

Appendix – The licence modifications

Condition G for companies operating wholly or mainly in England and have exited the retail market⁵

Introduction

This Condition requires the Appointee to adopt high standards of customer service and appropriate support for the full diversity of its customers' needs. It requires the Appointee to deliver the principles for customer care set out at paragraph G3.

Nothing in this Condition has the effect of removing or affecting the functions of the Consumer Council for Water in relation to the investigation of individual customer complaints.

Interpretation and application

- G1 In this condition:
- G1.1 an 'incident' means an event or situation which causes or may cause damage, disruption, distress or inconvenience to the Appointee's customers in their capacity as such which is not trivial.
 - G1.2 References to customers in principles G3.1 to G3.6 means the Appointee's customers in their capacity as occupants of Household Premises.

Principles for customer care

- G2 The Appointee must:
- G.2.1 develop or have in place policies and approaches to meet the principles for customer care set out in paragraph G3, consulting with the Consumer Council for Water where appropriate;
 - G.2.2 implement or continue to follow those policies and approaches in a way that meets the principles for customer care set out in paragraph G3; and
 - G.2.3 explain in a manner that is effective, accessible and clear how it is meeting the principles set out in paragraph G3.
- G3 The principles for customer care are:
- G3.1 The Appointee is proactive in its communications so that its customers receive the right information at the right time, including during incidents.
 - G3.2 The Appointee makes it easy for its customers to contact it and provides easy to access contact information.
 - G3.3 The Appointee provides appropriate support for its customers when things go wrong and helps to put things right.
 - G3.4 The Appointee learns from its own past experiences, and shares these with relevant stakeholders. The Appointee also learns from relevant stakeholders' experiences and demonstrates continual improvement to prevent foreseeable harm to its customers.
 - G3.5 The Appointee understands the needs of its customers and provides appropriate support, including appropriate support for customers in vulnerable circumstances, and including during and following incidents.
 - G3.6 As part of meeting principle G3.5 above, the Appointee provides support for its customers who are struggling to pay, and for customers in debt.

⁵ The companies whose licences we have modified with this text pursuant to s.12A WIA91 are Anglian Water Services Limited, Affinity Water Limited, Northumbrian Water Limited, Portsmouth Water Limited, Severn Trent Water Limited, South East Water Limited, Thames Water Limited, South Staffordshire Water plc, Southern Water Limited, South West Water Limited, Sutton and East Surrey Water plc, United Utilities Water Limited, Wessex Water Services Limited, Yorkshire Water Services Limited, ESP Water Ltd, Severn Trent Services (Water and Sewerage) Ltd and Veolia Water Projects Ltd.

South West Water's licence contains the additional transitional provision

Eligible Premises on the Isles of Scilly

- G4 Unless Ofwat notifies the Appointee otherwise, and until 31 March 2025, paragraphs G1, G2 and sub-paragraphs G3.1 to G3.5 of G3 must be read as also applying to Customers of Eligible Premises on the Isles of Scilly.

Condition G for companies operating wholly or mainly in Wales or who have not exited the retail market⁶

Introduction

This Condition requires the Appointee to adopt high standards of customer service and appropriate support for the full diversity of its customers' needs. It requires the Appointee to deliver the principles for customer care set out at paragraph G3.

Nothing in this Condition has the effect of removing or affecting the functions of the Consumer Council for Water in relation to the investigation of individual customer complaints.

Interpretation and application

- G1 In this condition:
- G1.1 an 'incident' means an event or situation which causes or may cause damage, disruption, distress or inconvenience to the Appointee's customers in their capacity as such which is not trivial.
 - G1.2 References to customers in principles G3.1 to G3.6 means the Appointee's customers in their capacity as occupants of Household Premises.
 - G1.3 References to customers in principles G3.1 to G3.5 means the Appointee's customers.

Principles for customer care

- G2 The Appointee must:
- G.2.1 develop or have in place policies and approaches to meet the principles for customer care set out in paragraph G3, consulting with the Consumer Council for Water where appropriate;
 - G.2.2 implement or continue to follow those policies and approaches in a way that meets the principles for customer care set out in paragraph G3; and
 - G.2.3 explain in a manner that is effective, accessible and clear how it is meeting the principles set out in paragraph G3.
- G3 The principles for customer care are:
- G3.1 The Appointee is proactive in its communications so that its customers receive the right information at the right time, including during incidents.
 - G3.2 The Appointee makes it easy for its customers to contact it and provides easy to access contact information.
 - G3.3 The Appointee provides appropriate support for its customers when things go wrong and helps to put things right.

⁶ The companies whose licences we have modified with this text pursuant to s.13 WIA91 are Hafren Dyfrdwy, Dŵr Cymru and Albion Eco Ltd. The companies whose licences we have modified with this text pursuant to s.12A WIA91 are Albion Water Ltd, County Water Limited, Icosa Water Services Limited, Independent Water Networks Ltd and Leep Networks (Water) Ltd.

- G3.4 The Appointee learns from its own past experiences, and shares these with relevant stakeholders. The Appointee also learns from relevant stakeholders' experiences and demonstrates continual improvement to prevent foreseeable harm to its customers.
- G3.5 The Appointee understands the needs of its customers and provides appropriate support, including appropriate support for customers in vulnerable circumstances, and including during and following incidents.
- G3.6 As part of meeting principle G3.5 above, the Appointee provides support for its customers who are struggling to pay, and for customers in debt.