

Emma Kelso
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Sent by email to: incodem@ofwat.gov.uk

Dear Emma,

Response to Incumbent Water Companies and the Development of Effective Markets' letter

Many thanks for the opportunity to provide feedback: we very much look forward to the outcome of this comprehensive review.

We have encouraged all the Self Supply licence holders to respond directly to you with regards to questions of relevance, namely questions 17a-c.

Given the majority of Wholesaler engagement is undertaken by us in our supporting role as Managing Agent we felt it appropriate to respond to questions 16a and b. Please find our response below:

16a. Have any Wholesalers been in touch with you directly to measure or gauge the quality of service they provide?

The following Wholesalers have made measurable efforts to be active through both the medium of Operational Service Delivery Review meetings and the regular issue of Point of Experience Surveys:

- Anglian Water
- Bristol Water
- Southern Water
- South West Water
- United Utilities

16b. Have you been contacted by Wholesalers directly to maintain and improve your relationship?

Proactive engagement has been limited to the Wholesalers listed above in response to question 16a, while efforts to extend the net of engagement wider has been limited.

The listed Wholesalers have actively engaged in maintaining and growing a collaborative relationship focused on how they can better facilitate their operational services and performance.

They have been open to discussing and implementing suggested new and/or bespoke ideas with United Utilities and Anglian Water serving as the standout partners in supporting the development of the self-supply market. This Wholesalers' unparalleled willingness to accept the mantle of first mover has been invaluable; helping to create innovative market solutions that have allowed measurement and improvement in three key areas, Alternative Credit, RWG Market Guidance and the introduction of consolidated billing.

More importantly, those who have actively engaged have helped deliver a better service experience to the customers we work with. We hope this continues and that others are encouraged to adopt a similar attitude that enhances the customers experience of the market.

Yours faithfully

Neil Pendle
Managing Director