

## EA RESPONSE TO OFWAT CONSULTATION ON REVISED WSSL APPLICATION PROCESS

### Comments on draft application form

Given the requirement for applicants to demonstrate technical competence as per section 3.2 Section 2 p26 a specific question relating to this requirement should be included in the application form.

Experience of assessing applications received to date demonstrate that some applicants are not always providing adequate information on these areas.

The evidence of technical competence needs more than just a declaration to work with NRW/EA/DWI – applicants could be asked to refer to guidance etc.

### Does the draft guidance provide sufficient detail for applicants to apply for a WSSL

The table on page p24 is considered helpful although the EA requirements on technical competence go beyond what is required by the regulations listed. The technical competences could also be set out in this table to include the items listed in section 3.2 as below.

Regulation or technical competence requirement	Description	Owner	How we'll be addressing this
Drainage, sewage and sewerage systems			
Sewerage and sewage processes			
Environment impacts from sewerage and sewage			
Customer contact incident responsibilities; <ul style="list-style-type: none"><li>• tracking calls.</li><li>• response timescales.</li><li>• service monitoring and review.</li></ul>			
Sustainable drainage			
Water Resources and Drought Management Plans,			
Unplanned events			
Promotion of water efficiency			

### Have you any suggestions for elements of guidance that are missing or not required in the draft application guidance.

In Section 3.4 - Evidence of technical competency the applicant is only asked to provide a declaration that they will work with EA/NRW/DWI rather than provide broader evidence on the competency requirements as set out in section 3.2. Additional evidence beyond just this declaration does need to be provided.

### Any other comments in response to this guidance

It is suggested that the guidance should address how capability and competence is assured when companies expand their customer base significantly. Currently an annual provision of a certificate of Adequacy by retailers may not be adequate. It is considered that a significant material change should precipitate a new CoA or some other type of re-assessment.

The EA supports the view that applicants commitments to obtain capability and competence should be enough to obtain a licence but Ofwat need to check these are completed and in place before market

entry. There is a general acceptance that companies may not have capability and competence in all areas at the time of application so guidance may need to explain that details of training and development plans are expected in such cases.