

23 November 2023



Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

By email: customerfocus@ofwat.gov.uk

Dear Ofwat

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

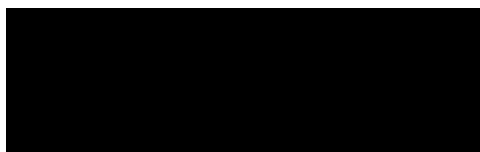
Thank you for the opportunity to respond to this consultation.


As stated in our response to your Putting water customers first consultation in July 2023, overall, we are highly supportive of Ofwat's objective of seeing high standards of customer service and support for the full diversity of customer needs across the water sector. With this in mind we agree with your proposal to introduce customer-focused principles for all water companies, and the proposed licence modifications to Conditions G and J.

We note that it is not Ofwat's intention to give less than 56 days' notice of the modifications of each company's licence coming into effect. We ask that companies are given a reasonable period within which to close any gaps identified between current service delivery and the principles adopted, particularly where detailed guidance has yet to be finalised such as in the case of Vulnerability Guidance and Core Customer Information. We also ask that Ofwat provide confirmation of the associated monitoring regime as soon as it is able, ensuring that it is proportionate and does not add unduly to the regulatory burden.

I hope that this response is helpful. As always, I am happy to clarify or discuss any matters noted in this response further with you if you would like to discuss them further.

Best regards




Chief Customer Officer
SES Water

