

[REDACTED]
Ofwat Customer Policy Team
Ofwat
Centre City Tower
7 Hill Street
Birmingham
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22 November 2023

BY EMAIL TO CUSTOMERFOCUS@OFWAT.GOV.UK

Dear [REDACTED]

Re: Consultation under section 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 comment on Ofwat's formal consultation under s12A of the Water Industry Act 1991 regarding licence changes proposed in relation to customer-focused principles. As you are aware, we have previously made a number of comments and recommendations through the prior consultation processes to date. Having reviewed the consultation proposals, we have nothing further to add to our previous comments in this regard and look forward to notification in due course that the licence changes have taken effect.

I trust this is all in order but if you would wish to discuss further, then please do let me know.

Yours sincerely

[REDACTED]

[REDACTED]
Strategy, Policy and Regulation Director