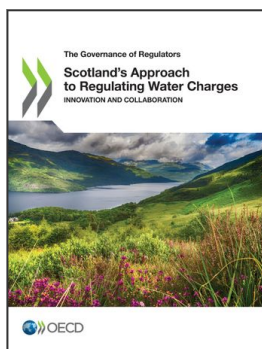


Abbreviations and acronyms

CAA	UK Civil Aviation Authority
CAS	Citizens Advice Scotland
CFU	Consumer Futures Unit
CLCV	Consommation, logement et cadre de vie
CPI	Consumer price index
CRE	Commission de régulation de l'énergie
DAG	Delivery Assurance Group
DWQR	Drinking Water Quality Regulator
EBP	Ethical business practice
EBR	Ethical business regulation
EBRSG	EBR Support Group
ERSE	Energy Services Regulatory Authority of Portugal
ESCOSA	Essential Services Commission of South Australia
European Union	EU
ICG	Independent Customer Group
IPPF	Investment Planning and Prioritisation Framework
IPPG	Investment Planning and Prioritisation Group
OMG	Output Monitoring Group
RCG	Research Co-ordination Group
RPI	Retail price index
SAG	Stakeholder advisory group
SEPA	Scottish Environmental Protection Authority
SRC	Strategic Review of Charges
SRC15	Strategic Review of Charges 2015-2020
SRC21	Strategic Review of Charges 2021-2027
UNIDEN	L'Union des Industries Utilisatrices d'Énergie
WG	Working group
WICS	Water Industry Commission for Scotland



From:
Scotland's Approach to Regulating Water Charges
Innovation and Collaboration

Access the complete publication at:

<https://doi.org/10.1787/fcc8c6df-en>

Please cite this chapter as:

OECD (2022), "Abbreviations and acronyms", in *Scotland's Approach to Regulating Water Charges: Innovation and Collaboration*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/d456b10b-en>

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