

## **11. Do you agree with our proposed approach to how water companies should use our guidance?**

### **Age UK**

We don't need to submit anything additional for this one.

### **ESP Water**

Thank you for the opportunity to reply to this question as well. We have revisited the consultation documents and are in agreement with the proposed approach as to how water companies should use the vulnerability guidance. We support all measures to help vulnerable customers and agree this should be covered in companies vulnerability strategies. However, as with our replies to other questions in the consultation, expectations should be proportionate to the size of our companies and to the type of customers that need extra help on our sites.

### **Plain Numbers**

We don't have anything additional to respond but thank you for giving us the option