

18th February 2022



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Please ask for
Our Ref
Your Ref



Dear Ofwat,

Response to statutory consultation on proposed changes to Eligibility Guidance and Supplementary Eligibility Guidance

Thank you for the opportunity to respond to your consultation. Please find below our response to the three questions outlined in the consultation document.

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

No. We feel the proposed changes are logical.

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.

No.

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.

In our experience and based on the queries we have received on eligibility there has been sufficient information available in the scenarios to enable us to come to an agreement with the customer and the retailer, therefore we feel the guidance is comprehensive enough.

We are always looking for ways to improve, collaborate and deliver the very best for our customers, our society and our environment, and therefore fully support your three strategic goals. We also agree with the themes that you expect to remain important through the current price control period and beyond.

Yours faithfully,

