



# SWITCH WATER SUPPLIER



UNHAPPY WITH THE SERVICE YOU ARE GETTING FROM YOUR CURRENT WATER SUPPLIER? INTERESTED IN FINDING OUT IF YOU COULD SAVE MONEY BY GETTING BETTER RATES ELSEWHERE?

Or perhaps you operate numerous different sites across the country, and would like to consolidate all of your billing in one place?



As of April 2017, most businesses in England were handed the power to choose their own water supplier for the first time. The deregulation of the old regionalised

market, which meant most companies had no choice but have their water supplied by a local water company, brings water supply in England in line with Scotland, which opened up its retail market in 2008.

At H2O Building Services, our experienced consultants are available to help you every step of the way if you decide to switch. By carrying out a full audit of your water use<sup>1</sup> and present billing, we can compare your current charges with the tariffs available from other suppliers, helping you to find the best deal.

We can manage the changeover on your behalf, including the complex process of consolidating many different bills into one.

And after you switch, we can continue to support you through ongoing bill validation<sup>2</sup> to ensure you are always getting the

best value available



## WHY SWITCH WATER SUPPLIER?

The main reasons you might decide to switch water supplier include:

- Making cost savings with better tariffs from another supplier
- Getting better service, including more accurate billing and more timely response to your queries
- Finding a supplier who specialises in services for your industry or operational needs
- Taking advantage of value-added extras on top of regular water supply and waste water services.
- Consolidating all of your water supply across multiple sites with a single supplier.
- **By switching water supplier, you could reduce your water bills by anything between 10 and 18%.**

## HOW WE CAN HELP

Unlike most utilities, the freedom to choose water supplier is a new experience for most businesses in England.

Navigating the newly deregulated market may take some getting used to, with lots of new retail companies popping up looking to take advantage of the new opportunities.

Which suppliers can genuinely offer your company a better deal and better service may not be easy to tell straight away. Eventually the market will mature, and the better suppliers will rise to the top. But until then, getting the advice of experienced consultants who know the water supply industry inside out will give you peace of mind that you are making the right decision for your business.



## CHECK YOUR ELIGIBILITY

The newly deregulated market is open to 1.2 million businesses, public sector organisations and

charities in England. They join the 130,000 businesses in Scotland already able to choose water supplier.

To be able to switch supplier, you have to operate at least one site in England or Scotland. At present, businesses or business premises in Wales and Northern Ireland cannot change. Whilst the overwhelming majority of organisations with a presence in England or Scotland do now qualify, there are a few exemptions. Our specialist consultants<sup>3</sup> will be able to advise you further on whether you meet the criteria.

## CHOOSING A NEW SUPPLIER

Since deregulation, a large number of retail suppliers have entered the market, giving customers more choice than ever before. But navigating these choices to make the right decision isn't easy, and that's where our professional consultancy services<sup>4</sup> come in.

By first carrying out a full water audit<sup>5</sup>, we will examine your current use and compare it to your present billing, identifying areas where you could reduce costs and increase your water efficiency. We will also look at your current supplier's record on things like billing accuracy and maintenance services.



By unpicking exactly what you use water for, we can find the supplier which suits your needs best.

Key things we will look for include:

- Full details of tariffs and charges for fresh water supply and waste water disposal
- Billing and payment arrangements
- Service level agreements, including on water efficiency and aftercare
- Metering arrangements
- Making the switch



Our consultants can help remove the hassle from switching water suppliers

Once you have identified your preferred water company, we will take charge of all arrangements, including negotiating exit from your existing suppliers and passing on critical data to your new partner.

OUR AIM IS TO ENSURE AS SMOOTH A TRANSITION IN SERVICE AS POSSIBLE.



Watch the Video here!

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1. [www.h2obuildingservices.co.uk/our-services/water-audits/](http://www.h2obuildingservices.co.uk/our-services/water-audits/)

2. [www.h2obuildingservices.co.uk/our-services/bill-validation/](http://www.h2obuildingservices.co.uk/our-services/bill-validation/)

3. [www.h2obuildingservices.co.uk/contact-us/](http://www.h2obuildingservices.co.uk/contact-us/)

4. [www.h2obuildingservices.co.uk/our-services/water-consultants/](http://www.h2obuildingservices.co.uk/our-services/water-consultants/)

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today to get the ball rolling on your water supplier switch.

[www.h2obuildingservices.co.uk](http://www.h2obuildingservices.co.uk)