



Interim Strategy & Regulatory Affairs Director

02 November 2023

Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

By Email to: 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.](#)

Thames Water welcomes the opportunity to respond to Ofwat's consultation on proposed modifications to our Instrument of Appointment ("licence") by deleting existing Condition G and replacing it with a new Condition G relating to customer service, and deleting Condition J. No part of this response is confidential, and we are content for it to be published in full. We set out below our response to the specific proposals as part of the consultation process.

[Delete current Condition G and replace it with a new customer focused licence, the wording of which is set out in Annex 1 of the consultation document.](#)

We are supportive of Ofwat's proposals to replace the current Condition G with a new Condition G relating to customer service. We welcome the guidance and supporting information that Ofwat has provided to date regarding the application of the new licence condition and the proposal to consult on Core Customer Information in the near future. As stated in our consultation response in July 2023 we would like to be clear on what compliance against the licence condition looks like. The industry may lack maturity compared to that observed in other industries like energy and financial services and we believe this should be considered in the initial assessment of compliance. For this reason, we continue to believe there is merit in allowing a transition period to make any changes necessary to deliver against new obligations that Ofwat has proposed once the new obligation comes into effect.

[Delete Condition J](#)

Thames Water agrees that Condition J should be deleted given the level of duplication with Condition M.

If you would like any further information, please do let me know.

Yours sincerely

A black rectangular redaction box covering the signature of the Interim Strategy and Regulatory Affairs Director.

[Redacted Name]
Interim Strategy and Regulatory Affairs Director