

**Written Resolution of the Board of Leep Networks (Water) Limited (LNWL)**

Statement of Assurance to Ofwat

Concerning the production of LNWL's annual Retail Charges for 2024/25

After making enquiries, the Director named below confirms that:

1. LNWL complies with its legal obligation relating to the charges set out in its Non-Household Charges Schemes;
2. LNWL has assessed the movement of the new charges in comparison to FY23/24 charges and will continue to support customers in accordance with the Paying Fair Guidelines in providing a range of payment options;
3. LNWL:
  - Has appropriate systems and processes in place to make sure that the information contained in its Charges Schemes and this Statement is accurate;
  - Has shared the NHH charges scheme with the Consumer Council for Water on 24 May 24 and receipt of this was promptly acknowledged by CCW;
4. The LNWL Charges Schemes:
  - Offer levels of service that are at least comparable to the acquiring retailer licensee's charges scheme;
  - Offer prices that do not exceed those in the acquiring retailer licensee's charges scheme for similar services; and
  - Offer prices equivalent to those specified in LNWL's application for each individual appointment or variation area.

Signed: .....

Victoria Louise Manfredi

Director, Leep Networks (Water) Ltd

Dated: .....

### **Assessment of Changes**

The Board of LNWL notes that in the majority of cases increases in bills will exceed 5%. Following a review of the assurance statements from our bulk suppliers, we have noted that the increases primarily result from high inflation.

As the business operates under relative price control, there is limited scope for adjustments to pricing, such as revenue deferral. Nevertheless, the Board is committed to ensuring that customers experiencing payment difficulty are given every opportunity and the necessary assistance to explore payment options aligned to the Paying Fair Guidelines.

### **Validation of Charges**

The Board recognises the need for accuracy and clarity in presenting its charges to the public and other stakeholders and in ensuring that customer billing reflects the published charges. The wide range of charges presented by a NAV, operating as it does across multiple incumbent areas, presents its own challenges and complexities. Our charges are validated internally by multiple individuals acting independently, with any corrections and changes recorded. Following senior management approval of the draft scheme, the Board then takes an active role in approval of the charges prior to publication. For the 2024 – 25 charging year additional protections have been implemented to minimise manual inputting of charges and enhance the validation process.