



South Staffs Water

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Retail Market Opening Programme,
Ofwat,
4th Floor,
21 Bloomsbury Street,
London,
WC1B 3HF.

By email: customerprotection@ofwat.gsi.gov.uk

15 April 2016.

Dear Ofwat,

South Staffs Water welcomes the opportunity to respond to Ofwat's final proposals consultation for non-household customer protection, and the draft code.

We are in general support of the overall need for protection of micro-businesses, and do not have any specific comments on the current proposals or code.

We do have one comment however on how non-household protections may apply to extremely small or particularly vulnerable micro businesses. There may be some eligible customers at this extreme end that need more than the commercial protections detailed in this consultation and code. Customers like this may be more akin to vulnerable customers in household than a micro business but may still be eligible for the competitive market. For customers in this situation perhaps choice could even extend to opting out of the competitive market, in extreme cases.

Yours sincerely,

Philip Saynor,
Director of Finance and Regulation