

Disconnections – consultation response December 2007

Overview

This is the Commission's response to the consultation it issued in September 2007 on its disconnections policy and how it intends to give effect to this policy through the Disconnections document.

Contact

Katherine Russell
Director of Corporate Affairs and Customer Service
T: 01786 430200
E: licensingconsultation@watercommission.co.uk

Consultation Response

Introduction

The Water Industry Commission for Scotland (“the Commission”) published its consultation document, *‘Disconnections – a consultation paper’* in September 2007. The aim of the consultation was to set out the Commission’s policy on disconnections and how that policy would be implemented through the Disconnections document.

To achieve greater consistency and clarity with respect to disconnections and reconnections, the Commission revised the Disconnections Code and incorporated it with the Disconnections Guidance into a new single document, the Disconnections document. The consultation set out the draft new Disconnections document, together with an overview of the Commission’s future policy on disconnections, and invited stakeholders’ comments.

We received three responses to the consultation from Scottish Water, Business Stream and Satec Ltd. We would like to thank all the respondents to the consultation for their comments and suggestions, which we have found very useful. Copies of their submissions can be found on our website www.watercommission.co.uk.

We have set out on our website a response table which details the Commission’s responses to the consultation together with the changes which have been made to the Disconnections document as a result of stakeholders’ comments.

The new Disconnections document may be found on our website under ‘Market framework documents’ and then ‘Disconnection documents’. Also available are the revised Codes and Services Directions which will enforce the Disconnections document on Scottish Water. The Commission’s proposal to amend the Standard Licence Conditions to enforce the Disconnections document on licensed providers is also on our website.