

30 August 2016

Trust in water

Modifications to Instruments of Appointment for Retail Market Opening

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About this document

Instruments of Appointment (IoAs) are the regulatory instruments of regional water and wastewater companies (appointed companies, or appointees), containing a number of conditions which cover both retail and wholesale activities of the appointed company.

On 25 August 2016 we issued Notices to modify the conditions of appointment of the IoAs. The Notices, which take effect from the date the NHH retail market opens, were issued under s55 Water Act 2014(WA14) and can be viewed individually:

- [Affinity Water Limited s55 notice](#)
- [Albion Water Limited s55 notice](#)
- [Anglian Water Services Limited s55 notice](#)
- [Bristol Water Plc s55 notice](#)
- [Cholderton and District Water Company Limited s55 notice](#)
- [Dee Valley Water Plc s55 notice](#)
- [Dwr Cymru Cyfyngedig \(Welsh Water\) s55 notice](#)
- [Independent Water Networks Limited s55 notice](#)
- [Northumbrian Water Limited s55 notice](#)
- [Peel Water Networks Limited s55 notice](#)
- [Portsmouth Water Limited s55 notice](#)
- [Severn Trent Services \(Water and Sewerage\) Limited s55 notice](#)
- [Severn Trent Water Limited s55 notice](#)
- [South East Water Limited s55 notice](#)
- [South Staffordshire Water Plc s55 notice](#)
- [South West Water Limited s55 notice](#)
- [Southern Water Services Limited s55 notice](#)
- [SSE Water Limited s55 notice](#)
- [Sutton and East Surrey Water Plc s55 notice](#)
- [Thames Water Utilities Limited s55 notice](#)
- [United Utilities Water Limited s55 notice](#)
- [Veolia Water Projects Limited s55 notice](#)
- [Wessex Water Services Limited s55 notice](#)
- [Yorkshire Water Services Limited s55 notice](#)

This Notice confirms that we have modified those IoAs to introduce three new conditions and amend some of the existing conditions, in advance of the extended retail market for business customers which is opening in April 2017.

Under section 55 WA14 the Water Services Regulation Authority (Ofwat) may modify the conditions of an appointment under Chapter 1 of Part 2 of the WIA91 where we consider it necessary or expedient to do so in consequence of provision made by or under Part 1 of WA14.

In accordance with section 55, we [consulted](#) the holders of the IoAs that we proposed to modify, together with the Secretary of State, Welsh Ministers and wider stakeholders. Having fully considered the 13 responses we received to that consultation, in addition to responses to our earlier consultations on the proposed modifications, we modified the IoAs on 25 August 2016 for the reasons set out in this Notice. Details of the modifications are included in the Appendix, and the company specific modifications are available individually:

- [Affinity Water Limited schedule](#)
- [Albion Water Limited schedule](#)
- [Anglian Water Services Limited schedule](#)
- [Bristol Water Plc schedule](#)
- [Cholderton and District Water Company Limited schedule](#)
- [Dee Valley Water Plc schedule](#)
- [Dwr Cymru Cyfyngedig \(Welsh Water schedule](#)
- [Independent Water Networks Limited schedule](#)
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- [Veolia Water Projects Limited schedule](#)
- [Wessex Water Services Limited schedule](#)
- [Yorkshire Water Services Limited schedule](#)

This document serves as both the Notice required under section 195A of the Water Industry Act 1991 (WIA91) setting out the reasons for the modifications, and the response document to the statutory consultation. Sections 2 and 3 of the document

meet the requirements of section 195A and section 4 provides a summary of responses and our conclusions.

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1. Background

The WA14 will allow eligible business, charity and public sector customers (business customers) to choose their supplier of water and wastewater retail services from April 2017. For customers who use the supply system or sewerage system of an appointed company whose area is wholly or mainly in England, the market will be extended to include all eligible business customers. For those who use the supply system of an appointed company whose area is wholly or mainly in Wales, only customers using more than 50 Ml of water each year will be able to choose their water supplier, reflecting the policy position of the Welsh Government.

As part of the preparation for the business retail market, we considered whether any modifications to the loAs were required to reflect the changes in legislation and/or the new market arrangements. This included, where applicable, considering possible changes for companies that have successfully applied for an appointment to replace the existing appointed water and/or sewerage company at a particular site ('new appointees').

An loA covers both retail and wholesale activities of the appointed company. When the expanded retail market opens, appointed companies whose supply systems are wholly or mainly in England may apply to exit from the business retail market. If an appointed company exits, they would no longer need obligations in their loA relating to their retail activities, although they would still require any obligations that are relevant to their role as a wholesaler in the market.

1.1 Consultation to date

We initially consulted on proposals to amend the loAs in June 2015, as part of our wider licensing proposals in preparation for retail market opening. Since then, we have developed and refined our proposals with input from appointees and other stakeholders through a process of consultation over a number of months. In the meantime, the [Standard Conditions](#) for the retail licences (Water Supply and/or Sewerage Licences - WSSLs) have been finalised and published, and include a MAC condition and a Customer Protection condition that are similar to the ones inserted in the loAs.

In May 2016, we published a consultation on proposed changes to all the loAs ([May consultation](#)) and held workshops to discuss our draft proposals, including workshops for appointed companies with small numbers of eligible customers

(including new appointees, and those whose supply systems are wholly or mainly in Wales).

As a result of comments received in response to the May consultation and during discussions at the workshops, we reviewed and updated our proposals and published a further consultation ([June consultation](#)) to provide appointed companies and other stakeholders with a further opportunity to comment on the updated draft modifications to the IoAs. We received ten responses to the June consultation, with some suggestions for improving the draft text further. Having considered all the comments and suggestions, we reviewed and refined our proposals and set out [final proposed modifications](#) to the IoAs in our statutory consultation under s55 of the WA14, which ended on 12 August 2016.

Having considered the responses to the statutory consultation, we made minor modifications to the proposed text and we have subsequently withdrawn two proposed modifications because they are being taken forward through a separate [consultation](#), as explained in this Notice. The changes will affect appointees in England and Wales, and will take effect from retail market opening.

2. Summary of the modifications

Table 1 – Added new conditions

Condition	Effect of the changes
MAC condition	This gives effect to the Market Arrangements Code (MAC). As it is not a statutory code, we need to give effect to the MAC via the retail WSSLs and IoAs. A similar condition is already included in the WSSL Standard Conditions . The MAC condition has been inserted into the IoAs for all appointees.
Stapling condition	This requires appointed companies which do both wholesale and non-household retail activities (integrated appointees) to apply the provisions of the Wholesale-Retail Code (WRC), which governs the behaviour and interactions of wholesalers and retailers in the market, to the arrangements between their wholesale and non-household retail activities. This will not apply if an appointee exits the retail market.
Customer protection condition	This requires appointees to comply with the recently published Customer Protection Code of Practice (CPCoP). A similar condition is already included in the WSSL Standard Conditions . This will not apply if an appointee exits the retail market.

Table 2 – changes to existing conditions

Condition	Effect of the changes
Condition A and Condition R – definitions and terminology	Additional definitions have been inserted in Condition A and the terminology updated in Condition R to reflect legislative changes, and to add the definitions required as a consequence of the other modifications.
Condition F6 (Condition P for South West Water)	Creates a new obligation for a separate certificate of adequacy for the eligible non-household retail business of the appointee. This has been carved out of the existing obligation to have a certificate of adequacy for the whole appointed business. To be proportionate, this change does not apply to appointees with small numbers of eligible customers i.e. new appointees, appointees wholly or mainly in Wales, and Cholderton and District Water. It will also not apply if an appointee exits the retail market.
Condition Q	As the obligation to make drought payments relates to the appointee's role as a wholesaler, this change extends the obligation to make the payments to all affected business customers, regardless of whether they are customers of the

Condition	Effect of the changes
	<p>appointee's own retail business or customers of a WSSL retailer. WSSL retailers would be required to pass on the payment to the customer in accordance with paragraph 2.4.3 of the Business Terms in the WRC</p>

Table 3 – update on previously proposed modifications not included in these modifications

Condition	Update on previously proposed changes
<p>Condition R1-4 and condition S</p>	<p>We also consulted on proposals to remove obligations relating to the current arrangements for the existing Water Supply Licensing (WSL) regime that will no longer be required for the business retail market after April 2017. These are the requirements for appointees to comply with the Customer Transfer Protocol (CTP) for the transfer of supplies to premises of eligible customers, and to have an access code.</p> <p>We consulted on the removal of Condition R 1-4 (access code) and Condition S (CTP) to remove these existing arrangements and there was broad support for this approach. These proposals are being taken forward through a separate consultation on the wholesale and supplementary authorisations which would replace current combined supply licences.</p> <p>Subject to the responses to that separate consultation, it is proposed to combine the relevant provisions in Condition R1-4 with the provisions in Condition S to create a new Condition S that would only apply to the introductions of water, and remove Condition R1-4. Note: If the planned approach changes following that consultation, and those proposed modifications are not made, we may need to separately modify the IoAs to remove R 1-4 and Condition S for the purposes of the retail market, ahead of Market Opening, as previously proposed.</p>

3. Why were the modifications necessary?

The changes were required to:

- Establish the new market framework by requiring all appointees to comply with the provisions of the proposed **MAC**, the **WRC** and the **CPCoP**;
- Reflect changes in legislation, especially the provisions of the WA14;
- Remove duplication and potential inconsistencies between the IoAs and **WRC** and **MAC** in relation to a number of other conditions; and
- Introduce a new requirement for a separate Certificate of Adequacy or Ring-fencing Certificate for all appointees' non-household retail businesses, so that all appointees face similar obligations to licensed retailers.

3.1 MAC condition

This new condition has been inserted into the IoAs to require all appointees to give effect to, and comply with the MAC. A similar condition is already included in the standard conditions for WSSLs.

The MAC condition is required to help create the legal framework and give effect to the MAC on an enduring basis, as the MAC is not a statutory code. By inserting a collective obligation in the IoAs and WSSLs, appointees and licensees are required to create the MAC in accordance with the provisions of the condition, so ensuring that the MAC will be in existence at market opening. Similarly these parties are required by the condition to sign the Framework Agreement which will give effect to the MAC, ensuring all parties are contractually bound by its provisions. Appointees and licensees are required to comply with the provisions of the MAC on an ongoing basis and to maintain the MAC in accordance with the provisions in the condition.

Additionally, the MAC condition confirms certain essential elements of market governance, including the code change process. It is necessary for the MAC condition to do this ahead of market opening, so that the essential market governance arrangements required to ensure the correct operation of the market balance the interests of market participants at the outset and cannot be changed or removed without Ofwat having an opportunity to veto the change or change the conditions of relevant undertakers or licensees.

Once the retail market has opened and the market governance arrangements are properly embedded, we intend to review the MAC condition as part of our longer term plan of simplifying IoAs by moving towards a principles based approach to

licences and IoAs. At that stage, it may be possible to strip out some of the more detailed provisions about market governance while retaining the essential elements of the legal framework, provided those governance arrangements are suitably established and working well.

3.2 Stapling condition

This new condition has been added to require appointees with integrated wholesale and retail businesses to apply the provisions of the WRC to arrangements between their wholesale business and their retail business for eligible business customers. This was required to support the effective functioning of the competitive business retail market and is in the best interests of customers, as the WRC would not otherwise apply to those arrangements. This would not apply to an appointee that exits the retail market.

3.3 Customer protection condition

This new condition has been inserted in the IoAs to protect eligible business customers in relation to a number of retail activities by requiring appointees to comply with the recently published [CPCoP](#). A similar condition is already included in the WSSL standard conditions. This condition would not apply to an appointee that exits the retail market.

3.4 Condition Q amendments

Condition Q relates to interruptions to supply because of drought. This amendment was required to reflect the fact that once the business retail market opens, the appointee may not directly supply all customers potentially affected by drought, as it is anticipated that some eligible customers would be supplied by one or more WSSL retailers. The definition of business customer in this condition needed to be updated to include all customers that are supplied by the appointee acting as a wholesaler, even though some of them may have their retail contract with a WSSL retailer. This means that the appointee, acting as a wholesaler, would be required to make drought payments to all affected customers within its area of appointment, rather than just its own retail customers. Customers who decide to switch to another retailer are not disadvantaged and do not lose the protection provided by this condition.

3.5 Condition F6.2A or F6.2 (P for South West Water) - separate certificate of adequacy or ring-fencing certificate

Appointees are required to provide a certificate of adequacy or ring-fencing certificate for their whole appointed business. We have modified the IoAs to require a separate certificate in respect of the appointee's retail business for eligible business customers, carved out of the existing obligation. This modification is necessary to provide parity between WSSL retailers and the retail businesses of appointed companies, to help create a level playing field in the business retail market. The WSSL standard conditions already include a similar obligation to provide a certificate of adequacy in respect of the licensee's retail business. This means that appointees are required to provide a certificate for their retail business for eligible business customers, and a certificate for the rest of their appointed business. This would not apply to an appointee that exits the retail market.

On the ground of proportionality, this modification has not been made for appointees with small numbers of eligible customers i.e. new appointees, Cholderton and District Water, and appointees wholly or mainly in Wales.

3.6 Condition R and A – terminology and new definitions

New definitions have been added to reflect changes in legislation, to provide consistency with the WRC and MAC, and in consequence of the other modifications made. Some amendments to Condition R have been made to reflect those new definitions and changes in legislation.

4. Responses to the consultation

4.1 Appointees wholly or mainly in England

During the series of consultations about these proposals, the larger appointees all responded at least once to agree, or confirm that they did not object, to the proposed modifications. A range of drafting comments were received, which have helped us to refine the modifications.

4.2 Small and/or new appointees

We held an additional workshop on the proposed modifications for small and/or new appointees, as well as the main workshop which some of them attended.

Discussions at those workshops suggested that there were no major concerns with the majority of the proposals, although there were some concerns about how the small appointees could satisfy the proposed obligation for a separate certificate of adequacy. Two of the new appointees (SSE and Albion) also provided a written response which focused on the proposal for the separate certificate of adequacy.

We have since confirmed to small and/or new appointees that they will be exempt from the requirement to provide a separate certificate, on the grounds of proportionality. This exemption would apply to all appointees with small numbers of eligible customers i.e. new appointees, appointees wholly or mainly in Wales, and Cholderton and District Water.

4.3 Welsh Appointees

Both Welsh Water and Dee Valley Water have confirmed that they do not object to the modifications. We updated the modifications text slightly in response to a request from Welsh Water to limit more clearly the application of the new CPCoP obligations to their eligible customers. As a consequence the Customer Protection condition in the IoAs varies slightly from the condition in the WSSL standard conditions but this difference has no material effect.

4.4 Other responses

CCWater has responded to support our proposed modifications.

Under s55 of the WA14, we are required among other things to consult the Welsh Ministers and the Secretary of State, who may direct us either not to make the proposed modifications or to amend them as directed. As part of the most recent consultation, we wrote to Welsh Ministers and the Secretary of State seeking their views on the proposed modifications. Defra previously confirmed that it does not have any comments on the proposed modifications. We have also received written confirmation from the Welsh Government that, although it is not persuaded of the need for the modifications, it does not object to them.

4.5 Most recent comments, and our confirmed approach

Respondent	Comments on drafting	Our confirmed approach
Affinity	<p>Condition R - concerned about integrated companies and associated licensee being unfairly restricted on information sharing compared to 2 or more retail licensees under common ownership.</p> <p>Minor drafting comments to reflect legislative changes.</p>	<p>We do not intend to change these important provisions in Condition R. Restrictions in Condition R exist to ensure that a dominant company is not favouring an associated licensee and thereby distorting competition. Although it is not clear why two licensees in common ownership would be trading with each other and sharing information, licensees would still need to comply with competition law, although there are no equivalent restrictions in the WSSL standard conditions.</p> <p>Agree with minor drafting changes – final modifications reflect these.</p>
Anglian	<p>Some continuing concerns about the drafting of the MAC condition.</p>	<p>As explained above, the MAC condition is an essential part of the legal framework that underpins the new market arrangements. It uses a different approach from the other conditions in the IoAs, as it creates a collective obligation on appointees (and licensees) to give effect to, and comply with the MAC. This is a vital part of the new market framework, as it is about creating part of that framework, as well as placing an obligation on appointees to comply with it. We have considered the drafting concerns raised, and are</p>

Respondent	Comments on drafting	Our confirmed approach
		<p>satisfied that the current drafting is fit for purpose. We have confirmed our commitment to review the drafting of this condition after the market has opened, when the arrangements have been successfully embedded.</p>
Severn Trent	<p>Some concerns about referring to definitions in the WRC rather than in the IoA. Asked for reassurance that this approach does not circumvent a “full and robust consultation process to any future amendments”</p>	<p>The modifications refer to the definitions in the WRC to avoid the risk of the same definitions used across the legal framework becoming inconsistent over time. Amendments to the WRC will be subject to consultation in accordance with the WA14 and reviewed by the Panel under the modifications process set out in the MAC.</p>
South West Water	<p>Obligations relating to certificate of adequacy are in new Condition P for SWW, rather than F6.</p>	<p>The new IoA issued to SWW following its merger with Bournemouth Water includes a new Condition P which combines various provisions, including the obligation to provide a Ring-fencing Certificate (similar to a certificate of adequacy). The modification of Condition P is slightly different, but achieves the same policy objective.</p> <p>We have since issued a further s55 notice to SWW confirming how we propose to modify condition P, and SWW has responded confirming that it does not have any further comments, so we have modified its IoA accordingly.</p>
Thames	<p>Raised issue about the drafting of the Customer Protection Condition that has been raised previously. In particular, Thames is concerned that it would be required to comply with the CPCoP, without any guarantee that it would be consulted before the CPCoP is modified in the future. Thames has asked for the</p>	<p>We consider that the example can be distinguished because the context is different.</p> <p>The draft text shared in the workshop was in relation to a proposed obligation to publish as yet undefined information relating to the sludge market. As there is far less clarity about what appointees would be required to do under the proposed obligation, it is one possible approach that is being considered to reassure appointees that</p>

Respondent	Comments on drafting	Our confirmed approach
	<p>IoA condition to include the modifications process.</p> <p>Although we have previously responded rejecting this suggestion, Thames has referred to an example of such an approach that was discussed in a recent Ofwat workshop (about a different matter).</p> <p>Thames also reiterates its proposal for the CPCoP to be included in Defra's CMA Appeals Regulations.</p>	<p>they would be fully consulted on the proposed requirements before they are finalised.</p> <p>For the customer protection condition, the CPCoP has already been published and contains provisions for its own modification, including consultation. In addition, the customer protection condition is limited by definition to customer protection. Consequently we are not persuaded that additional text should be included in the customer protection condition.</p> <p>We are also not persuaded that the CPCoP should be subject to a right of appeal to the CMA, but it would be a decision for Defra. We understand that Defra currently has no plans to include the CPCoP in the CMA Appeals Regulations.</p>
Yorkshire	<p>Yorkshire has queried the definition of retail business in the proposed Stapling Condition. In particular, it is concerned that it implies meter ownership is within retail business.</p> <p>Also made some minor drafting suggestions.</p> <p>Queried why proposals to ring-fence payments from the wholesaler to the customer made in the context of drought payments would not include other types of payments from the wholesaler to the customer.</p>	<p>The definition is consistent with the definition in Condition B of the IoAs. Meter ownership would only be part of retail business if so designated by Ofwat – which it isn't currently. The reason we have used definitions derived from Condition B in the new condition is because not all appointees have Condition B, so we were unable to cross-refer to existing definitions in the new condition. It is important that the definitions remain consistent.</p> <p>As part of our water 2020 programme of work, we are currently considering how to define price controls for the various different wholesale activities in the IoAs. To the extent this affects the definition of 'wholesale' in Condition B, we'll need to make sure that the RMO definitions remain appropriate.</p> <p>We have reflected the minor drafting comments in the final modifications.</p>

Respondent	Comments on drafting	Our confirmed approach
		<p>We agree that when we consider possible new arrangements to safeguard payments made by the wholesaler to the customer, we should consider whether to extend those safeguards to all payments which will pass from the wholesaler to the customer via the retailer. We intend to develop our plans on this issue in consultation with companies and are currently considering how best to take this forward.</p>

Appendix – list of companies affected by these modifications

Company	Modifications
Anglian Water Services Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Affinity Water Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Severn Trent Water Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2 to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Thames Water Utilities Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Northumbrian Water Limited	<p>MAC, Stapling and customer protection conditions added.</p>

	<p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Yorkshire Water Services Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
South Staffordshire Water plc	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Bristol Water plc	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Wessex Water Services Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
South West Water Limited	<p>MAC, Stapling and customer protection conditions added.</p>

	<p>Changes to Condition P to require separate ring-fencing certificate.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
South East Water Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
United Utilities Water Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Southern Water Services Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
Portsmouth Water Limited	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>

<p>Sutton and East Surrey Water plc</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Condition F6A.2A to require separate certificate of adequacy.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
<p>Cholderton and District Water Company Limited</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
<p>Dŵr Cymru Cyfyngedig (Welsh Water)</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>No sunset clauses.</p>
<p>Dee Valley Water plc</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>No sunset clauses.</p>
<p>Albion Water Limited</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
<p>Peel Water Networks Limited</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>
<p>Independent Water Networks Limited</p>	<p>MAC, Stapling and customer protection conditions added.</p> <p>Changes to Conditions A, R, Q.</p> <p>Sunset clauses for retail exit where appropriate.</p>

Veolia Water Projects Limited	MAC, Stapling and customer protection conditions added. Changes to Conditions A, R, Q. Sunset clauses for retail exit where appropriate.
SSE Water Limited	MAC, Stapling and customer protection conditions added. Changes to Conditions A, R, Q. Sunset clauses for retail exit where appropriate.
Severn Trent Services (Water and Sewerage) Limited	MAC, Stapling and customer protection conditions added. Changes to Conditions A. Condition R added. Sunset clauses for retail exit where appropriate.