



A Consumer Council for Water Consultation: Response document - Executive Summary

**Collecting and publishing information from
water supply and sewerage licence holders**

Executive Summary

On 23 February 2017 we published a consultation outlining our proposed approach to collecting and publishing complaints received by retailers in the non-household retail market.

The consultation closed on 24 March 2017 and this document summarises the responses we received and sets out what we intend to do as a result.

We received twelve formal written responses to our consultation document. Eight responses were received from retailers, three from wholesalers and one from a stakeholder. Not all respondents answered each of the nine questions posed in the consultation.

In addition, we held discussions with Ofwat and some retailers to understand their views on our proposals. Ofwat has [published details](#) of how it intends to utilise the complaint monitoring information we provide within its own monitoring work.

In this document, and the attached Appendix, we set out our original proposals, a summary of responses received, and our conclusions. This is summarised in Table 1 below.

Table1: Summary of responses received and CCWater’s conclusions

Q	Proposal	Response	Conclusion
1	Are retailers able to provide written complaints and ‘unwanted contacts’ data?	Retailers able to provide written complaints but queried need for collecting ‘unwanted contacts’.	Written complaints data to be collected. Retailers need to consider how they will record complaints made via social media. We propose to hold a workshop in summer 2017 to discuss reporting of ‘unwanted contacts’ and/or telephone complaints.
2	Will you be able to provide the data at the frequency we propose?	Most retailers confirmed they were able to provide written complaints data monthly.	Written complaints data will be collected monthly. Decision on “unwanted contacts”/telephone complaint data to be made after summer workshop.
3	Will you be able to provide the data within four weeks of the end of the reporting period?	Retailers able to provide data within timescale. Some suggested an initial delay to allow time to make any system changes.	April and May data will now be due at the end of June to allow retailers time to be implement the new process.

4	Do you agree with our rationale for collecting written complaints data on a monthly basis in the first year of the market and then moving to quarterly collection in subsequent years?	Most retailers agreed with monthly collection for the first year, moving to quarterly collection from April 2018.	Written complaints data will be collected monthly. Decision on “unwanted contacts”/telephone complaint data to be made after summer workshop. We anticipate moving to quarterly data collection from April 2018, although dependent on analysis of current year data.
5	Do you support our proposal to share the data with Defra, Ofwat and MOSL on an in-confidence basis as part of the market monitoring framework?	All respondents were supportive of our intention to share the complaints data.	We have already agreed with Ofwat how we will share our data. We will also discuss this with Defra and MOSL.
6	Do you support our proposal to share anonymised data with all retailers on a quarterly basis?	Most respondents supported this proposal.	We will share the data with retailers each quarter as planned.
7	Do you support our proposal to publish audited year-end data on a comparative basis?	Some respondents queried whether this would place an additional reporting burden on retailers, but most were supportive.	We intend to publish the data as planned, and retailers will have the opportunity to provide retrospective amendments if they wish.
8	Do you support our proposal that additional information may be requested from specific retailers on an as and when required basis?	Most retailers supported this proposal, provided the information requests do not create a burden and are to be provided in a reasonable timescale.	We will provide a clear rationale for any additional data requests and ensure that retailers are given a reasonable amount of time to provide the information.
9	Are there any other areas you consider would be beneficial for CCWater to collect comparable information from all retailers?	A number of respondents made suggestions for additional data items we could collect.	We do not propose to change the information we collect at this stage but will consider the suggestions when reviewing our data needs later in the year.

Data collection:

Frequency: FROM 1 APRIL 2017

Data	Frequency
A. Total number of written complaints (inclusive of B).	Monthly
B. Total number of written complaints deemed to be caused by a wholesaler service failure (as a subset of A).	Monthly
C. Total number of customers served.	Monthly
D. Total number of written complaints (to correct/adjust previously submitted data)	Annually

Current expectation for data collection following Summer workshop

Data	Frequency
A. Total number of written complaints (inclusive of C).	Monthly
B. Total number of telephone complaints (inclusive of D)	Annually
C. Total number of written complaints deemed to be caused by a wholesaler service failure (as a subset of A).	Monthly
D. Total number of telephone complaints deemed to be caused by a wholesaler service failure (as a subset of B).	Annually
E. Total number of customers served.	Monthly
F. Total number of written complaints (to correct/adjust previously submitted data)	Annually

We currently expect that all monthly data submissions will change to quarterly submissions from April 2018. We will write to Retailers to confirm our decision on this in 2018.

DATA SUBMISSION DATES

REPORTING PERIOD	DATE DUE
April 2017 May 2017	29 June 2017
June 2017	31 July 2017
July 2017	29 August 2017
August 2017	29 September 2017
September 2017	30 October 2017
October 2017	29 November 2017
November 2017	5 January 2018
December 2017	29 January 2018
January 2018	1 March 2018
February 2018	29 March 2018
March 2018	30 April 2018

End of year (audited) data will be due six weeks after the 31 March 2018, if retailers choose to submit it.

The data collection template is available on the CCWater website. Responses should be emailed to:

marketreform@ccwater.org.uk and copied to denis.patel@ccwater.org.uk