

# OFWAT

## Putting Water Customers First

### Consultation questions

This submission to Ofwat has been produced by the Worshipful Company of Water Conservators in response to the consultation by Ofwat on 'Putting Water Customers First.'

The Worshipful Company of Water Conservators (WCWC), is the City of London Livery Company, focussed on the long-term health of our water resources and the broader environment. Our members include senior professionals from water, environmental and related industries and regulators, along with others who share our passion for water and the environment. Our experience and knowledge ranges from the complexities of environmental sciences, through the application of engineering to deliver the goals identified by those sciences, and the subsequent management of the assets created. The Company's purpose is *Promoting a diverse and sustainable environment*

1. Do you have any comments on the outcomes or examples?

None

2. Do you have any suggested changes to the proposed wording of the principles to meet our specified outcomes for households?

None

3. Do you agree with our proposed approach to exclude non-households from the condition relating to customers struggling to pay or in debt, consistent with corresponding non-households served by a retailer?

Yes

4. Do you agree with our proposed approach that the remainder of the licence condition apply to non-household customers without a retailer?

Yes

5. Should any areas of customer service be prioritised in our development of the guidance? If so, which areas?

4.6 first

Then 4.1, 4.2 and 4.3

6. Which matters / company activities will benefit from having more detailed guidance, and which less?

We support more data and detail.

Emphasise the importance of smart metering in improving communications between utilities and their customers, especially for identifying potential problems at an earlier stage.

7. Do you agree with our proposal to include reference to CCW as a consultee within guidance?

Yes

8. How can we gather further insight on company performance in this area?

Again, smart metering as a data tool. Given the challenges in the electricity smart meter roll-out, it is necessary to appreciate what has gone wrong there before a national smart water meter rollout starts.

9. What are your views on annual reporting requirements to monitor compliance against the licence condition?

Support this. Where more regular and formal monitoring takes place, it assists in the process of starting to rebuild public confidence.

10. What are your views on our proposed timescales for implementation?

They should be effectively in force and in operation by the start of AMP 8 (April 2025).

11. What are your views on consequent changes to other conditions in licences and are there any other changes we should make?

Support Condition J in particular.

Dr David Lloyd Owen  
Court Assistant  
The Worshipful Company of Water Conservators

Please email your response to [customerfocus@ofwat.gov.uk](mailto:customerfocus@ofwat.gov.uk)