



Customer Licence Condition Consultation response  
Ofwat  
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To the Customer Focus team,

### Customer Licence Condition Consultation

I am writing to you in response to Ofwat's October 2023 consultation 'proposed licence modifications to introduce customer focused principles for all water companies'.

We are supportive of the modification proposals detailed in the consultation and specifically the changes suggested to Condition G and J aligned to the implementation of customer focused principles to drive service improvements for customers. We also recognise that this will provide Ofwat with the appropriate levers to challenge companies to improve services for customers and agree that this should apply to all water companies including NAVs.

We welcome the process of learning from other sectors, such as the Financial Conduct Authority (FCA) and Energy sector and would recommend that learning from other sectors should continue as a matter of course moving forward.

I hope that this response is helpful. If you have any questions or would like to discuss these in more detail, please feel free to get in touch.

Yours sincerely

[Redacted signature]

[Redacted name]

Head of Regulation and Compliance