



Consumer Council for Water's response to Ofwat's consultation on self-supply licences

1 Introduction

The Consumer Council for Water (CCWater) is the statutory consumer organisation representing the interests of customers of water and sewerage companies in England and Wales. CCWater has four regional committees in England and a committee for Wales.

In July 2015, CCWater responded to Ofwat's consultation on licensing and policy issues related to non-household (NHH) retail market reform. Ofwat has now asked for comments on its proposed modification and exclusions to the Water Supply and Sewerage Licences (WSSLs) for NHH retail customers that choose to self-supply. We welcome the opportunity to comment on the wording of its proposed self-supply licence.

2 CCWater Feedback

Overall, CCWater believes that Ofwat's proposed modifications are sensible and in line with our consultation response in July 2015. The option for NHH customers to self-supply and act as their own retailer provides a choice for customers who want to participate in the new retail market from April 2017.

In our previous response, CCWater indicated that we thought that some self-suppliers could later decide to expand their retail operations. Such customers may welcome clarity on whether a self-supply licence could be amended to allow for retail service provision to other customers or whether an entirely separate WSSL licence (and fee) would be needed.

Some NHH customers and representatives in the retail and higher education sectors have told us they would benefit from guidance on how to set up as a self-supplier. Therefore, we suggest that Ofwat produces a short guide on the subject and has sufficient resource available to handle or refer queries from prospective self-suppliers.

3 Enquiries

Please direct any questions about CCWater's response to this consultation to:

Evan Joannette
Policy Manager
Consumer Council for Water
evan.joannette@ccwater.org.uk
0121 345 1028