



Rachel Strong
Utility Regulator
Queens House
14 Queen Street
Belfast, BT1 6ED

27 June 2024
Our ref: PD 200103308

Dear Rachel

Consultation published on licence modifications to introduce a new Code of Practice for Consumers in Vulnerable Circumstances

The Consumer Council is pleased to respond to the Utility Regulator's Consultation on licence modifications to introduce a new Code of Practice for consumers in vulnerable circumstances.

Having collaborated with the Utility Regulator in the development of the Code of Practice and responded to the Best Practice Framework Code of Practice Consultation in June 2023 we are supportive of the proposed licence condition changes.

We welcome that the modified licences will require the Utility Regulator to consult the Consumer Council prior to changes being made to the Code.

We also support the additional amendments to NI Water's licence. Alignment of the submission of a procurement plan with the submission of a business plan for each price control period, and the removal of the need for submission of current cost accounts will simplify regulatory reporting practice.

We look forward to continuing to work with the Utility Regulator and industry on the full implementation of the new Code of Practice.

Your sincerely,

A handwritten signature in black ink, appearing to read 'Peter McClenaghan'.

Peter McClenaghan
Director of Infrastructure and Sustainability.