

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

17 December 2021

To Retailer CEOs and Regulatory contacts

REC Review – Retailer Update

We have published a [Review of the Retail Exit Code consultation](#) setting out our proposed approach to reviewing the price and non-price protections set out in the Retail Exit Code (**REC**). We welcome responses to this consultation by 5pm Monday 31st January 2022.

As part of our review, we will need to seek further detailed information from Retailers regarding their past and anticipated retail costs; in particular we will seek to understand the forward-looking costs that an efficient Retailer may incur in serving customers. We intend to send Retailers a draft Request for Information (**RFI**) by the end of January 2022, for comment by the second week of February 2022. We are exploring the possibility of hosting a webinar in the second week of February as a means of receiving and discussing feedback on the draft; further details will be circulated in due course. Following this, we plan to send Retailers a detailed RFI in the latter half of February 2022 with responses due 6 weeks thereafter.

Given the importance of Retailers' data submissions to the RFI, it is crucial that Retailers provide accurate, assured, and high-quality information to Ofwat in line with Licence Standard Condition A8. We expect Retailers to complete a full set of data tables in line with the guidance and line definitions for each table which will be set out in the RFI.

Furthermore, we will be looking for assurance on behalf of your company's Board that your company has undertaken robust and adequate assurance processes to ensure your information is consistent, accurate and reliable. I would also like to highlight that further RFIs may be necessary during the course of 2022 as we undertake our review.

Yours sincerely

Georgina Mills
Director Business Retail, Ofwat