



Customer Focus Team
Ofwat
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Registered Office:
Portsmouth Water Ltd
PO Box 8
Havant
Hampshire PO9 1LG

Tel: 023 9249 9888

Web: www.portsmouthwater.co.uk

Please ask for Matthew Hamilton
Our Ref MH/31012024

31st January 2024

Core Customer Information – Ofwat’s draft guidance on core information companies should clearly provide to their customers.

Dear Customer Focus Team,

We welcome the opportunity to respond to your consultation on the Core Customer Information. Portsmouth Water is supportive of the approach that Ofwat are proposing in implementing the changes. We understand the need to provide clear, accessible, and consistent channels for our customers to understand the core information and the proposed changes to the Licence appear sensible.

Regarding questions contained in the Consultation document we have specifically responded below.

Question 1: Do you agree with our proposal not to prescribe how, where and when to communicate the Core Customer Information?

We agree that companies should be able to use their insight and stakeholder engagement to establish the appropriate method to communicate core information to customers. We recognise that this may differ across customer segments, the type of information and the context in which the customers need that information e.g. interruptions to supply.

Through companies getting these elements correct, accessible and fully understandable for customers, we believe that this will help to prevent future customer contacts, complaints and contribute to our already industry leading position on Customer Satisfaction levels.

Question 2: Do you agree with our proposed changes as summarised in Table 1?

We agree with the changes proposed and the reasoning.

Question 3: Do you agree with the proposed scope for the Core Customer Information? In your view, is anything missing or should be excluded?

Based on Ofwat’s proposed new expectations set out in Table 1 of the consultation document, we agree in full of the proposal. We suggest that Ofwat may wish to consider how companies set out core information that relate to companies’ statutory obligations. We are particularly focused on relevant aspects of obligations that impact customers such as compulsory metering, provision of water to New Developments and innovative tariff requirements.

Question 4: Do you agree with the proposed approach for companies reviewing their Core Customer Information?

We agree with the proposed review timescales but are keen to understand any expectations of evidence requirements for companies. Our assumption will be that companies will retain process and policy review information through their own internal compliance processes.

Question 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?

We agree with the proposed areas of consulting with CCW although further clarification on the definition of “significant” changes to enable companies to have a clear understanding of when that trigger is reached.

We look forward to working with Ofwat further in the future changes to Core Customer Information.

Kind Regards,

Matthew Hamilton
Chief Customer Officer