

**From:** [Steve Arthur](#)  
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**Subject:** WRC Consultation  
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Wessex Water Services Ltd – Response to WRC consultation

Please find our key points listed below for consideration

1. We would seek clarity on Part P of the Introduction & Summary section of the WRC which states

***“For any notice, notification, Form or other written communication or document under these Operational Terms which must be served on the Wholesaler, including any statutory notices or other Forms, notices or notifications which require a signed declaration by the Retailer or Non-Household Customer, the notice, notification, Form or other communication or document must be provided in hard copy original format (not by e-mail or any other electronic means or format). The Wholesaler must notify the Retailer of where the Wholesaler shall accept service of those notices, notifications, Forms or other communications or documents.”***

Specifically we seek clarity on which forms are deemed by the codes as requiring hard copy/original format to be provided and where, if any, there are exceptions to this statement. We do not believe it was the intention of the WRC to oblige large volumes of hard copy forms to be transferred between Market Participants.

2. We would seek confirmation that, provided the Wholesaler treats all responses from all Retailers equally, that the Wholesaler is acting within the requirements of the codes if they choose to preclude an electronic format of form submission (i.e pdf)
3. In relation to Section G of the Introduction and Summary of the WRC we would seek clarity on the impact of ‘Day1’ switching on a) the ability of the incumbent retailer to object to any transfer b) the legal basis of the transfer prior to exit and the WRC being enacted/enabled and c) the treatment of in-flight service requests from Shadow Operations.

We look forward to seeing the outcome from this consultation exercise.

Regards

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