

Please find below the consultation response from Utilitywise.

We consider that the proposed changes to the water supply licences to take into account self supply are appropriate. We welcome the opportunity that self-supply presents to further increase competition in the water market and the chance to take part in framing the regime.

As mentioned in the consultation, self-supply is already available in Scotland, but doesn't appear to be widely taken up by customers. The opening up of the water market in England presents an opportunity to look at the possible barriers to self-supply that currently exist in Scotland and to look at ways of modifying the process in England. Key to that would be ensuring that the market rules and codes are accessible to customers who are not experts in the water industry. The consultation says that you will work with MOSL to ensure that the necessary code work is progressed to facilitate self supply. We suggest that potential self supply customers are approached and take part in these discussions in order to ensure that the customer side is catered for in the final codes that are agreed on. Finally, supplementary application guidance should also take into account potential self supply customers viewpoint; regarding, for example process and financial requirements. It would also be worth considering education and marketing to the larger water consumers who are likely to benefit from self-supply.

Jean Waring-Thomas  
Commercial Strategy Consultant