

FAO [REDACTED]

Tel 01480 323000

[www.anglianwater.co.uk](http://www.anglianwater.co.uk)

By Email only: [customerfocus@ofwat.gov.uk](mailto:customerfocus@ofwat.gov.uk)

23 November 2023

Dear [REDACTED]

**Consultation under sections 13 and 12A of the Water Industry Act 1991 on proposed licence modifications to introduce customer-focused principles for all water companies (October 2023)**

Thank you for sending us the above consultation on 12 October 2023. We at Anglian Water are really pleased to see the steps you are taking to tackle instances of poor treatment of customers, and fully accept that it is right and proper to hold companies (including Anglian Water) to account where customers are harmed and/or repeatedly failed. We think the licence modification will open up avenues to strategic regulatory conversations about customer service, but in particular will act so as protect the most vulnerable in our society.

We are also of the view that the manner in which Ofwat intends to introduce the condition, by replacing the current condition G with principles underpinned by guidance, will be a much more agile means of allowing the licence conditions to move with the times than has been the case in the past. We agree too that the value of condition J has run its course.

I am pleased therefore to convey Anglian Water's agreement to the proposed modifications to the conditions attaching to the Instrument of Appointment.

Yours sincerely

[REDACTED]

[REDACTED]  
Regulation Director