

Retail Exit Code
Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

[REDACTED]
[REDACTED]

By email to: retailexitcode@ofwat.gsi.gov.uk

15 February 2019

Dear Sir/Madam,

Consultation on the Retail Exit Code: Non-price protections

Thank you for providing Yorkshire Water with the opportunity to contribute to the Retail Exit Code Non-price protections consultation.

We agree with the content of the proposal document.

We support in principle option 4, that is to modify the Retail Exit Code to insert a general principle that consumers on deemed contracts must be 'no worse off'. The principle-based amendment, with the onus being on non-household retailers to demonstrate that customers on deemed contracts will be no worse off because of non-voluntary changes to their non-price terms. This should provide the appropriate balance of customer protection without restricting retailers from introducing innovative changes that will benefit the market.

If you wish to discuss the content of our response in more detail, please do not hesitate to contact my colleague [REDACTED] on the email address above.

Yours faithfully,

[REDACTED]

Colin Fraser
Regulatory Strategy Manager
Yorkshire Water