

**Berendsen UK Limited has changed its name to Elis UK Limited from 31 December 2019. While this does not amend the original licence granted on 8 November 2018 and A2 Direction dated 7 November 2018, this working version of the A2 Direction records this change. Berendsen UK Limited will henceforth be referred to as Elis UK Limited for the purposes of this A2 Direction.**

**To: Berendsen UK Limited**

**Intec 3 Wade Road, Basingstoke, England, RG24 8NE**

**DIRECTION ISSUED BY THE WATER SERVICES REGULATION AUTHORITY PURSUANT TO CONDITION A2 OF THE WATER SUPPLY LICENCE ISSUED UNDER SECTION 17A OF THE WATER INDUSTRY ACT 1991**

**Whereas:**

1. A decision has been taken to grant a water supply licence (the "Licence") to the company to whom this Direction is addressed (the "Licensee"), under section 17A of the Water Industry Act 1991 (the "Act").
2. The Licence will be subject to the standard conditions for water supply and sewerage licences determined by the Secretary of State.
3. The Water Services Regulation Authority ("Ofwat") has the power pursuant to paragraph (1) of standard condition A2 to direct that any of the conditions in Part A other than conditions 1, 2, 10 and 11, and any condition in any other Part, shall have effect from such date as Ofwat may specify.

**Now therefore:**

4. Ofwat hereby directs that the conditions set out below shall have effect in the Licence of the Licensee.

A3 Conduct of Licensee
A5 Emergencies and Unplanned Events
A6 Provision of Information to Relevant Undertakers
A8 Provision of Information to the Authority
A9 Licence Fees
B1 Market Arrangements Code

5. This direction shall take effect on the date that the Licence comes into effect and will remain in effect until such time as Ofwat directs otherwise or revokes the Licence of the Licensee.

**Signed for and on behalf of the Water Services Regulatory Authority**

**Emma Kelso**

**Senior Director, Customers and Casework  
7 November 2018**