

Response from Dwr Cymru (Welsh Water) to consultation on updated guidance on whether non-household customers in England and Wales are eligible to switch their retailer

To Whom it May Concern:

Thank you for the opportunity to respond to the consultation referenced.

We only have one suggestion to make on the updated Eligibility Guidance document, to make clear the distinctions between the situation in areas served by companies based wholly or mainly in England, and in areas served by companies based wholly or mainly in Wales.

In Section 1.2 "Purpose of the Guidance" we think that the following paragraph, as currently written, could be misunderstood.

"For WSL licensees the latter requirement also applies to premises which use the supply system of an appointed company whose area is wholly or mainly in England, albeit with a threshold of five megalitres a year. In addition, premises must not be supplied with water by another water supply licensee."

The second sentence, which we have underlined above, applies to premises served by companies based wholly or mainly in Wales, as well as those served by companies based wholly or mainly in England. It may be misunderstood as currently written to apply only to premises served by companies based wholly or mainly in England. We would therefore suggest that this sentence be moved to a new paragraph, making it clear that it applies to premises in both areas.

(In the previous version of the guidance, this sentence was written as a footnote under the first paragraph, before any distinction between the two areas was made, so did not risk any misunderstanding on this point.)

Other than this, we are content that the Updated Eligibility Guidance is clear and comprehensive.

Kind regards

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