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south east water

# Consultation on proposed licence modifications to introduce customer-focused principles for all water companies

## South East Water response

### 22<sup>nd</sup> November 2023

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1. Our Response

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# 1. Our Response

In line with our feedback to the May 2023 consultation, we are supportive of the introduction of a principles-based licence condition.

We agree with the importance of ensuring high standards of customer service and support for the full diversity of customer needs across the entire water industry and concur that a customer-focused license condition will be a key tool in achieving this.

We support the proposal to remove condition J and to introduce a principle-based customer licence condition G, as set out in the consultation document.

We would welcome further guidance on the monitoring approach and annual self-reporting requirement of the license, as well as how customer trust across the industry will be considered as part of this.

## Contact Us

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