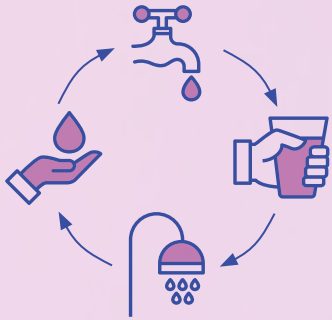


The open water market is open for business, but what does it mean to your organisation?



### What is the 'open water market', and why does it matter?

All businesses, charities and public sector organisations in England<sup>1</sup> and Scotland<sup>2</sup> that are eligible, are all now able to choose who provides their water and wastewater retail services.



**Tip:** If your premises are currently being served by a supplier which is wholly or mainly in Wales, then you will find that the rules for non-household water in Wales are a little different...

### What are the benefits of the open water market?

There's been much said about the benefit to businesses, including micro and SMEs, in switching water suppliers, but what are they? Depending on the size of your organisation, the benefits vary and are not always limited to the outcome of a switch between water retailers and the potential savings it might bring about.

### For the first time, deregulation in England brought about UK-wide opportunities, including:

- Lower bills and charges as a result of competition between water retailers and the opportunity to switch between suppliers
- Improved value for money as water retailers look to provide USPs that include water efficiency services
- Improved standards of customer service based on the more competitive market in which retailers must operate
- Services to improve your own operational efficiencies, such as consolidated billing for multiple sites
- More access to help to become a more water efficient business, further reducing costs

Whilst the markets in England and Scotland are broadly similar, offering many of the same benefits, they are independently run and operated. The English water market is regulated by Ofwat<sup>3</sup> with the market's operation, under license, undertaken by Market Operator Services Ltd (MOSL)<sup>4</sup>. Meanwhile, the Scottish water market is regulated by the Water Industry Commission for Scotland (WICS)<sup>5</sup> and operated by the Central Market Agency (CMA).

### Here's a list of licensed water retailers serving England and Scotland\*


Share:



For more information about switching water supplier call **03300 552532**

or email

[hello@switchwatersupplier.com](mailto:hello@switchwatersupplier.com)

\* Listed in a randomly generated order

1. <https://www.open-water.org.uk/for-customers/eligibility-guide/>

2. <https://www.switchwatersupplier.com/customers-in-scotland/>

3. <https://www.ofwat.gov.uk/nonhouseholds/>

4. <https://www.mosl.co.uk/>

5. <https://www.watercommission.co.uk/>