



## **Customer Protection Code of Practice – Tranche 1 Changes**

### **a) Allow Ofwat to make non-substantive changes to the CPCoP without a requirement to consult on the change for 28 days**

Wave agrees with the proposed change, this is more in keeping with MOSL's current practices of non-substantive housekeeping, allowing minor changes to be implemented without the need for consultation. The option for a party to challenge a decision within 20 days is also welcomed.

### **b) Require Ofwat to notify relevant stakeholders when we receive or make a CPCoP change proposal.**

This is a positive change, this will ensure that all relevant parties are actively contacted, instead of relying on Ofwat's email subscription service, which can be unreliable. For Retailers, Ofwat should use the registered points of contact Ofwat holds for each Retailer as "the persons they consider appropriate".

### **c) Remove all requirements linked to COVID-19**

As Wave suggested removing COVID-19 requirements in our response to the CFI, we are supportive of this change.

### **d) Update the email address which Code Change proposals should be sent to**

Wave agrees.

### **e) Clarify that references to "the Authority" and "the Council" in the Code refers to Ofwat and CCW respectively**

Wave agrees.