

Thank you for the opportunity to respond on this consultation on the your customer protection policy proposals for non-household customers.

We welcome the thoughtful analysis set out in the consultation and are supportive and agree with the approach proposed.

We do have some minor comments:

Q3 – The proposed additional protections should apply to all SME's

Q7 – There should be a regulated code of practice not a voluntary one

Q15 – Maybe the time scale should be 10 to 20 working days (not sure where the 6 comes from?)

Q20 – Every bill should be accurate and if not it should state the reason why it isn't ?

Please let us know if we can be of further assistance on this. I am planning to attend the event on behalf of Bristol Water on the 20th.