

Response from the Cholderton & District Water Company to consultation on supplementary guidance on whether non-household customers in England and Wales are eligible to switch their retailer

We had hoped that the eligibility guidance would expand on the detail contained in the previous guidance rather than eliminating the examples altogether. We have repeatedly requested a ruling on areas of doubt without receiving any response whatsoever. The opening of the NHH market is already complex enough; leaving issues on eligibility to be resolved when the market goes live seems particularly perverse.

Anthony Fry