

## Variation of Independent Water Networks Limited's appointment to include Camden Goods Yard, Camden, London

On 7 October 2021, Ofwat began a [consultation](#) on a proposal to vary Independent Water Networks Limited's (“**Independent Water Networks**”) appointment to become the water and sewerage services provider for a development in Thames Water Utilities Limited's (“**Thames Water**”) water supply area and sewerage services area called Camden Goods Yard, Camden, London (“**the Site**”). Details of the application and our assessment of it were set out in the consultation document.

The consultation ended on 8 November 2021. During the consultation period, we received representations from three organisations, which are summarised in Section 1 of this document.

We will only make an appointment or variation if our assessment concludes that the application meets the criterion it has been made under; that customers or future customers on the Site will be no worse off than if the Site had been served by the existing appointee; and if the applicant will be able to finance the proper carrying out of its functions as a water and/or sewerage company. As set out in our consultation we are satisfied this is the case. The responses we have received to the consultation have not changed that view.

Having assessed Independent Water Networks' application and having taken account of the responses we received to our consultation, we decided to grant a variation to Independent Water Networks' area of appointment to allow it to serve the Site for water and sewerage services. This appointment became effective on 18 May 2023.

The Site Maps for the variation can be found in Section 2 of this document.

The Variation Notice legally making the variation can be found in Section 3 of this document.

## 1. Responses received to the consultation

We received responses to our consultation from three organisations: the Consumer Council for Water (“**CCW**”), Drinking Water Inspectorate (“**DWI**”) and the Environment Agency.

The DWI and the Environment Agency had no comments to make with regard to this consultation and did not have any objections. CCW's response is set out below.

We considered these responses before making the decision to vary Independent Water Networks' appointment.

### CCW

CCW stated that in general it expects new appointments and variation appointees to match or ideally better the incumbent's prices, service levels and service guarantees.

CCW noted that Independent Water Networks proposes to charge customers on the same basis as Thames Water and it is disappointed that there will be no direct financial benefit to customers being served by Independent Water Networks. CCW said under this arrangement customers will be no worse off in terms of the amount they will pay but they will also not be any better off, than if Thames Water was their provider. However, it noted that Independent Water Networks offers discount to customers who are able to and opt to take up e-billing or paying by direct debit.

CCW noted that Independent Water Networks will not offer its financially vulnerable customers a social tariff in the way that Thames Water can. However, CCW recognised that Independent Water Networks will offer the standard WaterSure tariff for qualifying customers. CCW stated that this is a disbenefit of this variation, but until Independent Water Networks can provide a formal social tariff, it is appropriate that it tailors some of the services it provides. CCW expects Independent Water Networks to offer appropriate flexible support to any individual in financial difficulty, who would otherwise benefit from a social tariff. It noted that this should not be at the expense of its other customers. CCW said that it recognises that by matching Thames Water charges, Independent Water Networks already benefits from the cross-subsidy Thames Water's customers pay to support its social tariffs.

CCW said that it notes that Independent Water Networks generally matches or exceeds Thames Water's service standards, therefore, overall, it supports this application. For example, Independent Water Networks offer greater compensation for low water pressure, or for failing to read a meter once a year and it also offers a free leak repair service on customers external supply pipes. CCW noted our assessment that customers on the Site, will not be any worse off in terms of the level of service they receive from Independent Water Networks, than if they were served by Thames Water and said it is satisfied that this is correct.

CCW recognised that we calculated a potential annual increase of £0.01 on both the water and sewerage bills of existing Thames Water's customers. CCW said that whilst it appreciates that this will have a very small impact on bills, but stated it is unclear if there are any significant benefits for Thames Water's customers from this arrangement. CCW states its questions the value of a NAV regime if it cannot deliver benefits to all customers.

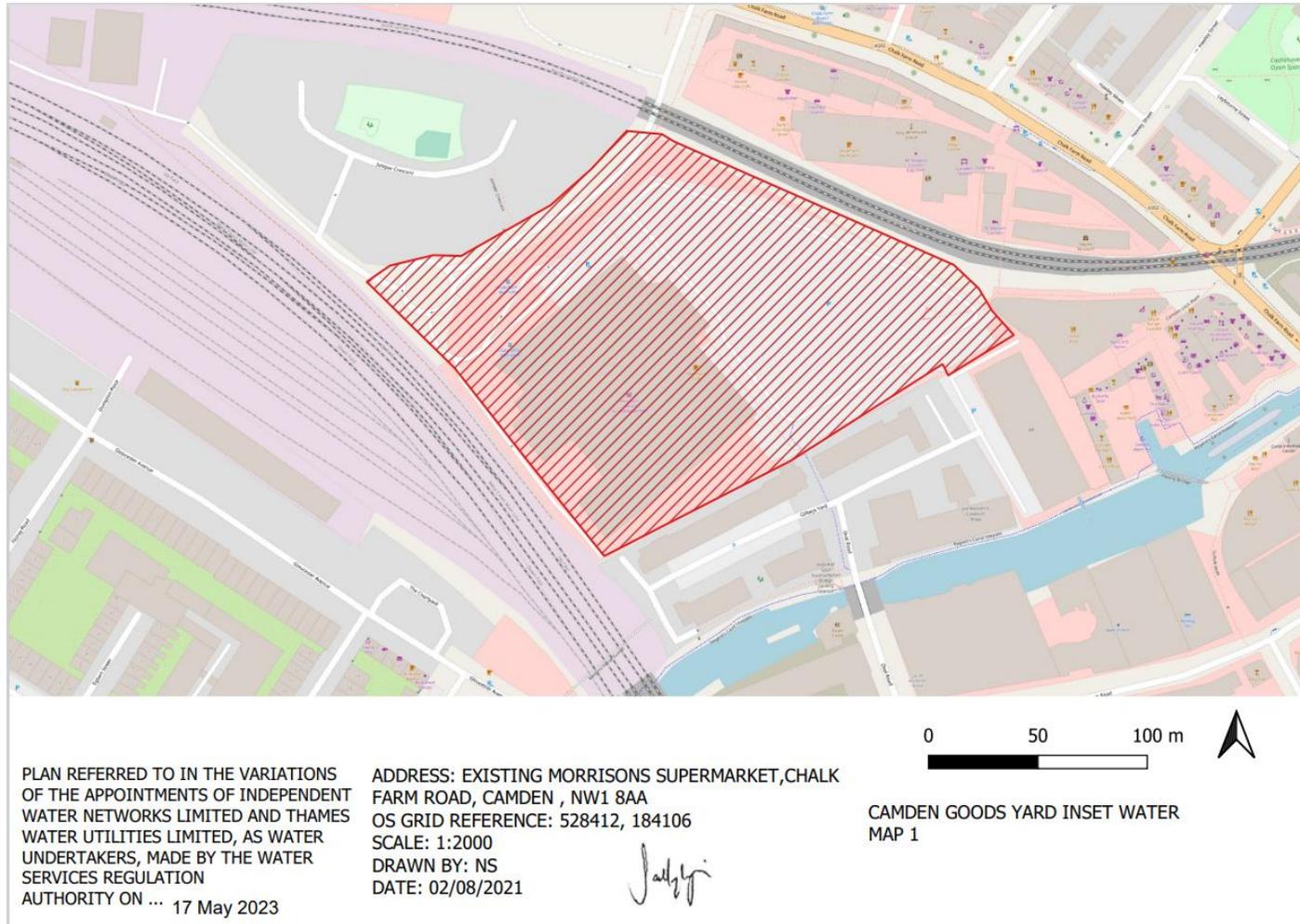
### **Our response**

One of our key policies when considering NAV applications, is that customers should be no worse off if a new appointment and variation is granted. That is, an applicant must ensure its new customers are made no worse off in terms of charges and service than if they had been supplied by the previous appointee. We do not require applicants to better the service and price of previous incumbents.

Vulnerable customers may not be aware of the social tariff that would be available to them if they were served by the incumbent rather than by the applicant. It is the responsibility of the applicant to identify and protect vulnerable customers on the Site. Although the applicant does not offer a social tariff, it should ensure customers will be no worse off.

## 2. Site Maps

### Water



## Sewerage



PLAN REFERRED TO IN THE VARIATIONS  
OF THE APPOINTMENTS OF INDEPENDENT  
WATER NETWORKS LIMITED AND THAMES  
WATER UTILITIES LIMITED, AS SEWERAGE  
UNDERTAKERS, MADE BY THE WATER  
SERVICES REGULATION  
AUTHORITY ON ... 17 May 2023

ADDRESS: EXISTING MORRISONS SUPERMARKET, CHALK  
FARM ROAD, CAMDEN, NW1 8AA  
OS GRID REFERENCE: 528412, 184106  
SCALE: 1:2000  
DRAWN BY: NS  
DATE: 02/08/2021

0 50 100 m

CAMDEN GOODS YARD INSET SEWERAGE  
MAP 1

### 3. Variation Notice

**WATER SERVICES REGULATION AUTHORITY  
WATER INDUSTRY ACT 1991, SECTIONS 6 TO 9**

**Variation of the Appointments of Independent Water Networks Limited and Thames  
Water Utilities Limited as Water and Sewerage Undertakers**

Made on 17 May 2023

Coming into effect on 18 May 2023

1. Independent Water Networks Limited ("Independent Water Networks") and Thames Water Utilities Limited ("Thames Water") hold Appointments as water and sewerage undertakers for their respective areas ("the Appointments").<sup>1</sup> The areas to which the Appointments of Independent Water Networks and Thames Water as water and sewerage undertakers relate ("Water Supply Area" and "Sewerage Services Area") are set out in their Instruments of Appointment.
2. The site called Camden Goods Yard, in Camden, London, which is shown edged in red on the plan attached to this variation, ("the Site") is within Thames Water's Water Supply Area and Sewerage Services Area. The Site is being developed by St George West London Limited.
3. Independent Water Networks has applied under section 7(4)(b) of the Water Industry Act 1991 ("the Act") for a variation of its Appointment as a water and sewerage undertaker to include the Site and for a consequential variation of Thames Water's Appointment as a water and sewerage undertaker to exclude the Site.
4. On 27 June 1995, the Secretary of State for the Environment and the Secretary of State for Wales acting jointly and pursuant to sections 6(1) and 7(2) of the Act authorised the Director General of Water Services<sup>2</sup> to make variations such as those contained in paragraph 5 below. After public consultation, as required by section 8 of the Act, the Water Services Regulation Authority has decided that it should grant Independent Water Networks' application.
5. Therefore, as provided by sections 7(2) and 7(4)(b) of the Act, and with the agreement of St George West London Ltd, the Water Services Regulation Authority **varies**–
  - (a) the Appointment of Independent Water Networks as a water and sewerage undertaker, so that the Site is included in Independent Water Networks' Water Supply Area and Sewerage Services Area; and

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<sup>1</sup> Thames Water's original Appointment as a water and sewerage undertaker was made by the Secretary of State for the Environment under sections 11 and 14 of the Water Act 1989, now replaced by sections 6 and 11 of the Water Industry Act 1991. Independent Water Networks' original appointment was made by the Water Services Regulation Authority under sections 6 and 11 of the Water Industry Act 1991.

<sup>2</sup> With effect from 1 April 2006 the functions of the Director General of Water Services were transferred to the Water Services Regulation Authority in accordance with section 36 of, and Schedule 3 to, the Water Act 2003.

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- (b) the Appointment of Thames Water as a water and sewerage undertaker,  
so that the Site is excluded from Thames Water's Water Supply Area and  
Sewerage Services Area.

**Signed for and on behalf of the Water Services Regulation Authority**

A handwritten signature in black ink, appearing to read 'Sally Irgin', is positioned above the printed name and title.

**Sally Irgin**  
**Director of Enforcement**