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07 July 2023

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Dear All,

Consultation under Section 13 and 12A of the Water Industry Act 1991 on proposed licence modifications to introduce customer-focused principles for all water companies – ESPW response

Thank you for the opportunity to respond to your consultation. I can confirm that this response is not confidential. As you know, ESP Water Limited (ESPW) is a new NAV having been appointed in July 2022 for our first development. We are growing quickly and have already been appointed to 31 NAV sites across England and our portfolio of future projects is similarly growing rapidly.

We are very supportive of replacing the current Condition G with a new customer focused licence condition and the deletion of Condition J for all companies including NAVs. As we explained in our response to your consultation in May, good customer service is at the heart of our multi-utility business, and we are very familiar and supportive of the principle-based customer care approach you have adopted here. We can see clear benefits for our consumers and those that need extra help by including these principles in the licence condition and holding companies to account in delivering them.

We have no further comments on the wording included in Annex 1 and are supportive of the inclusion of a guidance register as explained in Annex 2.

Please do not hesitate to contact me on [REDACTED] should you wish to discuss our response or have any further questions.

Yours sincerely,

[REDACTED]

[REDACTED]

Head of Regulatory Compliance (Water)