

7<sup>th</sup> March 2022



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Please ask for Jamie Jones  
Our Ref JJ/Con  
Your Ref

Dear Ofwat,

**Response to Consultation on Proposed Modification to Condition C of English Water Companies' Licences.**

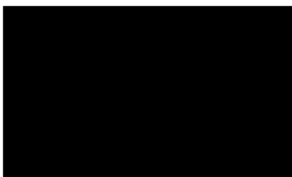
Thank you for the opportunity to respond to your consultation.

We are in agreement with the proposal to remove condition C from the licences of English water companies with effect from 1 April 2022.

As stated in the consultation, the current wording of the condition might apply in certain circumstances, but Condition C does not provide any additional customer protection over and above that which is already provided by the existing charging rules.

We are also in agreement to reduce the period, following the consultation and the modification taking effect, from 56 days to 14 days.

Yours faithfully,



**JAMIE JONES**  
Regulation Manager