

Everything you
need to know
about the

Deregulation of the water market for businesses

From April 2017, the retail water market for all commercial and non-household customers in England will be fully opened up **enabling businesses to switch suppliers and secure a better deal.**

It is part of a Government initiative to support the water sector and provide a better overall product for consumers; it is expected to lead to cheaper prices and improved service.

Under new legislation all businesses including charities and public sector customers will be able to switch both their water and wastewater provider, irrespective of annual consumption.

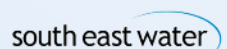
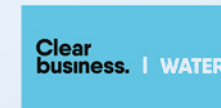
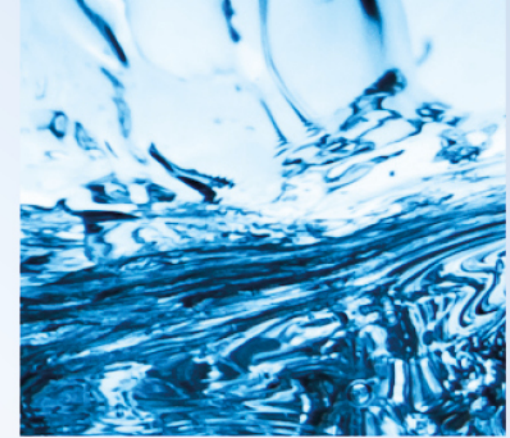
Previously, only businesses which used more than five mega litres of water per year were eligible to switch.

Known as the Open Water programme, it follows Scotland's deregulation in 2008. It was devised, following a White Paper called Water for Life, to achieve the following:

- Improve the customer service and efficiency of water companies
- Create a more competitive market and better value contracts
- Offer a wider range of services to customers

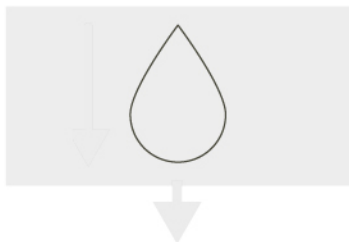


From April 2017, businesses will no longer be compelled to use their local water provider and **can shop around for the best deal and service from among more than 20 suppliers.**

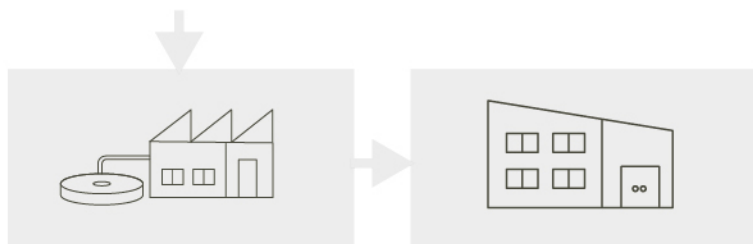


Everything you need to know about the **deregulation of the water market for businesses**

Before April 2017



Only businesses that used more than five mega litres of water per year were eligible to switch providers for their supply of clean water and management of waste water.



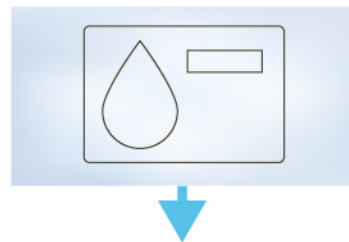
Local Water Company

Businesses were compelled to use their local water provider without any choice on price, contract or service.

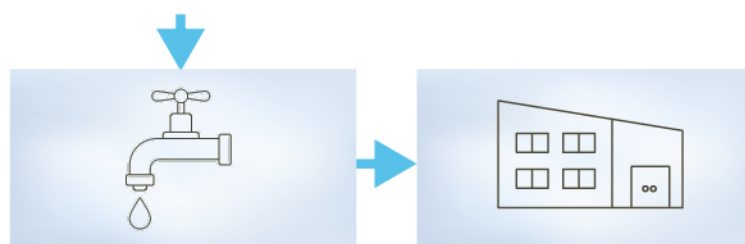
Your Business

Businesses with multiple sites located across several regions had contracts with different water suppliers which created additional administration and processing.

After April 2017



Wholesaler These are the local water distribution companies that install, manage and maintain the water pipework network.



Retailer

They provide the billing, account management and customer service for your supplies.

Your Business

Businesses can now use the services of a broker for the water procurement and account management to get the best value contract.

The Benefits



Deregulation creates more competition, better value contracts and improved customer service.



Businesses with multiple sites across different wholesale regions can consolidate their supply to one single supplier, reducing administration and processing.



Utility management specialists such as Apollo Energy can assess the full market and provide a range of price comparisons



Added value services available from Apollo Energy include Bill Validation, usage monitoring and full account management.

Water Checklist

1

Identify your portfolio

- ✓ Check your portfolio is up to date and includes all your current sites.
- ✓ Businesses with multiple sites across different wholesale regions will be able to consolidate their supply to one single supplier, reducing administration and processing.
- ✓ Collate all the current billed data for water and wastewater.
- ✓ Be aware that some water suppliers have chosen to withdraw from the commercial market, which means that customers currently using their services would be automatically required to switch supplier.

2

How can a utility management specialist help me make the most of the deregulation opportunities?

- ✓ A utility management specialist with brokering expertise will be able to support your business to maximise the opportunities now available through deregulation.
- ✓ Tender to the market to find the most cost effective contract.
- ✓ Perform detailed analysis of all contract offers received and produce a fully auditable summary report to assist your decision according to water usage, number of sites, wholesalers' and retailers' pricing structures and opportunities to save money and deliver efficiencies.
- ✓ Liaise with the successful supplier through the contract completion and registration process.
- ✓ Ensure your new contract starts on time and provide full account management for the duration of the contract.
- ✓ Administer all billing and contractual issues throughout the duration of the contract and work in partnership towards the resolution of any issues, freeing up valuable time and resources.
- ✓ Offer additional services such as Bill Validation services for full transparency and visibility of usage and billing.
- ✓ Deliver market expertise and insight to ensure a smooth transition process and ensure all key milestones and requirements are met. Manage the contract renewal process in due course.

3

Water & Waste Water Framework Agreement for public bodies

- ✓ Public sector organisations seeking the most competitive provider for their services will need to comply with European Union procurement rules which may require the service to be tendered through the Official Journal of the European Union (OJEU).
- ✓ This involves a set timeframe that could leave organisations exposed to changes to prices and service delivery.
- ✓ Apollo Energy in conjunction with the Progress Housing Group as the contracting authority, has now established a Framework Agreement for the provision of these services.
- ✓ The Framework Agreement is available to other public sector organisations for the procurement of their water and waste water services.
- ✓ As this is an OJEU compliant Framework Agreement, the tenders can be managed as mini competitions and are not subject to the restrictive time frame of an individual OJEU tender.

Why use a utility management specialist?



Apollo Energy can provide a complete water solution for your business, from SMEs to large organisations, single site or multiple – we can secure the best fit contract, saving you time and money.

Our consultants will assess your current water tariff/contract and outline potential amendments, while comparing it with a range of alternative suppliers to ensure you receive a full market comparison.

As well as arranging your contract and providing account management from start to finish we will also provide services such as revenue recovery and bill validation, meaning you can rest assured that you will only pay for the water you use.

It is important that you **act now to ensure that you are in a position to gain an advantage as soon as the water market opens in England.**

Apollo Energy can help...



Collate your current billed data for Water & Wastewater



Tender to the market to ensure we secure you the most cost effective contract for your business



Full Account Management for the duration of the contract



Bespoke Bill Validation

Further Questions?

Please call

01257 239 500

or email

enquiries@apolloenergy.co.uk



www.apolloenergy.co.uk