

CPCoP Tranche 1 Consultation Response
Ofwat
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Westferry House
London
E14 8RH

23 October 2023

Proposals to update the CPCoP (Tranche 1 Changes) Consultation

Dear Sir/Madam

Thank you for the opportunity to respond to Ofwat's proposal on the first tranche of changes to the Customer Protection Code of Practice (CPCoP).

We welcome Ofwat's phased approach to the proposed changes and we are supportive of the proposals contained in the consultation. This includes the removal of COVID-19 provisions, introducing an amendment to allow Ofwat to make future Non-substantive Changes to the CPCoP without formal consultation, and administrative updates.

While reviewing the proposed legal drafting, we identified some minor inconsistencies in the capitalisation of "the Authority", "the Council", and "Non-substantive Change" which we wanted to highlight to assist with the final document. We also noticed the non-alphabetic insertion of "Non-substantive Change" in the Definitions Table in Section 1.1.

I hope these comments are useful and we look forward to the consultation on the second tranche of more complex and substantive changes to the CPCoP in the near future.

Yours faithfully



Senior Regulation and Compliance Manager

Naturally different.