

## **Response from South Staffs Water to consultation on updated guidance on whether non-household customers in England and Wales are eligible to switch their retailer**

Good afternoon,

This is South Staffs Water's response to the above consultation.

Our main comment is to reiterate part of our response to the previous eligibility consultation on the 7<sup>th</sup> April; that there is a need for a single guidance document which brings together the outcomes of the previous consultations with this one and therefore provides a full and standalone replacement for the August 2015 guidance, leaving absolutely no doubt that there is one definitive guidance document for eligibility going forwards.

Our second comment is that there may always be a need for some company discretion where guidance conflicts or leaves a gap, always considering what the end customer wants as the final decision making factor.

**Best Regards**

**Daniel Haire**  
**Regulation Manager**