

Response from Inspired Energy Solutions to consultation on supplementary guidance on whether non-household customers in England and Wales are eligible to switch their retailer

In terms of Housing Associations (HAs) and switching there might be an expectation that water supplies will be treated in a similar way to electricity and gas supplies:

1. Tenanted properties with own meters are treated as household and tenants make own supply agreements
2. Communal supplies to tenanted properties are treated as non-household and HAs arrange supply contracts
3. Sheltered accommodation might be either 1. or 2. or a combination of both.
4. Care homes as per 2.
5. Other e.g. refuges, hostels, tower blocks etc.

Would you be kind enough to give guidance to clarify these areas.

In addition, many HAs have a commercial arm to their business; these will be treated as non-household. Since part of the HA estate will, under the current guidance, need to manage water supplies differently depending on the end user this is likely to place an additional burden on the HA. (Many of the

HAs have full charitable status as well as having to ensure full compliance with current EU regulations on procurement).

I would welcome your consideration.

Kind regards

Jan Ashworth