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Retail Market Opening Programme

12 August 2016

Ofwat

21 Bloomsbury Street

London

WC1B 3HF

Sent by email only: retaillicensing@ofwat.gsi.gov.uk

Dear Sirs

Re: Consultation under section 55 of the Water Act 2014 regarding proposals to modify the Instruments of Appointment of water and sewerage, and water only, companies in England and Wales

Thank you for the opportunity to respond to the Consultation referenced. Dŵr Cymru Welsh Water's response to the Consultation is set out below.

Proposed new conditions

- **MAC condition** – as we have stated in our previous responses to licensing changes consultations, we do not foresee any issues in DCWW complying with the new MAC condition. We therefore do not have any further comments in relation to this proposed new condition.
- **Stapling condition** – we note that the revised wording makes it clear that the requirement only applies to eligible premises in each company's area of appointment. For our customers this means that it only applies to DCWW's activities involved in providing clean water services to our small number of eligible customers.
- **Customer Protection Code of Practice** – we note, as requested in our previous responses to licensing changes consultations, that our obligation to comply is limited to our eligible customers, and therefore in practice the requirements for microbusinesses will not apply. Whilst we do already meet many of the requirements when dealing with our eligible customers, we are in the process of arranging technical changes to enable us to meet all requirements.

Proposed amendments to existing conditions

As previously stated in our earlier responses, we welcome the simplification of the licence conditions in general, and changes to terminology to ensure consistency.

Finally, we enclose a copy of a letter that we have seen from Welsh Government to Ofwat in relation to additional wording to be included in our (and Dee Valley's) Instrument of Appointment for ease of reference. It would be helpful to understand when the proposed amendment requested by Welsh Government might be incorporated.

Yours faithfully

Nicola Williams

General Counsel and Company Secretary

glas
Glas Cymru Cyfyngedig

We welcome correspondence
in Welsh and English.

Rydym yn croesawu gohebiaeth yn
y Gymraeg neu yn Saesneg.