

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Anglian response to proposed changes to Eligibility Guidance and Supplementary Eligibility Guidance
Date: 28 February 2022 14:08:54
Attachments: [REDACTED]

Good afternoon,

Thank you for sharing the draft updated eligibility guidance and for the opportunity to respond to the consultation on this. Having reviewed the consultation and guidance, we are supportive of the changes proposed and welcome the updated guidance. Our response to the consultation questions are provided below. We have one suggestion on where additional clarity would be useful and this is highlighted in response to question 2 below.

1. Do you have any concerns about our proposed changes?

We welcome the changes proposed by Ofwat to update the eligibility guidance, and do not wish to raise any concerns

2. Is there anything in respect of eligibility for the business retail market that the proposed updated guidance does not cover that you consider would be useful? If so, please provide details of why this would be useful.

Further guidance in relation to the following part of section 2.2 – 'How to establish the extent of premises' would be useful:

In certain circumstances, it may be justifiable for a retailer to supply several non-household properties through a single supply point – for example, because they are supplied via a private distribution network (for example, such as on certain industrial estates) and there is evidence of a joint billing agreement. In such circumstances, these properties should be treated as a single premises.

There have been a small number of issues across the market relating to private networks and we believe the review to the guidance may provide greater clarity in this area. In particular, guidance on how parties should reach a final decision where a customer who is supplied via a private network wishes to select their own retailer, and no common agreement on eligibility is reached between the customer, retailer, and wholesaler, would provide useful clarity in the decision-making process for eligibility in this scenario. We would welcome the opportunity to discuss this further with Ofwat.

3. Are the scenarios provided in the updated guidance comprehensive enough? Are there any missing that would be helpful, or are there some scenarios that are no longer required? If so, please provide details of why you believe this to be the case.

We support the scenarios set out by Ofwat in the guidance, and do not consider any changes need to be made here.

If you have any questions in relation to our response, please do not hesitate to get in touch with myself in the first instance. As set out above, we would also welcome the opportunity to further discuss the issue of eligibility on private networks.

Kind regards



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