

Commercial Water Metering

V1 – MAY 2018

Commercial Water Retailers

Since the retail water market opened on 1st April 2017, business customers are now billed by water retailers, rather than the regional water companies known as wholesalers.

Business customers should have been contacted by their water company ahead of the market opening to advise which water retailer would serve their premises from 1st April 2017.

How it works

The open retail water market works in a similar way to the other utility markets, such as gas, electricity and telecoms.

Wholesalers provide water and wastewater services to retailers, who in turn sell these services to business customers. Retailers compete by offering the best deal and eligible customers can choose which retailer to buy water and wastewater services from. If you are eligible and didn't choose your retailer before 1 April 2017, you will be automatically allocated one by MOSL (Market Operator Services Ltd).

However, The Open Water eligibility checker is not necessarily the final determination of eligibility. Retailers may change eligibility as required under their obligations. Ofwat reserves the right to make determinations where appropriate.

Ofwat's full eligibility guidance can be found at: <https://bit.ly/2rd4mbG>

The benefits of the open water market

Eligible businesses and other non-household customers in England can now choose their supplier of water and wastewater retail services. The benefits, that up to 1.2 million eligible customers could see, depends on the individual requirements of each business. But in a competitive market, customers can negotiate with retailers for the best price and choose a service package to suit their needs. As well as greater choice, customers can expect to save money and save water through lower bills and increased water efficiency.

MOSL

To find out more about the Open Water Market visit: open-water.org.uk

Wholesale suppliers

The regional water companies (such as Thames Water or Southern Water) provide the wholesale services and continue to:

- Maintain the water pipe networks
- Manage the physical supply of water to your business
- Treat your wastewater and return it to the environment

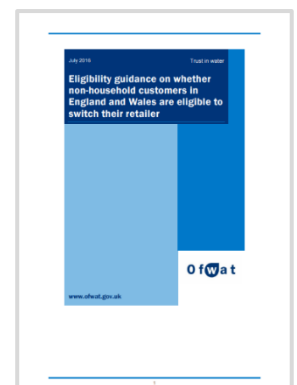
Water retailers

Licensed retailers buy water and wastewater services from the wholesalers and operate the retail services.

Retail services include:

- Billing
- Meter reading
- Customer services

Some retailers may package water and wastewater services with other utilities and services to compete for customers. Retailers can offer tailored services and set prices that enable them to compete for business.



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FAQ

Q: I require building water services who do I contact after the market opens in April 2017?

A: You can approach a retailer or the wholesaler in that geographic area. They will then start the process via the market operator for building water.

Q: I have approached my wholesaler (regional water company) to provide the new connection/building water what do I have to do with regards to a retailer after the market opens in April 2017?

A: As you have not arranged your new connection through a retailer (who would allocate themselves to you as the retailer) you will be required to appoint the retailer to provide retail services upon the connection being made. This is so that the Market Operator can register the Supply Point to a retailer in the appropriate way. If you do not appoint a retailer, the MOSL will do this automatically on a random basis, so several retailers could serve your site.

The Water Retail Market

Wholesaler (regional water company)	Retailer
Affinity Water	Affinity for Business
Anglian Water (including Hartlepool)	Anglian Water Business
Bristol Water	Water2Business
Dee Valley	Dee Valley
Dwr Cymru (Welsh Water)	Dwr Cymru (Welsh Water)
Northumbrian Water	NWG Business
Portsmouth Water	Castle Water
Sembcorp Bournemouth Water	Source for Business
Severn Trent Water	Water Plus
South East Water	South East Water Choice
Southern Water	Business Stream (Scottish Water Business Stream)
South Staffs Water	SSWB
South West Water	Source for Business (Pennon Water Services)
Sutton & East Surrey	SES Business Water
Thames Water	Castle Water
United Utilities	Water Plus
Wessex Water	Water2Business
Yorkshire Water	Yorkshire Water



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