

To: Ofwat

By email: [customerfocus@ofwat.gov.uk](mailto:customerfocus@ofwat.gov.uk)

1 December 2023

Re : 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

To Whom it May Concern

I write with reference to the above proposal to modify Dwr Cymru Cyfyngedig's Instrument of Appointment by deleting existing Condition G and replacing it with a new Condition G relating to customer service, and deleting Condition J.

The proposal has been discussed with the Glas Cymru Board and approval has been obtained to give our consent to the proposed licence modification, in accordance with the provisions of the Water Industry Act 1911 in respect of water and sewerage undertakers whose areas of appointment are wholly or mainly in Wales.

Yours,

  
Strategy and Regulation Director

Welsh Water