

Direction to comply with REC and accompanying letter: Update in light of Freedom of information request

On 31st January 2023 Ofwat wrote to five retailers with a Direction to comply with the terms of the Retail Exit Code ([REC](#)):

- [Direction to comply - Ofwat](#)
- [Direction to comply letter - Ofwat](#)

The REC sets out the determination of maximum prices that retailers may charge Group One business customers (those consuming up to 0.5Ml per year) and Group Two customers (those consuming between 0.5Ml and 50Ml per year) who have not entered into new terms with a new or existing retailer.

On 27th February 2023, Ofwat received a Freedom of Information request asking for the identity of the five retailers subject to the above Directions. We can confirm that the five retailers subject to the Directions are:

- Business Stream;
- Everflow;
- SES Business water;
- WaterPlus; and
- Wave.

Ofwat

March 2023