waterwise

Environment Agency

RETAIL MARKET WATER EFFICIENCY SWITCHING GUIDE

WHAT TO LOOK FOR WHEN SWITCHING WATER RETAIL SUPPLIER

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THE RETAIL MARKET

- Since April 2017 all businesses in England can change water supplier, just like with energy.
- All non household customers are free to switch from their existing water services supplier (called a retailer) to another retailer or try to negotiate a better deal with their current supplier.
- It's still the same water and pipes - it's just the bills, deals, services and call centres that change.

WHY SWITCH?

There could be financial benefits for your business if you switch. Some water retailers will help you find new ways to monitor and save water and you might receive better or different customer service or deals from them too. Remember to speak to your current water retailer about what they can offer you as well.

WHY SAVE WATER?

Every litre of water we use is a litre less left in the environment. It takes a lot of energy to treat and transport water, and even more to heat it up, so saving water means you're saving carbon emissions too. Hotter and drier summers and drier winters in the UK make it more difficult to meet the increasing demand for water.

WATER EFFICIENCY

Water efficiency services are a key benefit from the introduction of retail competition.
Many water retailers offer water efficiency services to help business customers save water, energy and money. Look for water savings targets, guarantees, water use strategies and delivery services as core service offerings.

WATER EFFICIENCY SERVICES

ADVICE AND AUDITS

Many water retailers offer water efficiency products, advice and audits as part of their services, but it's not always obvious from their website, If it's not clear make sure you contact them to confirm that water efficiency services and measured savings are included in their contracts.

THINK ABOUT TECH

It is common for water retailers to provide smart meters and online billing systems. This should be a minimum, but there might be water retailers who go further and can advise on or provide rainwater harvesting, greywater recycling or other innovative technologies to help you save water.

LOOK FOR LEAKS

Businesses waste thousands of litres of water a year through leakage they didn't know they had. Seeking out good water monitoring, leak detection and repair services is essential to gain control over your water use and for saving water and money.

NON HOUSEHOLD USAGE

Total non household water consumption in the UK accounts for 20% of public water supply. Leakage contributes 22%, household usage contributes 55% and 3% is other abstractors, including some farmers.

Reference: https://www.ofwat.gov.uk/wp-content/uploads/2018/05/The-long-term-potential-for-deep-reductions-in-household-water-demand-report-by-Artesia-Consulting.pdf

CHECKLIST

Here are some questions you can use with your current water supplier or a potential new one, to help you find the best value water efficiency services.

	☑
1. Do you provide water efficiency services as standard within your contracts?	☐
2. What percentage of water, energy, carbon and cost savings can you offer me through water efficiency?	☐
3. Which of the following do you offer: leak detection and fixing, smart metering, water audits, water strategy, water efficiency technology installation, water reuse help and advice or customer and engagement advice?	☐
4. Will you charge me extra for these services?	☐
5. What is the payback for these services, and the annual reductions in water, energy and carbon?	☐
6. Can you help me deliver my corporate social responsibility and sustainability commitments?	☐

IS THE WATER RETAILER A WATERWISE SUPPORTER?

Joining the Waterwise family illustrates their commitment to water efficiency for all customers and for society, the economy and the environment. This might also be something you want to ask them in your research. Or you can check the Waterwise website.