

## Customer Protection Code of Practice change proposal

For submission to Ofwat by email to [CPCOPcodechange@ofwat.gsi.gov.uk](mailto:CPCOPcodechange@ofwat.gsi.gov.uk)

### Change proposal reference

CP-XXXXXX

(To be completed by Ofwat)

### Title of change proposal

### Summary

of change proposal

No more than two sentences, and which of the five areas of the Code the change will affect, which are:

- sales and marketing;
- the provision of information to non-household customers;
- the transfer of non-household customers;
- billing; or
- complaint handling and dispute resolution.

### General details of the proposer

Name of proposer

Capacity in which you are proposing the change (such as a customer, on behalf of a specified organisation)

Email contact details

Telephone contact details

Address

### Change proposal

Description of the enhancement, issue or defect which this change proposal seeks to address (as required by the Customer Protection Code of Practice section 5.1.2(b))

Description of the change proposal – please set out the specific changes you are proposing and why (as required by the Customer Protection Code of Practice section 5.1.2(c)). If the proposal is to change specific sections of the current Code, please provide the relevant section numbers and details of the proposed amendment for reference.			
Description of the likely impact of the proposed change – please set out the likely impact of the Change Proposal on retailers and customers (as required by the Customer Protection Code of Practice section 5.1.2(c)).			
If the proposed change urgent? Please tick.			
Yes		No	
If the proposed change is considered urgent, please provide details of why (as required by the Customer Protection Code of Practice section 5.1.2(d)).			
<b>Principles</b>			
Please explain below how the proposed change is consistent with each of the Customer Protection Code of Practice’s Code Principles.			
<b>Principles</b>	<b>Description</b>		
Retailers shall be fair, transparent and honest; while putting the customer at the heart of their business.			
Communication with non-household customers shall be in plain and clear language.			
Retailers shall ensure they provide appropriate and timely information to non-household customers to enable them to make informed choices.			
Any information provided to non-household customers shall be complete, accurate and not misleading.			
Retailers shall respond to non-household customers in an appropriate and timely manner.			

Customer service arrangements and processes shall be accessible to and effective for non-household customers.	
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Description of any consultation carried out or supporting evidence gathered in advance of submitting this change proposal (as required by the Customer Protection Code of Practice section 5.1.2(e)).
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Any further comments
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