

Do you agree with new rules to get better customer services from your water company?

We know water companies could serve you better

If you live in England and Wales, who you get your water from (and who takes away your wastewater) is decided by where you live, not by you choosing a provider. Many customers are satisfied with services they receive from their monopoly water company (or companies, if you have different ones for water and wastewater). There are many examples of water companies and their staff going above and beyond for their customers.

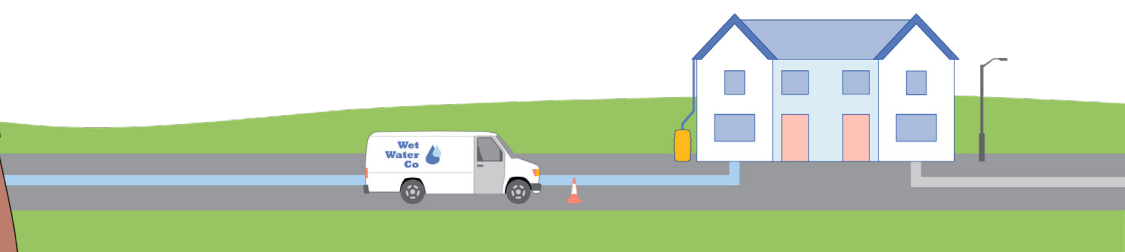
But there are also many instances where customers feel let down.



There are far too many examples of companies failing to support and communicate with customers, or manage complaints and compensation fairly when things go wrong.

There are examples of repeated failures, where water companies aren't learning from their mistakes – or foreseeing and acting quickly enough to customers' diversity of needs.

Many people have lost trust in water companies and don't feel they have their customers' interests at heart.



Ofwat wants to change water companies' licences to get them to do better

Ofwat, the economic regulator of water and wastewater services in England and Wales, is planning to introduce a change in water companies' licences to get them to deliver high standards of customer service and meet the full diversity of their customers' needs.

The change to their licence will mean each company will need to make sure:

- customers are well informed;
- when something does go wrong, affected customers have confidence their company will put it right; and

- all customers' needs are identified, understood and met by companies in the services and extra help they provide.

Ofwat will be able to set new rules in areas where companies need to improve. And if companies don't stick to those rules, we can force them to improve or fine them.

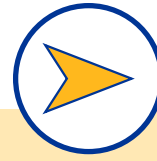
It may sound quite basic. But we think it will drive big changes in how your water company treats you. And not just if you need to speak to them about your bill, but every time you and they meet.

From keeping it neat if they fix a leak in your street, to working harder to stop a flood from poo you flush down the loo. From giving you help to afford your bill, to giving you an extra hand if you are ill. We want water companies to be laser focused on what you and other customers need.

We think the change will benefit you, other customers... everyone



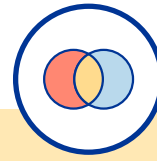
Household customers, including those who need an extra helping hand with services or affording their bills, will get companies to focus on their needs.



Anyone will be able to check, challenge and influence the support water companies give to their customers.



Business customers in Wales, who are not able to choose their water company either, will get companies to focus on their needs too.



Ofwat and customer organisations will work together to develop new rules where we think they are needed to improve standards and protect customers.

Help us help you: tell us what you think

But we want to know what you think.

- Do you agree with the new licence change?
- Are there any examples of water companies going above and beyond for you or other customers?
- Are there any examples of water companies letting you down, particularly if you have any extra needs that mean you need extra help with services?
- Are there any other areas where you hope the new licence will change how water companies treat you or other customers?

Let us know what you think as we are working on this now and will make our final decisions in the autumn.

You can tell us what you think by email to:

customerfocus@ofwat.gov.uk

Or by writing to:

Customer licence condition consultation response
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

The closing date for receiving comments is Friday 7 July 2023.

You can also read and send us your views on the full consultation on our [website](#).

If you are not happy with the service provided by your water company or retailer, you can ask [CCW](#), the voice for water consumers to help resolve the problem. You will have to follow your water company or retailer's complaint process first.