

Response from Dŵr Cymru Welsh Water to 'Core Customer Information – Ofwat’s draft guidance on core information companies should clearly provide to their customers'

Q1. Do you agree with our proposal not to prescribe how, where and when to communicate the Core Customer Information? Should this guidance set an expectation for a single Code of Practice (or other form), or should companies determine how and where to display this information?

A1. We note that customers being well informed is one of the three outcomes Ofwat want to achieve from the new Customer Focused Licence condition and that the condition includes requirements for customers to receive the right information at the right time. We also share Ofwat’s belief that it is important customers are appropriately informed of the Core Customer Information, to protect and empower them.

We agree that how, where and when companies should communicate core information to its customers should be informed by research and/or working with various stakeholders, to understand the different needs and expectations of customers and how these change over time. Therefore, we agree with the proposal that Ofwat should not prescribe how, where and when companies should communicate the Core Customer Information.

Q2. Do you agree with our proposed changes as summarised in Table 1?

A2. Yes.

Q3. Do you agree with the proposed scope for the Core Customer Information? In your view, is anything missing or should be excluded?

A3. Yes, we are happy with the proposed scope for the Core Customer Information.

Q4. Do you agree with the proposed approach for companies reviewing their Core Customer Information?

A4. Yes, we agree with the proposed approach that includes the requirement for companies to review their Core Customer Information and revise it where necessary, as a minimum at least every three years.

5. Do you agree on the proposed areas on which companies should consult CCW? Are there any other areas on which CCW should be consulted in relation to Core Customer Information?

A5. Yes, we agree with the proposed areas to consult CCW (and other appropriate stakeholders) on. We’ve noted the proposed guidance requires companies to consult CCW on “significant” changes and support this approach. We don’t believe there are any other areas that Ofwat need to include at this time.

Welsh Water



Dŵr Cymru
Welsh Water