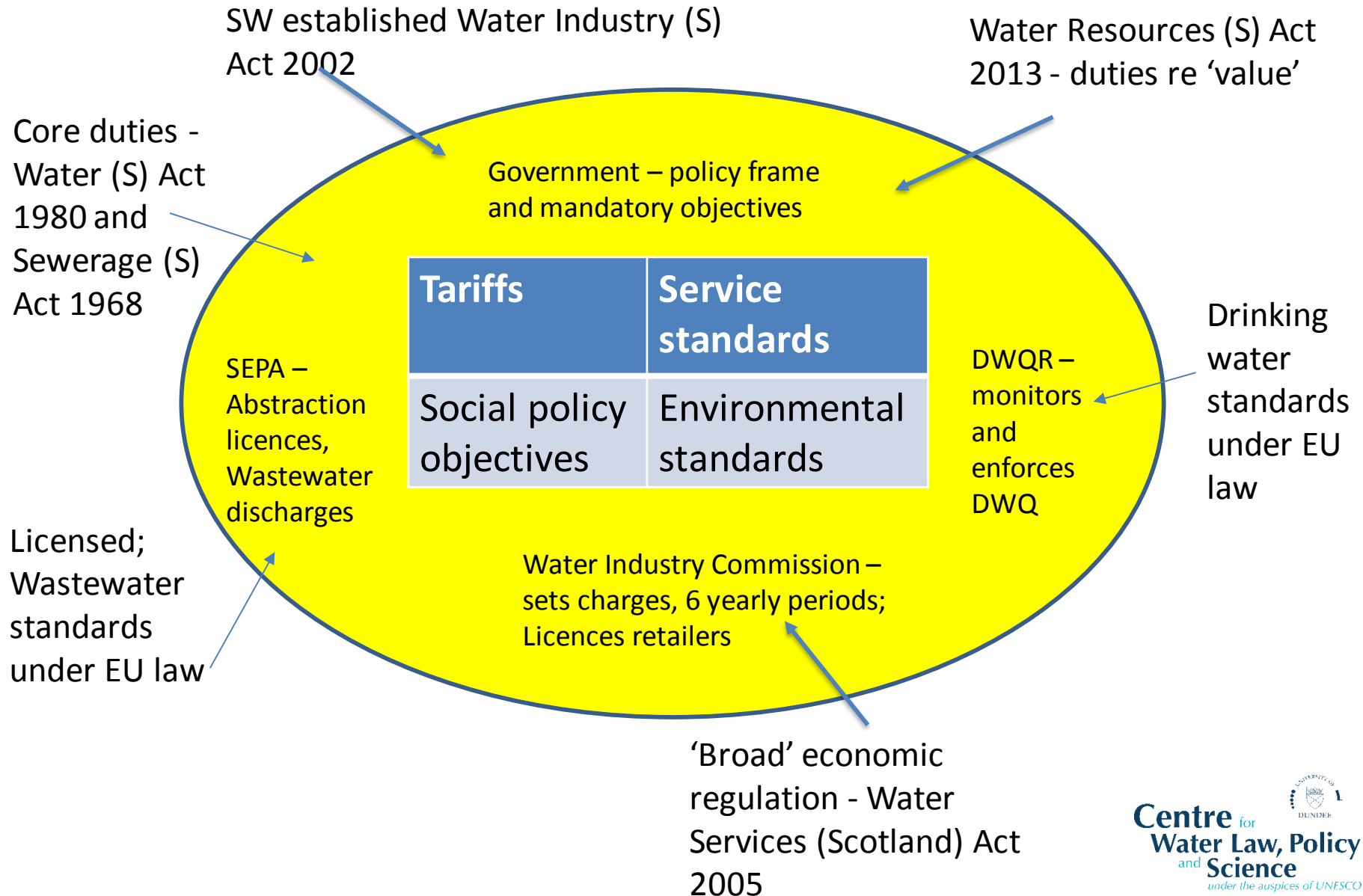
From municipal
to a dedicated
entity

From under-
performing to as
good as the best

Economic
regulation for
the public sector

Contributing to
wider policy
goals

Regulatory Framework for Water Services





The Public Private Debate

Public Corporation – BUT –

Commercialised entity – full cost recovery; fully accounted

Some licensed competition – retail services for business customers

Some WWTP under PPP contracts

A little nuance goes a long way!



What have we learnt?

Regulatory process takes time to mature

Commercialisation, and proper accounting, does not mean 'privatisation'

Data is difficult to verify at first and relations can be hostile

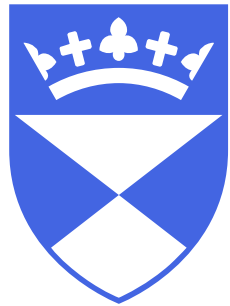
It is possible to regulate the public sector into private sector efficiency

A mature regulatory system and a public entity can contribute more effectively to public policy goals

Thank you!

Comments and Questions welcome

s.m.hendry@dundee.ac.uk .



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dundee.ac.uk