

From: [REDACTED]
To: [CPCOPcodechange](#)
Subject: CPCoP consultation – CP0009 - Ofwat consultation on changes to the Customer Protection Code of Practice
Date: 03 December 2020 17:55:01
Attachments: [image001.gif](#)

The NFU represents 55,000 members across England and Wales. In addition, we have 20,000 NFU Countryside members with an interest in farming and rural life.

We are pleased to comment on this consultation which reviews retail water market protection in place for business customers during ongoing Covid-19 restrictions.

Whilst the operation of most farm businesses has not been curtailed by Covid-19 restrictions, farm businesses that have diversified into retail, for example have been subject to closure at in recent months.

We ask Ofwat to ensure that water retailers actively engage with business customers to establish whether they might have been affected by Covid related business disruption and to promote the availability of business support.

We also ask that water retailers take reasonable steps to maintain contact with business customers to ensure they are aware of the availability of Covid-19 repayment schemes. We want retailers to understand their customers' circumstances and tailor their plans before any kind of debt collection action is pursued.

[Paul Hammett](#)

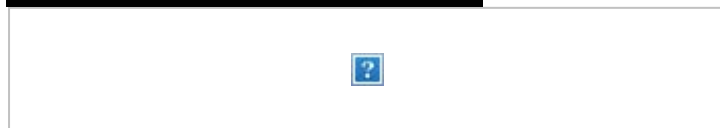
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