Re:

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

Hello,

I know this is a very last minute response for which I apologise - I had no idea it was taking place.

My comment is extremely heartfelt. Sadly caused by repeated deep frustration and distress generated by the repeated actions of my water supply company.

As a domestic customer and one of those who have had payment issues with my account I find the behaviour I have encountered repeatedly over the last year or so very disturbing. They have kept losing payments within their system then set the force of the debt collection machine on me (and reported the fictional defaults to credit reference agencies) with utter disregard to the notes on the system from each previous occasion.

They have repeatedly internally created falsified "payment agreements" as mechanisms to reset after each of the companies failures - which as I did not agree them cannot actually be agreements for the simplest of reasons, agreements need both parties to agree. These have each then supposedly been breached whenever they internally temporarily lose payments they have provably received (paid by Standing Order) and then the whole thing starts again. And of course each time they have failed I am yet again put into the sights of the companies debt collection mechanisms - PLUS they each time add further unwarranted bad marks onto my credit references. These actions have been having real world consequences for me!

Apart from the heavy handed approach, and the repeated administrative failures, the heart of this is that myself as customer have nobody other than the water company themselves I can complain to. And indeed nobody but the very departments that are repeatedly failing and covering up.

IF there was a third party who could be escalated to who could review potential serious and/or repeated breaches of G3 principles then I would perhaps feel less depressed about your proposals. However as they are, with the water supply companies having no outside parties genuinely reviewing outcomes and compliance, sadly I feel this will be just another case of a lip-service tinkering for the sake of appearance.

G3 section, and especially G3.5 and G3.6 need to have an outside party to whom customers can report egregious cases of non-compliance. And that party needs "teeth".

More details available on a confidential basis upon request.

Thank you for reading this,

