

## CHOLDERTON

### WATER INDUSTRY ACT 1991 SECTION 13 MODIFICATIONS OF THE CONDITIONS OF THE APPOINTMENT OF CHOLDERTON AND DISTRICT WATER COMPANY LIMITED

Made on 10 March 2005  
Coming into effect on 1 April 2005

The Director General of Water Services, in exercise of the power conferred upon him by section 13(1) of the Water Industry Act 1991, after giving notice as required by section 13(2) of that Act, and with the consent of Cholderton and District Water Company Limited given on 9 March 2005, hereby modifies with effect on and from 1 April 2005 the conditions of the appointment of Cholderton and District Water Company Limited under Chapter I of Part II of the Water Industry Act 1991 as follows:

Condition H is deleted and replaced with the following Condition:

“Condition H : Code of Practice and Procedure on Debt Recovery

1. Unless it has already done so, the Appointee shall within two months after 1 April 2005 prepare and submit to the Director for his approval a Code of Practice which shall:
  - (1) give guidance to domestic customers who have difficulty in paying their bills;
  - (2) describe the range of procedures which may be adopted by the Appointee to collect outstanding debt from domestic customers; and
  - (3) contain such other information as the Appointee considers appropriate.
2. The Appointee shall, not less frequently than once every three years and if and whenever requested to do so by the Director but not more frequently than once a year, review the Code and the manner in which it has been operated, with a view to determining whether any modification should be made to it or to the manner of its operation.
3. In carrying out any review of, or making any substantive revision of, the Code or its operation (whether under paragraph 2 or otherwise) the Appointee shall consult the WaterVoice Committee and shall consider

any representations made by it about the Code or the manner in which it is likely to be or, as the case may be, has been operated.

4. The Appointee shall submit to the Director for his approval any revision of the Code which, after consulting the WaterVoice Committee if so required under paragraph 3, it wishes to make.
5. The Appointee shall make such modifications to the Code and any revision of the Code as the Director, after prior consultation with the Appointee, may specify within two months after the date on which the Code or, as the case may be, the relevant revision is submitted to him under paragraph 1 or, as the case may be, paragraph 4 as a condition of approving the Code under paragraph 1 or, as the case may be, approving any revision of the Code under paragraph 4, being such modifications as in the Director's opinion are necessary to ensure that the Code complies with the requirements specified in sub-paragraph 1(1) and 1(2). The Director's approval shall be deemed to have been given if, within the said period of two months, he shall not have specified any such modifications to the Code or, as the case may be, the relevant revision.
6. The Appointee shall:
  - (1) send a copy of the Code and each revision of it (in each case, in the form approved, or deemed approved, by the Director) to the WaterVoice Committee;
  - (2) with every demand for payment of charges, draw the attention of domestic customers to the existence of the Code in its latest form and how they may inspect or obtain a copy;
  - (3) make a copy of the Code in its latest form available for inspection at each Relevant Premises; and
  - (4) send a copy of the Code in its latest form free of charge to any person requesting it.”

Director General of Water Services