

From **April 2017** the water industry in **England** will be opened up to competition. This will mean that Torse can also arrange water supplies for your business on top of the gas and electricity services we currently provide. **We want to ensure that you get the best contracts for your business and this document aims to provide you with the facts and figures as well as the next steps in the process.**

Key Facts for Businesses

- What is deregulation? From April 2017, 1.2 million eligible customers (businesses, charities and the public sector) in England will be able to choose who supplies their water and wastewater (also known as 'sewerage') retail services.
- Deregulation has been driven by a number of issues, such as a lack of technological innovation, account management and communication about the current water market.
- For the first time, businesses will have the chance to get involved in the decision making process regarding their water supplier.
- As a broker, Torse can help you find the right package at the best price. This combined with excellent customer service will simplify the whole process of dealing with your chosen supplier.
- Torse will always follow the market closely and conduct analysis so as to provide the most relevant information.
- Opening up the Scottish water market to competition has resulted in Scottish businesses saving over £100 million since 2008, according to Business Stream, and they also claim that customer satisfaction is at record levels.

Key Date: Deregulation will take place in **April 2017**

The Process

1

Until April 2017, your regional water company will continue to provide your water and wastewater services. Torse will be happy to look into the water market for your business before this date so that you will be ready in time for the deregulation.

2

In order for Torse to look into your water sites, please provide us with information about your water sites, including your most recent bill.

3

Once you have provided your site information, Torse can organise your portfolio and go to the market to look for the **best available prices**.

4

If you choose to accept one of our offers, Torse will then offer **water management services** for your portfolio and deal with any issues that may arise.

5

Torse will notify you when the contract with your existing supplier is **approaching its end date** and can help you prepare for the next round of procurement, as well as handling the change of tenancy process if you obtain a new property, or leave a property mid contract.

Frequently Asked Questions

Q: Can water companies provide accurate price forecasts for the post deregulation period?

A: Water companies cannot accurately predict prices for next year as some issues surrounding deregulation have not been decided.

Q: Is deregulation happening across the whole of the UK?

A: Deregulation is coming into force in **England** from **April 2017**; in Scotland, the deregulation occurred in 2008; Wales will also be part of the deregulation, but customer water usage must exceed a **minimum threshold of 50 million litres** of water a year before they are eligible to switch supplier.

Q: Can I retain my original water supplier?

A: **In most cases, your water supplier will not change;** however, some regional water suppliers will stop supplying water to business customers after the deregulation. These clients will have their services taken over by another water and wastewater company. For example, Portsmouth and Thames Water will have their water and wastewater services taken over by Castle Water.

Q: Will the deregulation work in the same way as it does in Scotland?

A: The deregulation in England is likely to follow a similar model to Scotland, but **as of August 2016, the full details are unknown.**

Q: Will water and wastewater treatment works be affected by the deregulation?

A: **No, they will not be affected.**

Q: Will the pipe networks be affected?

A: **No, they will not be affected.** If any problem arises, such as a leak, then you should still contact your regional water supplier for help.

Q: Will deregulation lead to higher prices?

A: Theoretically, more competition between service providers should give each supplier a greater incentive to reduce prices. With this in mind, it is hoped that this will lead to potential savings for businesses.

Q: Will I be able to use one supplier for all of my sites?

A: Ideally, if you operate in England and Scotland across multiple sites, it is hoped that you could deal with just one supplier. However, there may be some exceptions: **1)** it might not always be possible for a single water supplier to supply its services to different regions across England and Scotland due to the different water policies between the two countries; **2)** there is a possibility that the type of water meters might vary from each other in different regions where your sites are spread out, which will make it more difficult for a single retailer to provide services to all your sites together.

Q: How will private water supplies be affected by deregulation?

A: **Private supplies will not be affected by deregulation.**

Q: Is there a minimum threshold before I can switch my water supplier?

A: In England and Scotland, there will be **no minimum threshold** for all the business customers; In Wales, you will be able to switch your supplier if you use more than 50 million litres of water a year at your property.