

Hello

Thank you for the opportunity to comment on this consultation and for the short extension to the deadline.

Overall the Board supports Ofwat's proposal to modify the licence of Wessex Water Services by deleting the existing Condition G and replacing it with a new Condition G relating to customer service, and also deleting Condition J.

In our response to the previous consultation we were concerned about the lack of supporting guidance to allow Wessex Water to reasonably assess and monitor compliance with the licence condition and understand the basis upon which Ofwat may consider enforcement action.

These concerns remain although we welcome Ofwat's intention to develop additional guidance in some areas, such as incident management.

In terms of the wording of the proposed Condition G, Ofwat should modify principle G3.5 which still refers to customers in vulnerable circumstances. This term has been replaced with customers who need extra help in the supporting vulnerability guidance.

Best wishes

■

■
**Director Customer Policy &
Engagement**
Wessex Water
Claverton Down Bath BA2 7WW
Contact number ■
Mobile number ■
wessexwater.co.uk

