

17 October 2019

**[REDACTED] vs. South West Water and
South West Water Business**

**Final decision of a dispute determined under
Section 17E of the Water Industry Act 1991**

**Complaint against South West Water and South
West Water Business regarding the eligibility of a
property**

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Summary of our final decision

This is a final determination of a dispute between [REDACTED] and South West Water Business and South West Water, about whether premises are eligible to switch their suppliers as part of the new market arrangements. It was referred for a determination under section 17E(1) of the Water Industry Act 1991.

In light of the legal framework of the Water Industry Act 1991, and the evidence we have gathered from the parties to the dispute, we determine that the premises have been correctly classified as a non-household and should, therefore, remain in the non-household retail market.

Our final decision is summarised in [Chapter 6](#) of the document.

1. Introduction

A. The complaint

- 1.1 This determination concerns a dispute referred to the Water Services Regulation Authority (**Ofwat**) by [REDACTED] (**the Complainant**), against South West Water Business and South West Water, on 4 January 2019, for determination under section 17E(1) of the Water Industry Act 1991 (**the Act**).
- 1.2 The dispute is about the decision taken by South West Water Business and South West Water to classify the Complainant's property at [REDACTED] (**the Premises**) as non-household. The Complainant disputes this decision and considers the Premises should be classed as household.
- 1.3 This determination considers the eligibility of the Premises. It will assess the principal use of the Premises, and if found to be primarily used as a home, it will not be eligible to be supplied by South West Water Business. If the principal use is not as a home, it will be eligible to be supplied by South West Water Business. Our assessment will be done with reference to the [Eligibility Guidance](#) and [Eligibility Supplementary Guidance](#).

B. Overview of our decision

- 1.4 Our determination, and our reasoning for it, are set out in full in [Chapter 6](#) of this document, but an overview of our determination is set out below.
- 1.5 In light of the legal framework of the Act, and the evidence we have gathered from the parties to the dispute, we determine that the principal use of the Premises is as a business, with the Premises used primarily as a holiday let. Based on this, we conclude that the Premises is a non-household and, as such, the proposed supply is in accordance with the retail licence held by South West Water Business.

2. Background

A. The Parties

Complainant

- 2.1 The Complainant currently lives and works outside the UK. The complainant lives at the Premises when he returns to England.
- 2.2 The Complainant has assigned [REDACTED] as his representative throughout the complaints process.

Companies

- 2.3 South West Water is the incumbent company and served the Premises prior to market opening.
- 2.4 South West Water Business is a licensee. In April 2017, the Premises was transferred to South West Water Business for water retail and sewerage retail services.

B. The Premises

- 2.5 The Premises is located in Truro, Cornwall and is a one bedroom detached cottage.

C. Complaint

- 2.6 In February 2018, the Complainant contacted South West Water advising that he did not ask for the Premises to be transferred to South West Water Business. South West Water responded noting that, in accordance with the [Wholesale Retail Code](#), he should contact his retailer (South West Water Business). As such, on 23 February 2018, the Complainant contacted South West Water Business to begin a complaints procedure. The Complainant argued that the Premises should be classified as a household and should be transferred back to South West Water.
- 2.7 On 16 March 2018, following an initial review of the Premises, South West Water Business responded to the Complainant advising the Premises had been in the non-household market since March 2017 and that, having

conducted a site visit at the Premises, its findings were that the Premises was identified as non-household.

- 2.8 Notwithstanding the above, at the request of the Complainant, South West Water Business sent a request to South West Water for the Premises to be de-registered. South West Water rejected the request as, after applying Ofwat guidance, it found the Premises was being used as a holiday rental and was classed by the local authority as a self-catering holiday unit eligible to pay business rates instead of council tax.
- 2.9 The Complainant continued to raise queries regarding the classification of the Premises with South West Water Business and it responded directly throughout.
- 2.10 In June 2018, South West Water Business contacted South West Water, on behalf of the Complainant¹, setting out that the Premises is not a self-catering holiday let but is the Complainant's home in the UK. South West Water Business also set out that the Complainant is a resident for much of the time outside the UK and he chooses to let out the Premises on a short-term basis. South West Water reviewed this information and concluded that the findings of this investigation were consistent with evidence previously gathered. This was fed back to South West Water Business.
- 2.11 In August 2018, at the Complainants request, South West Water Business contacted South West Water again regarding deregistration of the Premises. South West Water reviewed the complaint once more, however, concluded that its initial classification of the Premises was correct, and should not be changed. In its response, South West Water advised that if the Complainant's circumstances changed, he could submit another application to deregister the Premises, supported by evidence that the Premises' principal use was as a home. Following this request, no further evidence was provided.
- 2.12 In September 2018, a further complaint was made to South West Water Business. The Complainant advised that the matter had been escalated to the Consumer Council for Water (**CCWater**) and the Water Redress Scheme (**WATRS**). In light of this complaint, South West Water Business requested South West Water to conduct a further review on the Premises. South West Water contacted CCWater directly, advising it of the comprehensive review it

¹ South West Water Business did not provide South West Water consent to contact the complainant directly.

had conducted of the case but agreeing, for completeness, to arrange for a further visit to the Premises.

- 2.13 On 28 September 2018, South West Water contacted the Complainant to arrange a site visit on 12 November 2018. The Complainant later advised, however, that the earliest he would be available would be January 2019. South West Water advised CCWater and South West Water Business of the delay. Despite the Complainant advising that he would not be available on 12 November 2018, South West Water Business asked South West Water to proceed with a cold call to the Premises on that date. The Complainant was advised that this visit would take place.
- 2.14 The evidence gathered at the site visit was consistent with the information already gathered with South West Water considering the classification of the Premises to be correct. This was fed back to South West Water Business to respond to the Complainant.
- 2.15 South West Water did not ask the Complainant how many weeks in the year he lives at the Premises nor how many weeks of the year it is let out as a holiday rental. South West Water stated that it did not ask for this information as it had overwhelming evidence that the Premises should be classified as a non-household premises.
- 2.16 On 11 December 2018, South West Water Business wrote to the Complainant with its final response. In its response it provided a final comment from South West Water, who had carried out the investigation, and stated the Premises was correctly classified as a non-household and, therefore, should remain in the non-household retail market.
- 2.17 On 19 December 2018, South West Water Business stated to the Complainant that it was unable to do any more regarding the classification of the Premises.

D. Request for a determination

- 2.18 The Complainant was not satisfied with South West Water Business' responses in relation to the complaint. As such, on 4 January 2019, the Complainant referred its dispute with South West Water Business to Ofwat for determination regarding the eligibility of the Premises.

E. Ofwat's investigation

- 2.19 On 4 January 2019, we began reviewing the information provided, and requested the case file held by CCWater. On 15 May 2019, having conducted a preliminary assessment into the complaint, we formally opened a case under section 17E of the Act.
- 2.20 On 5 June 2019, we wrote to South West Water and South West Water Business notifying them of our decision to open a case. On 12 June 2019, we wrote to the Complainant with the same notification. We also requested further information from the parties to enable us to consider and determine the dispute.
- 2.21 We wrote to South West Water stating that whilst we recognised it had carried out a site visit, and explained to the Complainant its reasoning for classifying the Premises as non-household, we required it to provide a more detailed explanation setting out the basis on which the decision to classify the Premises as non-household was made. In addition to this we requested further details regarding the site visit that was carried out. We asked if South West Water Business had confirmed with the Complainant how many weeks in the year the Premises was typically used as a holiday rental, and how many weeks in the year the Complainant resided at the Premises.
- 2.22 We wrote to South West Water Business noting that throughout the correspondence we received, it had stated to the Complainant that it was not responsible for the classification of the Premises, and that it was ultimately South West Water who would make the decision on eligibility. We advised South West Water Business that our eligibility guidance makes clear that it is the responsibility of every licensee to ensure it is serving eligible customers. We reiterated that Ofwat could take enforcement action under section 18 of the Act, and that it could incur financial penalties under section 22A of the Act, if Ofwat found it to be providing services to non-eligible premises.
- 2.23 We asked South West Water Business to confirm its view on the eligibility of the Premises, and to provide a detailed explanation regarding the basis on which it made its decision. In addition to this, we asked it to clarify how it had communicated its assessment of the eligibility of the Premises with the Complainant.
- 2.24 We asked both South West Water and South West Water Business that when responding to make reference to the Eligibility Guidance and Eligibility Supplementary Guidance, explaining how each was taken into account when reaching their respective decisions.

2.25 We asked the Complainant for additional information to be provided, which included:

- confirmation of when the Complainant moved outside the UK for work;
- since the move abroad, whether this country was now classed as his permanent residence; and
- since he had resided outside the UK, how many days the Premises had been occupied as a holiday rental, and how many days he had resided at the Premises himself.

2.26 On 10 September 2019, we issued our draft determination to the parties.

3. Legal framework

3.1 Section 17E(1) of the Act allows us to determine, in a case referred to us by:

- a water supply licensee or a potential customer of a water supply licensee (WSL); or
- a sewerage licensee or a potential customer of a sewerage licensee;

whether a proposed supply of water to, or proposed sewerage services for, the customer would be in accordance with what is authorised by the licensee's licence.

3.2 Section 17E(2) of the Act provides that the matters we may determine include:

- the extent of the premises to be supplied or served;
- whether the premises to be supplied or served are household premises;
- in the case of supply by a water supply and / or sewerage licence (WSSL licensee) with a restricted retail authorisation, whether the threshold requirement is satisfied in relation to premises to be supplied; and
- any other matter, the determination of which is relevant to those matters.

3.3 The Act does not define 'premises' for the purpose of assessing eligibility. Premises can include buildings or land. Licensees can only supply customers at individual eligible premises. Each of the premises supplied must be eligible.

3.4 The issue in this case is whether or not the premises to be supplied or served are household premises. The meaning of 'household premises' is set out in section 17C of the Act. The primary considerations are:

- whether the person has his home in all or any part of the premises; and
- whether the principal use of the premises is as a home.

3.5 Under Regulation 5(1) of the New Customer Exception Regulations 2005, Ofwat may determine, in a case referred to it by a licensee or an actual or potential customer of a licensee, whether that licensee is, pursuant to Regulation 3 of the New Customer Exception Regulations, not to be treated as entering into an undertaking with a new customer to give a supply of water to any premises.

3.6 We consider complaints on a case-by-case basis when asked to make a determination under section 17E of the Act.

4. Jurisdiction to determine this complaint

- 4.1 Ofwat has jurisdiction to determine disputes about the eligibility of premises where a licensee or a potential customer of a licensee cannot agree on whether the eligibility requirements are satisfied in respect of a proposed supply arrangement.
- 4.2 When disputes about eligibility are referred to us, we expect the parties to have considered our [Eligibility Guidance](#) and [Eligibility Supplementary Guidance](#) and taken reasonable steps to try and resolve the issue first. In this case, the Complainant has exhausted South West Water's, South West Water Business' and Consumer Council for Water's (**CCWater**) complaints procedures and processes, respectively.
- 4.3 We are also satisfied that the Parties have considered our eligibility guidance documents and took reasonable steps to try and resolve the issue. As such, we consider it is appropriate for Ofwat to proceed with making a determination in this matter.

5. Draft determination

5.1 On 10 September 2019, we issued our draft determination to the parties. South West Water and South West Water Business did not provide any representations.

5.2 On 26 September 2019, the Complainant responded to the draft determination raising the following challenges:

- The Premises is listed for business rates due to the manner in which it is let not because it acts as a business.
- Ofwat should only be factoring in whether the Premises is liable for business rates/council tax as a first approximation when determining classification.
- Ofwat has inaccurately dismissed as irrelevant, evidence provided to it, in which the Complainant's insurer classified the Premises as a household. The Complainant considers this classification should be taken into account.
- Ofwat should adopt a consistent approach to classifying premises to avoid unfair and anti-competitive behaviour by water companies. The Complainant made reference to other premises in close proximity to the Premises that are used and operated in the same way but not classified by South West Water as being non-household.
- The second site visit that South West Water carried out, in November 2018, did not include an internal inspection. If it had, it would have uncovered the nature of the Premises as a home as it included his own personal possessions.
- Tenant's feedback of the Premise includes reference to it as a house, and a home. The Complainant believes this provides further evidence that the Premise should be classified as a household.

6. Final determination

6.1 We set out our final determination in this chapter. It has been informed by the legal framework, as set out in [Chapter 3](#), and the evidence and representations provided to us.

6.2 Our determination focuses on whether the Premises has been correctly classified as a non-household premises and should, therefore, remain in the non-household retail market.

A. The Complainants view

6.3 The Complainant considers that the Premises should not be eligible for the non-household market. As such, he disputes the decision made by South West Water and South West Water Business.

6.4 The Complainant moved outside the UK in 2012, where he is now a resident and is living in rented accommodation. The Complainant has stated that he may be required to return to the UK.

6.5 The Complainant considers the Premises to be his second home, with it only operating as a holiday rental whilst he lives outside of the UK. When he returns to the UK the Premises is his primary location. The Complainant provided Ofwat with a breakdown which sets out how the Premises has been used and occupied since 2016. This is set out in Table 1 below.

Table 1 – Method and time the Premises has been occupied (in weeks)

Premises use	2016	2017	2018	2019
Holiday let	[REDACTED]			
Complainant	[REDACTED]			
Friends/Family	[REDACTED]			
Empty	[REDACTED]			

- 6.6 Whilst the Complainant acknowledges that the Premises is rented out as a self-catering holiday unit, he asserts that this should not ultimately determine it as a non-household premises.
- 6.7 The Complainant has also referenced that his insurance company set out that it classifies a property where nobody is working, and no business is operating, as not being used for business purposes. As the Complainant has stated the Premises is being used as a holiday let, the Complainant considers this provides further reasoning for why the Premises should be classified as household.

Other premises

- 6.8 The Complainant has set out that there are other properties, in considerably close proximity to the Premises, which are rented in a similar way. The Complainant understands these other premises are not classified as non-household.
- 6.9 The Complainant made reference to another premises he owns, which has been acquired under buy-to-let and is located in the boundary area of Thames Water. The Complainant stated this premises is let to tenants through an agent, who use their own website alongside others to advertise the premise when it is available. The Complainant stated that Thames Water has not classified this premise as a non-household.
- 6.10 The Complainant has also referred to two other South West Water customers he is aware of, whose properties are also used as holiday rentals, but have not been classified as non-household customers:

- [REDACTED]

- 6.11 The Complainant believes there are many other properties in South West Water's area similar to theirs, which are not considered non-household. He considers, therefore, that the approach taken by South West Water is inconsistent.

6.12 Based on the above, the Complainant considers that the principal use of the Premises is as a home.

B. South West Water's view

6.13 South West Water considers the Premises to be non-household and, to this end, it considers it correctly placed the Premises in the non-household market. It has used the Eligibility Guidance and Eligibility Supplementary Guidance to support its reasoning which is outlined below.

6.14 Section 4.1 of the Eligibility Guidance sets out that, as a first approximation, market participants can rely on the classifications made to administer Council Tax and Business Rates to determine principal use. The Local Government Finance Act 1998 defines domestic properties as those that are liable for Council Tax only and non-domestic properties as those that are liable for business rates only.

6.15 South West Water initially identified the Premises as non-household due to it being listed on the Business Rates website as a self-catering holiday unit. The reason it was listed here, is explained on the website as "if your property is in England and available to let for short periods that total 140 days or more per year, it will be rated as a self-catering property and valued for business rates".

6.16 South West Water Business also referenced scenario 3.1.15 of the Eligibility Supplementary Guidance, which sets out that self-catering holiday units (such as the Premises which is advertised for rental throughout the year) that are not used principally as a permanent residence (i.e. where the Complainant's principal residence is outside of the UK) are eligible for the non-household market.

6.17 Taking the above into account, South West Water concluded that the principal use of the Premises was not as a permanent residence for the Complainant and, therefore, was eligible for the non-household market.

Web based investigations

6.18 South West Water carried out extensive web based investigations which identified two websites which featured the Premises advertised as a holiday rental. One was the Complainant's own website (see link [here](#)) and the other was the website of a letting company (see link [here](#)).

- 6.19 Both websites allow for the Premises to be booked for one week increments throughout the year and there are reviews on both websites from visitors who have booked and resided at the Premises as a holiday rental. The Terms and Conditions found on the booking page for the Premises (on both sites) state that the address of the owner (the Complainant) is outside of the UK. Equally, the biography for the Premises on the website states that the Complainant lives and works outside of the UK.
- 6.20 Taking the above into account, South West Water concluded that the Premises is predominantly used as a self-catering holiday unit and, as such, it cannot be deemed to be principally used as a home.

Site Visits

- 6.21 In addition to the above, South West Water also carried out site visits to further clarify the principal use of the Premises. Its first visit was in March 2017. At this time South West Water was still supplying the Premises as the market had not yet opened.
- 6.22 The second visit was carried out in November 2018 after the Complainant submitted a complaint to South West Water, through South West Water Business. In this complaint, South West Water was asked to conduct a further investigation into the principal use of the Premises. During both visits to the Premises, the following was assessed:
- Meter size, serial number, meter reading and Geographic Information System (**GIS**) coordinates;
 - Confirmation of water services received; and
 - Assessment of site use (type of premises i.e. household or non-household, car parking, on-site advertising and occupancy).
- 6.23 Following the above visits, and taking into consideration its findings from its web based investigations along with applying the Eligibility Guidance and Eligibility Supplementary Guidance, South West Water stated that the Premises was a self-catering holiday unit.
- 6.24 Taking the above into account, South West Water confirmed its conclusion was that the Premises is eligible for the non-household market.

C. South West Water Business's view

6.25 South West Water Business considers the Premises to be non-household and also it considers that it correctly placed the Premises in the non-household market. It used both the Eligibility Guidance and Eligibility Supplementary Guidance to support its reasoning.

Eligibility Guidance documents

6.26 South West Water Business used the Eligibility Guidance and Eligibility Supplementary Guidance to determine whether the Premises is eligible for the retail market, it found:

- There is no threshold requirement for licensees with a retail authorisation so, based on known volumes, the Premises is eligible. The Premises is also separate so can be assessed for eligibility on its own right;
- The Premises is not registered for Council Tax but is registered for Business Rates. As such, premises liable for business rates only will ordinarily be non-household premises in the definition of the Act. The description states the premise is a self-catering holiday unit;
- Whilst the majority of non-household use of water for a large part of its customer base is domestic, the premises are still non-household. It notes that the Eligibility Guidance mentions Section 218 of the Act which clarifies that water supplied for “domestic purposes” refers to water used for drinking, washing, cooking, central heating and sanitary purposes; and
- Figure 1 in the Eligibility Supplementary Guidance (see [Appendix 1](#)) details a process chart to help determine the eligibility of a premises. South West Water Business considers it demonstrates that the Premises should be classed as eligible for the retail market.

Business Rates/Council Tax

6.27 South West Water Business found the Premises is not registered for Council Tax but is registered for Business Rates. As such, premises liable for business rates only will ordinarily be non-household premises in the definition of the Act. South West Water Business concluded that if the principal use was as a second home the Premises should be registered for Council Tax but it is not. The property was previously eligible to pay Council Tax. However, its listing from the council tax register has been removed whilst the Complainant has had ownership of the Premises. The Premises is registered for Business Rates which suggest that the Premises is a business.

Web based investigations

- 6.28 South West Water Business used online tools such as address searches in Google. It found various website results advertising the Premises to rent on a self-catering holiday basis. Various websites advertise the Premises to be available for rent throughout the year. Together with websites such as Booking.com the Premise has its own website. For the majority of the year (up to February 2020) it is available for rent.
- 6.29 South West Water Business reviewed its findings and concluded that the principal use, based on the above information, is as a self-catering holiday let, and, as such, is not as a home and they should be eligible for the non-household market.
- 6.30 The Complainant considers that the tax classification of the premises should only be used as a first approximation when assessing the eligibility of a Premises. The Complaint states that the absence of a council tax classification does not automatically deem the premises a non-household, and that the reason the Premise is listed for business rates is due to the manner in which it is let, not because it acts a business.

D. Our decision

- 6.31 We consider that the Premises is a non-household and, as such, the proposed supply is in accordance with the retail licence held by South West Water Business. We set out below our reasoning for this and in assessing the eligibility of the Premises we have been guided by the process set out at Figure 1.

i. Extent of the Premises

- 6.32 Our guidance sets out that, in terms of determining the extent of a premises, we will distinguish between premises where the threshold requirement applies (i.e. when the premises are to be supplied by a licensed water supplier (**WSL**) or a water and sewerage licensee (**WSSL**) with a restricted retail authorisation) and premises where it does not (i.e. when the premises are to be supplied by a WSSL licensee with a retail authorisation).
- 6.33 In this case, we consider the threshold requirement does not apply as South West Water Business has a retail authorisation.
- 6.34 In terms of determining the extent of the premises, we understand the Premises to be a detached cottage. As such, we consider the extent of the Premises to be a single boundary premises. We do not consider the Premises

to be part of several premises connected through a single supply point connected to a private network.

- 6.35 The next consideration is whether the Premises is liable for only business rates. As set out above, we understand the Premises is only liable for business rates.
- 6.36 Taking the above into account, we consider the Premises to be eligible for the non-household market.

ii. Principal use of the Premises

- 6.37 As set out above, the Complainant lives, and works, outside of the UK, where he spends the majority of the year. The Premises operates as a self-catering holiday unit and is advertised as such on multiple websites.
- 6.38 The Complainant has set out how much time he has spent at the Premises and how often it has been rented since 2016 (see **Table 1**). This data shows that between 2016 and 2018 the Premises has been let as a holiday rental between [REDACTED] and [REDACTED] of the year. During that same period, the Complainant spent only [REDACTED] weeks at the Premises. This information demonstrates the Premises has been rented out for considerably more time than the limited time the Complainant has resided at the Premises.
- 6.39 The Complainant stated that he resides at the Premises when he returns to the UK. He views the Premises as his home as it contains personal possessions. That the Complainant has his home in, or in part of, the Premises, however, does not necessarily mean it is a household premises. For it to be classed as such its *principal* use must be as a home. As the data, provided by the Complainant, demonstrates its principal use cannot be regarded as a home. We consider, therefore, the principal use of the Premises to be a self-catering holiday unit.
- 6.40 In addition, as set out above, we also note that the Complainant pays Business Rates and not Council Tax for the Premises. The Complainant has stated the council tax band of the Premise should only be used as a first approximation when determining classification. We understand this has been the case, with both South West Water, and South West Water Business assessing the Premises tax band as a step forming the overall process chart (figure 1). Therefore we consider the tax band as further evidence that the Premises is not used primarily as a home.

6.41 We also note that section 3.1.15 of the Eligibility Supplementary Guidance sets out that self-catering holiday units are not used principally as a permanent residence and, as such, their principal use is not as a home and they are eligible for the non-household market. We consider this provides further reasoning for why the Premises is correctly classified as non-household.

iii. Other

6.42 As set out above, the Complainant considers we should factor into our decision the insurer's classification of the Premises. We are, however, determining whether or not the Premises is eligible for the non-household market in accordance with section 17E of the Act. The process for determining the eligibility of a premises, and the factors to be considered, are clearly set out in the eligibility guidance documents. As such, we do not consider the statement by the Complainant's insurance company to be determinative in assessing the eligibility of the Premises.

6.43 As set out above, the Complainant also referred to another premises he owns, and other properties he is aware of, that he understands operate in a manner similar to the Premises but are not classed as non-household. As set out in our legal framework (see [Chapter 3](#)), we consider complaints on a case-by-case basis when asked to make a determination under section 17E of the Act.

6.44 Unless a complaint, in respect of any of the other properties, is brought to Ofwat with a view of us making a determination, it is the duty of the retailer to ensure it is supplying only eligible Premises.

6.45 As set out above, the Complainant has set out that during the site visit that was carried out in November 2018, the assessment undertaken was solely external. The Complainant believes that if the site visit would have extended to inspecting the interior of the Premises, it would have been clear from personal possessions that the Premises was the home of the Complainant.

6.46 The Complainant was unavailable to attend the site visit due to living and working outside of the UK. However, we do not consider in this case that an internal inspection at the Premises would have resulted in its classification being determined any different by South West Water.

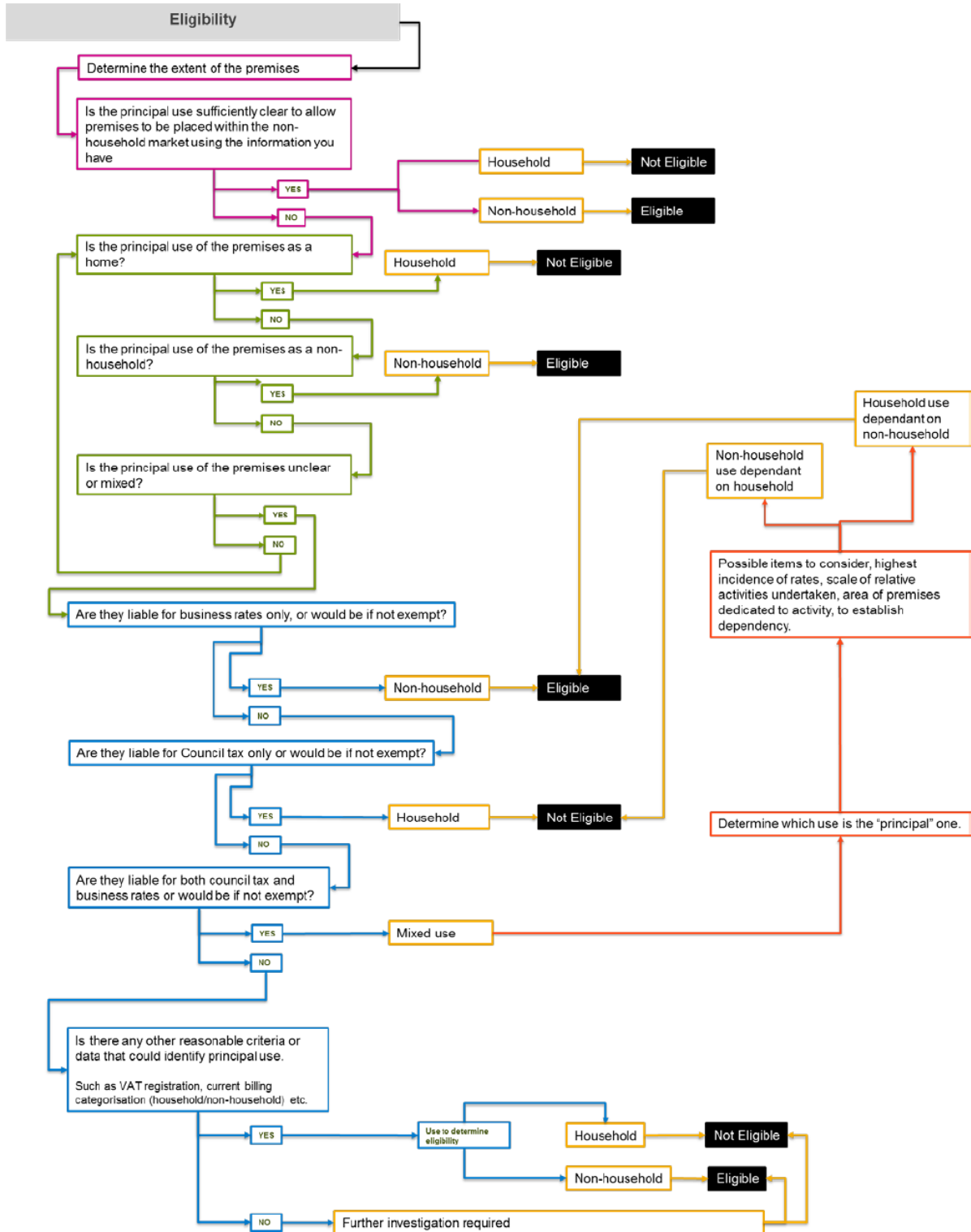
6.47 The Complainant has also provided reviews from guests of the Premises, in which some have referred to the Premises as a house, or home. We do not,

however, consider the personal views of customers of the Complainant within our Eligibility Guidance or Eligibility Supplementary Guidance.

E. Conclusion

- 6.48 Based on the above, we consider the principal use of the Premises is sufficiently clear. Its principal use is not as a home, as the Complainant does not live at the Premises, rather is used principally as a business, with the evidence indicating that in particular, the Premises is used primarily as a holiday let.
- 6.49 Based on this, and the reasoning set out above, we conclude that the Premises is a non-household and, as such, the proposed supply is in accordance with the retail licence held by South West Water Business.

Appendix 1: Eligibility supplementary guidance (Figure 1)



Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
We regulate the water sector in England and Wales.

Ofwat
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October 2019

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