

Supplementary Guidance Consultation  
Retail Market Opening Programme  
Ofwat  
21 Bloomsbury Street  
London, WC1B 3HF.

E-mailed to: [retailmarketopening@ofwat.gsi.gov.uk](mailto:retailmarketopening@ofwat.gsi.gov.uk)

07 April 2016

Dear Sir or Madam,

**Consultation on supplementary guidance: assessing whether non-household customers in England and Wales are eligible to switch their water and wastewater retailer**

Further to the publication of your above consultation document on the 10 March, Yorkshire Water is grateful for this further opportunity to provide Ofwat with our comments on the intended supplementary eligibility guidance.

Yorkshire Water is pleased to have been able to contribute to the various industry workshops leading to the publication of this supplementary guidance and considers the resultant information to be most helpful in assessing those premises that will be eligible for the customer to switch supplier in the new retail market.

Regarding the three specific questions within the Consultation, I can comment as follows:

1. Yes, Yorkshire Water consider the descriptions in the examples are reflective of the types of issues encountered
2. Yorkshire water are not aware of any inconsistency between Ofwat's draft supplementary guidance and the relevant legislation
3. Yes, Yorkshire Water considers the proposals in Ofwat's supplementary guidance to be reasonable.

Should any matter be unclear or require further information, please do not hesitate to contact myself or my colleague Howard Smith: [Market\\_Design\\_Team@yorkshirewater.co.uk](mailto:Market_Design_Team@yorkshirewater.co.uk).

Yours faithfully,



P.P.

Wendy Kimpton  
Regulatory Strategy Manager