



# WHAT IS THE OPEN WATER MARKET?



Back in April 2017, the English water retail market opened up, bringing it in line with that of Scotland (which opened in 2008) – meaning that businesses of all shapes and sizes are now able to choose their own water supplier<sup>1</sup>, finding one that serves their individual needs more effectively, reducing their bills and enjoying better customer service, as a result.

There are more than **1.2 million** eligible businesses and non-household customers in England, and it's a great opportunity for them to be able to switch supplier and choose one with experience of working with companies in their particular sector.

Being able to choose suppliers affords you a greater level of protection by taking advantage of a competitive market, meaning that if you're not happy with the service you're receiving, you can find someone else.

There are all sorts of benefits associated with switching, including being able to reduce your bills by negotiating a lower price with the retailer of your choice. Enjoying a better service with a different supplier can also help you to slash your water and wastewater usage<sup>2</sup>, so your bills will fall as a result, as well.

Much like you would with gas and electricity, you are now able to shop around for your waste and wastewater retailer, and the market is becoming more competitive as time goes on and more retailers emerge.

Should you decide to switch, you will be sent a formal contract that will set out the price you pay for received services, which will have the same legal protections as any other similar contract for the supply of goods and services.

Switching can be a bit tricky, especially because the market is so new, so if you've been looking into it and have come a bit unstuck, get in touch with the team here at H2o Building Services to see how we can help find the right supplier for you and your business.

You will be eligible to choose your own supplier if you use more than five million litres of water each year, but eligibility is also based on whether premises are mainly for business use, rather than domestic, as well as where the existing water and wastewater supplier is based.

If you decide to stay with your current supplier, know that there is a maximum price that the company can charge you for a standard level of service. This is what is known as a deemed contract.



Call  
**0845 658 0948**  
and let us start saving you money today.  
[www.h2obuildingservices.co.uk](http://www.h2obuildingservices.co.uk)

1. [www.h2obuildingservices.co.uk/our-services/switch-water-supplier/](http://www.h2obuildingservices.co.uk/our-services/switch-water-supplier/)  
2. [www.h2obuildingservices.co.uk/our-services/wastewater-management/](http://www.h2obuildingservices.co.uk/our-services/wastewater-management/)