



Customer Focus Team
Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Registered Office:
Portsmouth Water Ltd
PO Box 8
Havant
Hampshire PO9 1LG

Tel: 023 9249 9888

Web: www.portsmouthwater.co.uk

Please ask for
Our Ref
Your Ref



23rd November 2023

Dear Customer Focus Team,

Portsmouth Water: 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 response.

We welcome the opportunity to respond to your consultation on the proposal to modify water company's licence with a new Condition relating to customer service.

As a company we remain committed to delivering a great service for our customers, stakeholders and our region and are supportive of customers being protected when they do not receive an appropriate service.

In relation to the proposed "Principles of Customer Care" we re-iterate our views of:


- G.2.1 and G.2.2 – We support transparency and an approach that ensures, through policies and procedures, that we meet the expectations of our customers and that we work with regulators and CCW in delivering these policies.
- G.2.3 – We meet regularly with CCW in relation to customer delivery and focus on areas relating to complaints and lower performance areas. This provides a practical forum to helping ensure any impact on customers is discussed and solutions to resolve are understood.
- G3.1 – Communication is key, and we adopt this approach now as well as undertaking significant work to ensure our approach is fit for the future through new systems and approaches.
- G.3.4 – Horizon scanning and stakeholder management remains part of our commitment to delivering appropriate and relevant services in a great way.
- G.3.5 – As part of our business plan we set out how we would support customers in vulnerable circumstances.

We support the changes made to the wording of new Condition G since the initial consultation. We also agree that removal of Condition J, which contains outdated levels of service information requirements, and reliance on Ofwat's general information gathering powers is sensible.

We understand Ofwat intends to develop specific reporting requirements for companies to demonstrate compliance with the new licence condition. We welcome this and look forward to further engagement on these requirements.

Overall, we remain highly supportive of the implementation of this licence condition and we look forward to working with Ofwat further in the detail of implementing this condition.

Kind Regards,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering the name of the Chief Customer Officer.

Chief Customer Officer