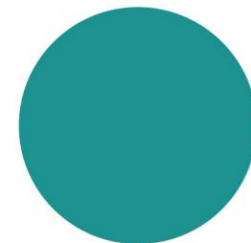
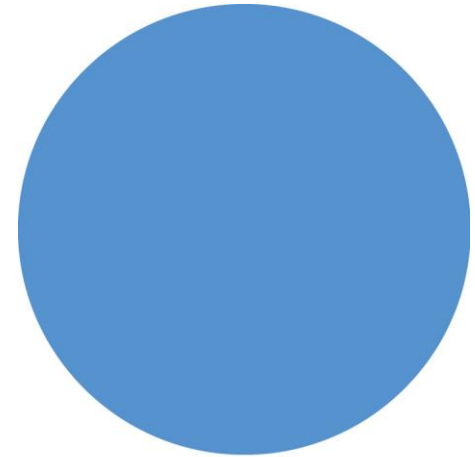




# London Boroughs Energy Group

21st October 2016

**Adam Cooper**  
**Director, Ofwat**

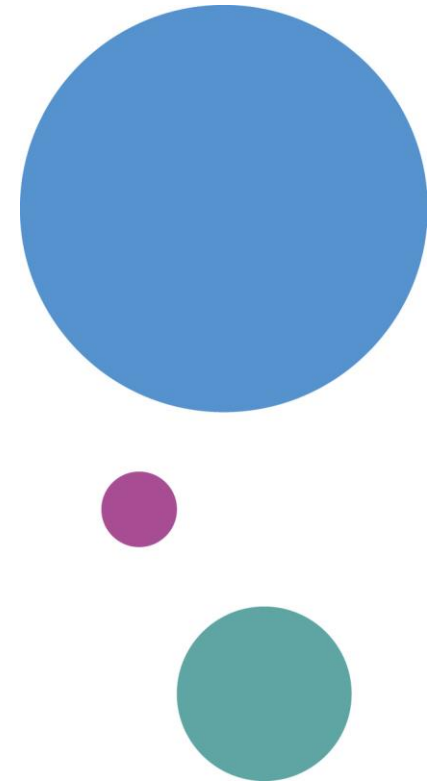


# what is coming

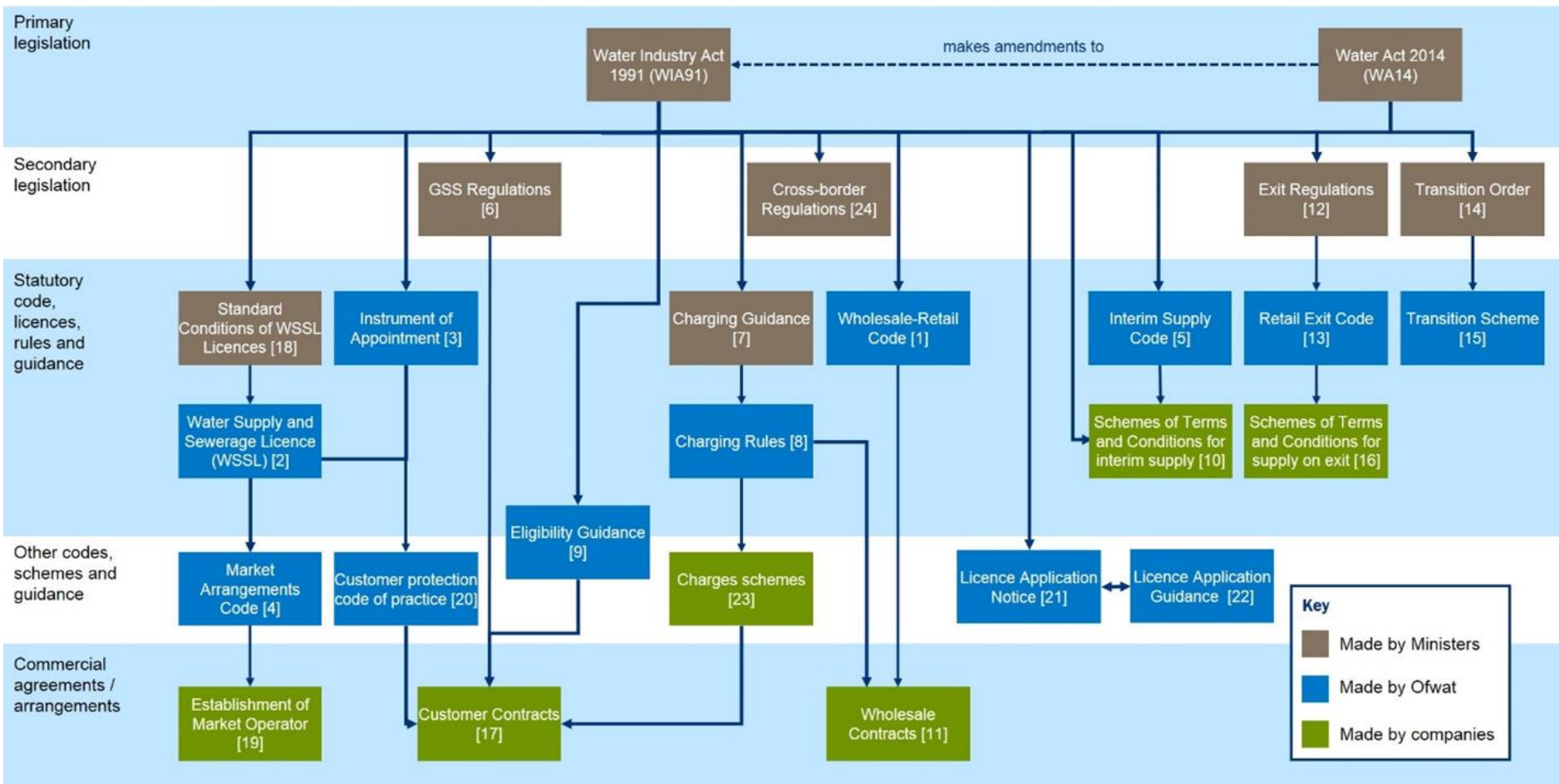
The programme to date.

What can customers expect?

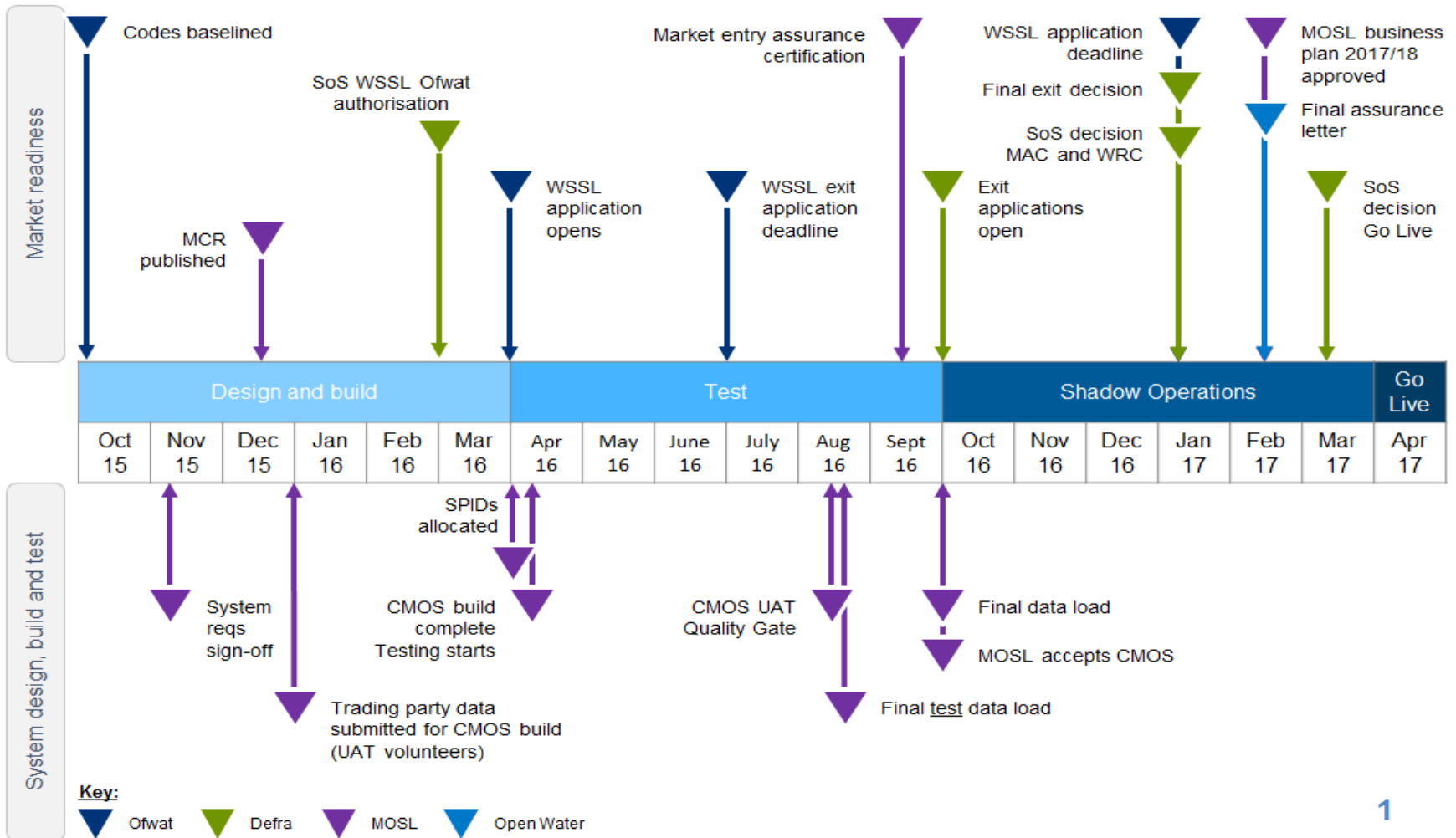
Ofwat's role in the new market.



# Ofwat's role



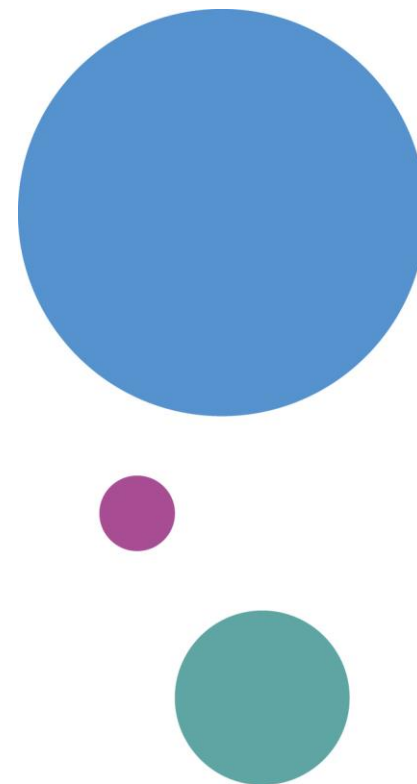
# critical path



# What can customers expect?

## More customers and more benefits

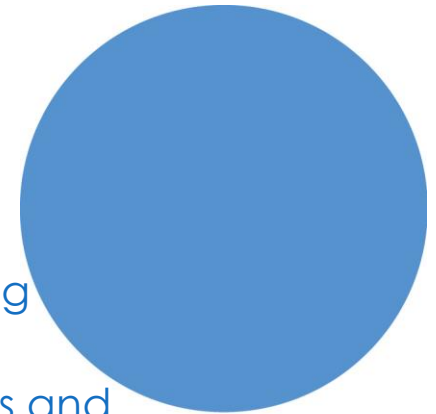
- Competition will be available for non-household water customers in England from April 2017.
- 1.2 million eligible business, charity and public sector customers (mainly in England) will be able to shop around for their water retailer.
- In doing so they could benefit from lower prices, consolidated water bills, higher standards and more tailored services, for example in relation to water saving advice.
- Ofwat expects water retailers to be already engaging with customers ahead of April 2017.
- The Open Water programme partners will do the same.



# Do you know about it?

The programme has planned to increase customer awareness activity at this time. Work has started

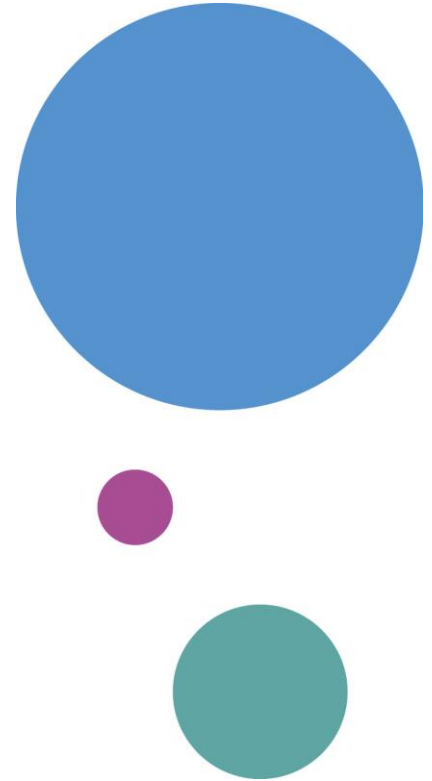
- New refocused Open Water website  
**[www.open-water.org.uk](http://www.open-water.org.uk)**
- Engagement with Water UK surveying members on existing efforts
- Customer awareness survey now underway – 1800 surveys and 80 in depth interviews.
- We are doing a gap analysis of effort against awareness:
- Companies and their existing relationships will remain the key players in delivering awareness
- The programme will provide sources of trusted and unbiased materials
- There is no option to let this work time out and a lack of effort will result in more regulatory scrutiny and intervention where necessary



# Ofwat's role in the new market

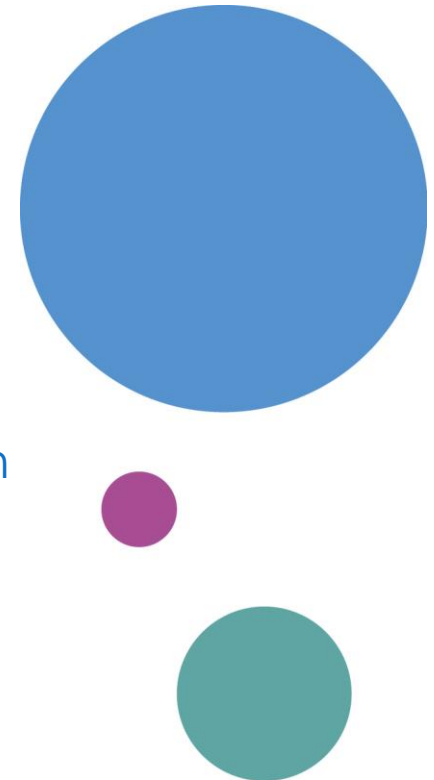
## Monitoring

- New monitoring arrangements to see how the market is developing. Understanding the baseline of the existing service levels is important.
- We do expect issues to emerge because of increased transparency.
- Challenge to Ofwat in managing issues into the right areas.



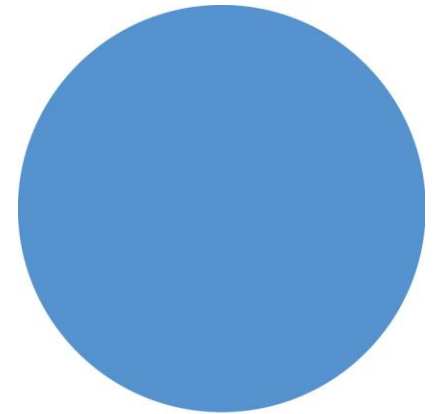
# Ofwat's role in the new market

- Customer protection
  - Statutory protections for customers impacted by a retail exit by an existing water company; interim supply arrangements to deal with supplier failure;
  - Non- statutory codes - customer protection code of practice providing more protections for micro businesses, but also a number of protections for all customers including rules on back billing
  - Consultation coming on principles for any TPI code of conduct!
- Enforcement
  - New licence conditions and codes along with existing obligations – some of which are split between wholesalers and retailers





over to you ....



[www.open-water.org.uk](http://www.open-water.org.uk)

