



The voice for water consumers
Llais defnyddwyr dŵr

**CCW's response to
Water Services Regulation Authority
(Ofwat) consultation on updating Ofwat's
charging rules**

2 July 2021

Introduction

1. CCW is the independent voice for water consumers in England and Wales. Since 2005, we have helped thousands of consumers resolve complaints against their water company, while providing free advice and support. All of our work is informed by extensive research, which we use to champion the interests of consumers and influence water companies, governments and regulators. We welcome the opportunity to comment on this consultation.

Response to specific questions

Question 1: Do you agree with the proposed rule changes? Please offer alternatives if you think they would better achieve our intentions?

and

Question 2: Do you agree with our proposed changes in Appendices 1,2 and 3?

2. We agree with the proposals outlined in the consultation, including the proposed changes to Appendices 1 and 3. We fed back our views on terminology, as covered in Appendix 2, at a recent water company-led discussion about sectoral proposals. A small number of self-lay providers and developers attended this meeting. We feel that the water industry needs to agree any universal terminology with a wider selection of developers and NAVs.

Question 3: We seek your views on our clarification of the five-year rule. In particular, we would like to know of any potential implications for charges and customers' bills from companies following our interpretation?

3. The proposed approach seems reasonable but there is no information on whether any changes in methodology might be likely to lead to significant increases in charges. The market for new connections has experienced a number of policy revisions over the last few years, resulting in some significant increases in charges. Further increases may affect developer confidence and trust in the industry. With this in mind, we would like to suggest that if this change is made, companies are given enough time to assess the likely impact on infrastructure charges so that they can develop handling strategies to help developers manage any significant increases.

Enquiries

Please address any enquiries about this consultation to:

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