



**Telephone:** 020 7238 5261

**Web:** [www.defra.gov.uk](http://www.defra.gov.uk)

**23<sup>rd</sup> January 2012**

Dear Consultee,

## **Consultation on Tackling Bad Debt in the Water Industry**

I am writing to invite your views on a consultation on tackling bad debt in the water industry. The consultation document may be found on Defra's website:

[www.defra.gov.uk/consult/2012/01/23/bad-debt-1201/](http://www.defra.gov.uk/consult/2012/01/23/bad-debt-1201/) .

We welcome your views and comments on the proposals. If you wish to obtain a hard copy of the consultation document please contact: [baddebt@defra.gsi.gov.uk](mailto:baddebt@defra.gsi.gov.uk) .

## **Responses**

Please send responses to the consultation to:

Kathryn Holdsworth,  
Area 2C, Ergon House,  
Defra,  
Horseferry Road,  
London,  
SW1P 2AL

Or email: [baddebt@defra.gsi.gov.uk](mailto:baddebt@defra.gsi.gov.uk)

Responses should be received by 16<sup>th</sup> April 2012.

## **Consultation Criteria**

This consultation is in line with the Code of Practice on Consultations which can be found at: <http://www.bis.gov.uk/files/file47158.pdf>. When this consultation ends, we intend to put a copy of the responses in the Defra library at Ergon House, London. This is so that members of the public can see them. Members of the public may ask for a copy of responses under freedom of information legislation.

If you do not want your response – including your name, contact details and any other personal information – to be publicly available, please say so clearly in writing when you send your response to the consultation. Please note if your computer automatically

includes a confidentiality disclaimer that will not count as a confidentiality request. Please explain why you wish your response to be treated as confidential. We will take your reasons into account if someone asks for this information under freedom of information legislation, but, because of the law we cannot promise that we will not disclose those details if asked.

We will summarise all responses and place this summary on our website at [www.defra.gov.uk/corporate/consult/default.asp](http://www.defra.gov.uk/corporate/consult/default.asp). This summary will include a list of names of organisations that responded, but not people's names, addresses or other contact details.

To see consultation responses and summaries, please contact the Defra Library:

Defra,  
Information Resource Centre,  
Lower Ground Floor, Ergon House,  
Horseferry Road,  
London,  
SW1P 2AL

020 7238 6575

[Defra.library@defra.gsi.gov.uk](mailto:Defra.library@defra.gsi.gov.uk)

Please give the library 24 hours' notice. There is a charge for photocopying and postage.

If you have any comments or complaints about the consultation process, please address them to the Defra Consultation Coordinator, Area 7B Nobel House, 17 Smith Square, London, SW1P 3JR, or email [consultation.coordinator@defra.gsi.gov.uk](mailto:consultation.coordinator@defra.gsi.gov.uk). If you have any other queries, please contact us using the details above.

Yours faithfully,

Kathryn Holdsworth

**Direct line: 020 7238 5261**

**Email: [baddebt@defra.gsi.gov.uk](mailto:baddebt@defra.gsi.gov.uk)**