



Department
for Environment
Food & Rural Affairs

Ground Floor Seacole
2 Marsham Street
London
SW1P 4DF

T: 03459 335577
helpline@defra.gov.uk
www.gov.uk/defra

Dear Consultee,

Consultation on proposed amendments to the Guaranteed Standards Scheme (GSS)

I am writing to invite views on the proposed amendments to The Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008, commonly referred to as the Guaranteed Standards Scheme (GSS).

We are seeking views on proposals to update the minimum payments required under the GSS, more than doubling the current statutory minimums, update the existing standards to provide more clarity for customers and industry and introduce new standards and minimum payment rates such as for when customers receive a boil notice because there is a health risk from the water supply.

The Consultation can be viewed on GOV.UK here: <https://consult.defra.gov.uk/water-affordability-and-consumers/consultation-on-updating-the-guaranteed-standards>

We welcome your views and comments on the proposals. If you wish to obtain a copy of this consultation please contact WaterAffordability@defra.gov.uk.

Responses

To submit your consultation response please complete the consultation questionnaire provided through Citizen Space (Citizen Space is an online consultation tool). If you require a copy of the consultation, please contact us at WaterAffordability@defra.gov.uk.

Responses should be received by 7th October 2024. Please note, any responses sent by post must arrive at the address noted in the Consultation Document by the closing date of the consultation 7th October 2024 to be considered. Unfortunately, any responses received after this date will not be analysed.

Consultation criteria

This consultation is being undertaken in order to collect comments and views on the proposed changes to the GSS from any and all parties likely affected by these changes. We welcome responses which provide industry and consumer perspectives on the proposals, to inform the implementation of changes to the GSS in the most effective manner, whilst minimising any unintended effects on industry stakeholders and customers, including specific groups or demographics.



The consultation is following on from a comprehensive review of the GSS by the Consumer Council for Water (CCW), and pre-consultation testing and engagement with stakeholder representatives by Government.

The consultation will be open for a period of 8 weeks from the **29th July 2024**, and will close on **7th October 2024**.

This consultation is being conducted in line with the [Cabinet Office consultation principles](#).

Confidentiality and data protection

Please find the Consultations Privacy Notice uploaded alongside this consultation.

This consultation document and consultation process have been planned to adhere to the [Consultation Principles](#) issued by the Cabinet Office.

Representative groups are asked to give a summary of the people and organisations they represent and where relevant who else they have consulted in reaching their conclusions when they respond.

Information provided in response to this consultation, including personal data, may be published or disclosed in accordance with the access to information regimes these are primarily the Environmental Information Regulations 2004 (EIRs), the Freedom of Information Act 2000 (FOIA) and the Data Protection Act 2018 (DPA).

We have obligations, mainly under the EIRs, FOIA and DPA, to disclose information to particular recipients or to the public in certain circumstances.

If you want the information that you provide to be treated as confidential, please be aware that, as a public authority, the Department is bound by the Freedom of Information Act and may therefore be obliged to disclose all or some of the information you provide.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential.

If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

If you have any comments or complaints about the consultation process, please email: consultation.coordinator@defra.gov.uk

Thank you for your help in this matter. If you have any queries, please contact us as above.

Yours faithfully,

Consumers and Affordability Team
Department for Environment, Food and Rural Affairs
Ground Floor, Seacole Building, 2 Marsham Street, London, SW1P 4DF