



Retail Exit Code
Ofwat
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Dear Sirs

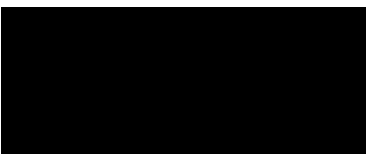
Retail Exit Code: Non-Price Protections

Thank you for the opportunity to participate in this consultation.

We are in support of your preferred option to modify the Retail Exit code (REC) to incorporate a general principle that customers on deemed contracts must be "no worse off".

Of the four options presented in your consultation we feel this approach strikes a balance between customer protection whilst potentially allowing a retailer to make efficiency enhancing changes. It offers protection to customers without specific exclusions meaning that the code should not need further alteration to add additional exclusions as they might arise.

Yours faithfully



Helen Gillett
Managing Director