

# Consultation on proposals to update the Customer Protection Code of Practice (Tranche 1 Changes).

## United Utilities response – October 2023

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We welcome the opportunity to comment on the proposed tranche 1 changes to the CPCoP and agree that the proposals are minor in nature, our response reflects this. We do not see an issue with the proposal to allow Ofwat to make non-substantive changes to the CPCoP without a requirement to consult on the change for 28 days. The proposals looks to move the requirement to consult to a requirement to notify with companies having the opportunity to object. We believe that this change is appropriate, however as the protections from inappropriate changes are dependent on companies being notified it is therefore important that the process for providing notice be clearly set out and followed. A notice process to be effective the following is required:

- A notice must be clearly identifiable as being a notice provided under the specific regulation or legislation.
- This notice should also be clearly published on an obvious section of Ofwat's website.
- An appropriately titled email should be sent to a predetermined email address. A secondary addressee should also be messaged to ensure the recipient identifies the notice in a timely manner.
- Once a change has been made it must be clear as to the change to the CPCoP that has been made so it can be easily identified.

This process should be consistent with the provision of other notices so that trading parties receive appropriate opportunities to raise concerns in relation to changes in a timely manner. In terms of changes to the CPCoP we would envisage the need to respond would be uncommon, but the validity of the process is important to facilitate the removal of the need to consult.

An effective notification process not only ensures companies are able to demonstrate compliance and ensure changes are implemented rapidly, but also enables companies to be held accountable for non-compliance.

The other changes proposed covering reference to Ofwat and CCWater, email address and removal of the COVID-19 provisions appear appropriate.