

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 2025/26

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 FY24/25 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 21 May 2025 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 default charges scheme;
 - Offer prices that do not exceed those in the acquiring retailer licensee's default charges scheme for similar services; and
 - Offer prices equivalent to those specified in LNWL's application for each individual appointment or variation area.

Signed:

A handwritten signature in black ink, appearing to read "Victoria Louise Manfredi".

Victoria Louise Manfredi

CEO

Dated: 30 May 2025

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 and the impact of new wholesale charges.

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.