

# RWG in-person meeting

December 2024



# Agenda

## Morning session (10-12.30pm)

1. Welcome (Fallon Wilkinson, Mike Rathbone)
2. Sub-Groups update (Sub-group Chairs)
3. Focus session: Eligibility (Mike Rathbone)
4. Overview of Market Improvement Fund round four (Sophie Turner)

Lunch and networking (12.30-1.30pm)

## Afternoon session (1.30-4pm)

5. Focus session: Smart meter roll out (Lois Gill)
6. RWG Good Practice Guide alignment (Fallon Wilkinson)
7. RWG and the Strategic Panel Roadmap (Gerard Lyden)
8. Potential areas for RWG focus (Fallon Wilkinson, Mike Rathbone)
9. AOB



# Welcome

Fallon Wilkinson and Mike  
Rathbone

**RWG**



## MOSL Support

- Improving RWG systems and structures
- Delivering effective practical support to the Steering group and active sub-groups
- Increasing visibility of RWG
- Strengthening connection and alignment of activities between RWG/MOSL and Strategic Panel as appropriate
- Continuing access to subject matter expertise



Sam Mawby -  
Governance



Toks Talabi -  
Governance



Sophie Turner - Comms

# Sub-groups update

Sub-group Chairs





# Smart Meter Roll Out Sub-group

Lois Gill

**RWG**



## What is the group's aim and purpose?

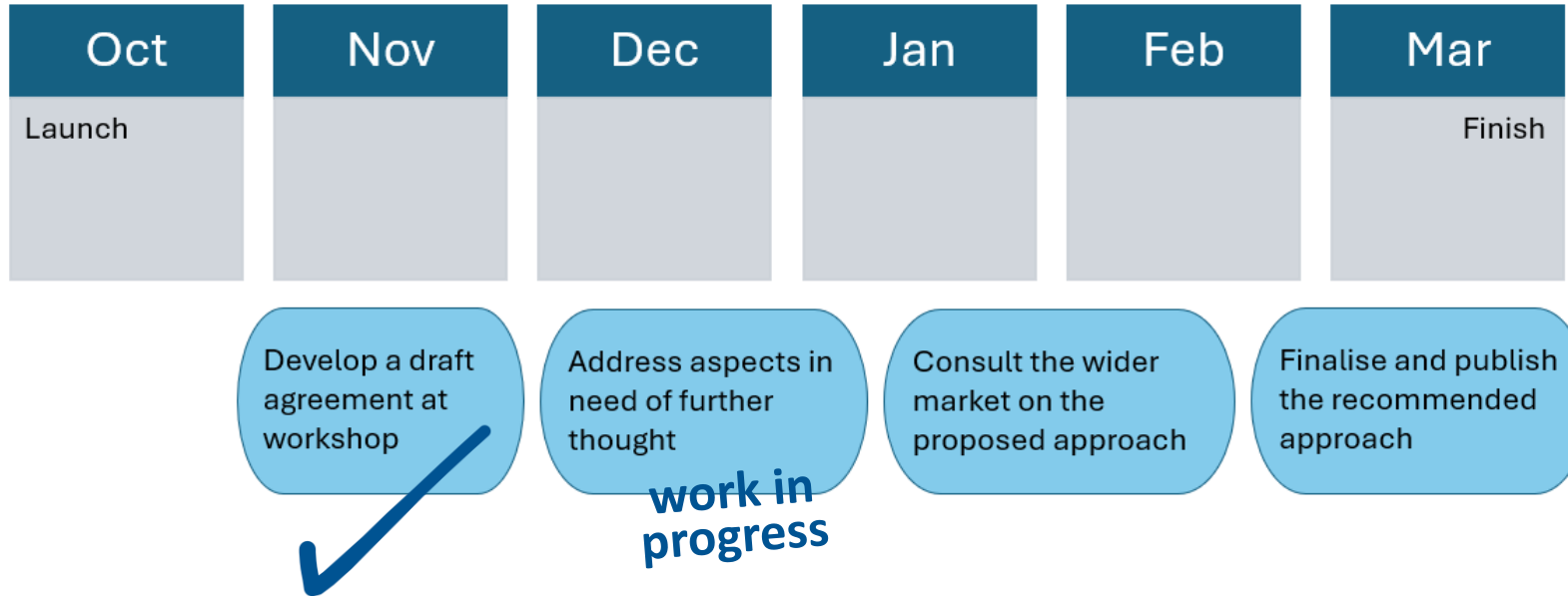
### Aim

Document an agreed approach to customer engagement before, during and after the NHH smart meter roll out which clearly sets out the role and responsibility of retailer and wholesaler, with the aim of achieving national consistency to handling the smart meter roll out.

### Purpose

All parties recognise the importance of customer engagement as critical to leveraging the benefits of smart meters. Therefore, a clear plan is required. In addition, we must ensure NHH customer experiences of the smart water meter roll out are positive and well managed or benefits will be diluted.

## Timeline

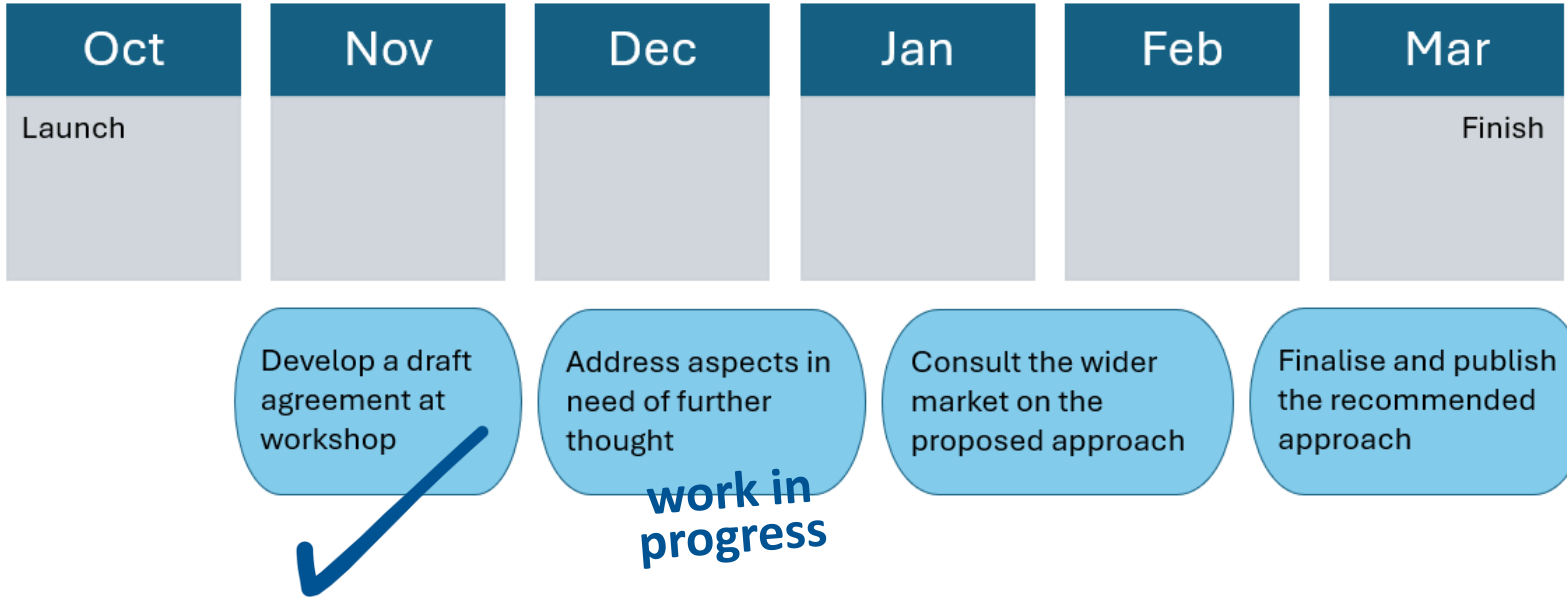


### We are currently working on:

1. Developing a national information point for customers that all parties can signpost to
2. A review of existing code/forms to check alignment to the agreed approach
3. Customer data sharing
4. Developing a standardised physical info pack for customer to be given on day of installation
5. Developing minimum standards for evidence gathering at point of installation (e.g. photos)
6. Developing minimum standards for retailer communications to customers after meter commissioned



## Timeline



### Next steps:

1. Complete the work on defining the happy path so that we can consult on this
2. Define a list of common exceptions to the happy path
3. For each common exception: Agree minimum customer communications and roles and responsibilities

## How can you get involved?

### 1. Start conversations in your organisation now about standardisation

Raise awareness that this piece of work is going on and encourage your organisation to support standardisation in theory before the practical and specific issues are considered.

### 2. Plan to engage with the consultation

Developing the agreement has been reliant on the contribution of individuals but we need organisational buy in to actually deliver a standardised approach so please plan ahead and proactively encourage your organisation to engage and discuss the specifics that will be consulted on in late Jan/Feb.

# Complaints Sub-group

Sian Forward

**RWG**



# Update

Last meeting held 15<sup>th</sup> November 2024

## Key Discussion Points

- Challenges with form submissions (not exclusive to F processes)
- Reporting isn't ready to support accurate root cause or diagnostics for improvements
- A request to have a "menu" or quick reference guide for **all forms** for operational people
  - Who would own this? Potential for a Bi-Lat Group?
- Meetings being scheduled for 2025



# Settlement Sub-group

Fallon Wilkinson



## Update

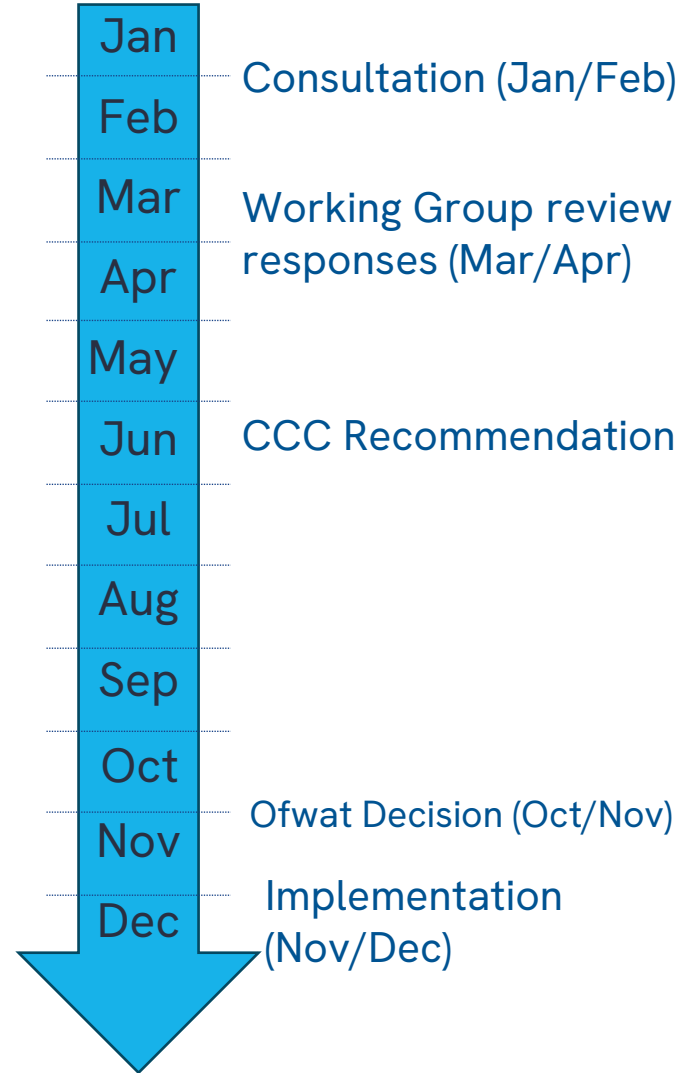
The RWG Settlement Group is currently on pause, whilst the code change we put forward progresses.

**A consultation will be coming out in January on CPW152 – Post-RF Customer Refunds.**

This change will clarify that refunds are due in the 'Deadzone' and make some amendments to the process for Post-RF Refunds.

The RWG Group will reconvene to agree an accompanying Good Practice Guide, once the details of the Code Change are clear.

## Code Change



## Good Practice



# Drought Sub-group



## Recap on purpose

- To provide:
  - central view to retailers of wholesalers' drought statuses;
  - clear and consistent application of drought restrictions to non-household customers;
  - a NHH feed into wider National Drought Group activity such as UKWIR Drought Code of Practice review
  - drive greater consistency in drought communication plans.



# Update

Purpose	Update
Central view to retailers of wholesalers' drought statuses	<ul style="list-style-type: none"> <li>No drought restrictions in 2024 so the group has not needed to convene</li> </ul>
Clear and consistent application of drought restrictions to non-household customers	<ul style="list-style-type: none"> <li>UKWIR updated the Drought Code of Practice in 2023 which covers how restrictions are applied to customers.</li> <li>There is a need to raise awareness of this document in the market and understand from retailers if there are any gaps from their perspective</li> <li>Dissemination with retailers on hold until other work complete – capacity due to 2 items below</li> </ul>
A NHH feed into wider National Drought Group activity such as UKWIR Drought Code of Practice review	<ul style="list-style-type: none"> <li>Matt continues to attend National Drought Group to provide input from RWG</li> <li>UKWIR updated the Drought Code of Practice in 2023.</li> <li>Second UKWIR project underway assessing the impact of Non-Essential Use Bans on customers including NHH</li> <li>Have offered RWG Group as a vehicle for this research, also MOSL involved</li> <li>Potential to get retailers more involved in this – feeding back to UKWIR on this</li> </ul>
Drive greater consistency in drought communication plans	<ul style="list-style-type: none"> <li>First draft of Drought Communications Good Practice Guide has been established</li> <li>First workshop held with retailers, more virtual workshops planned</li> <li>GPG likely to go out for consultation in February 2025</li> </ul>
Central view to retailers of wholesalers' drought statuses	<ul style="list-style-type: none"> <li>No drought restrictions in 2024 so the group has not needed to convene</li> </ul>



## Drought Plans 2025/26 timeline

What	Who	When
Drought – how it is managed in England consultation <a href="#">Take part in a consultation on drought management in England – Creating a better place</a>	Environment Agency	8 November 2024 – 10 January 2025
Guideline for water company drought plans consultation	Environment Agency	Coming weeks
Draft drought plans updated	Wholesalers	2025
Drought plans consultation	Wholesalers	2025
Updated final drought plans 2026 published	Wholesalers	2026

A good practice guide will support the above statutory process making it more straightforward for wholesalers and improving the quality of drought plans for the market

# Policy Sub-group

David Morris

**RWG**



# Access Sub-group

Gerard Lyden





# Access Group - Chair Neil Presland / Nicola Spiller

## Headlines

- Ill health to co-chairs has delayed progress
- Reviewed and fed back comments to Metering Committee Internal Meters Process (QSP17)
- Draft Good Practice Guide planned for this quarter has not yet been issued to the group for comment
- Aim is to complete this so it can be circulated more widely in the new year prior to publication



# Customer Contact Details Sub-group

Gerard Lyden



# Customer Contact Details – Chair Gerard Lyden

## Purpose

- To review previous work (including Code change proposals, RWG Good Practice Guides and consultation responses received as part of the recent Ofwat consultation on proposal to mandate retailer provision of emergency customer contact details within CPCOP).
- To make a recommendation to develop a pragmatic solution that works for Trading Parties and customers that would enable customer details to be captured where practical and shared appropriately.

## Update

- Great level of support (Ofwat, CCW, MOSL, 4x Retailers and 6x Wholesalers)
- Two meetings held so far (18/9, 6/11)
- Completed phase 1 – look back / review of prior work (Code changes, CPCOP proposal, Unplanned Group work/GPG, Interim Supply customer data)
- Emerging themes
  - *Perfection is the enemy of progress*
  - May need different solutions for deferent customers e.g. sensitive

## Future plans

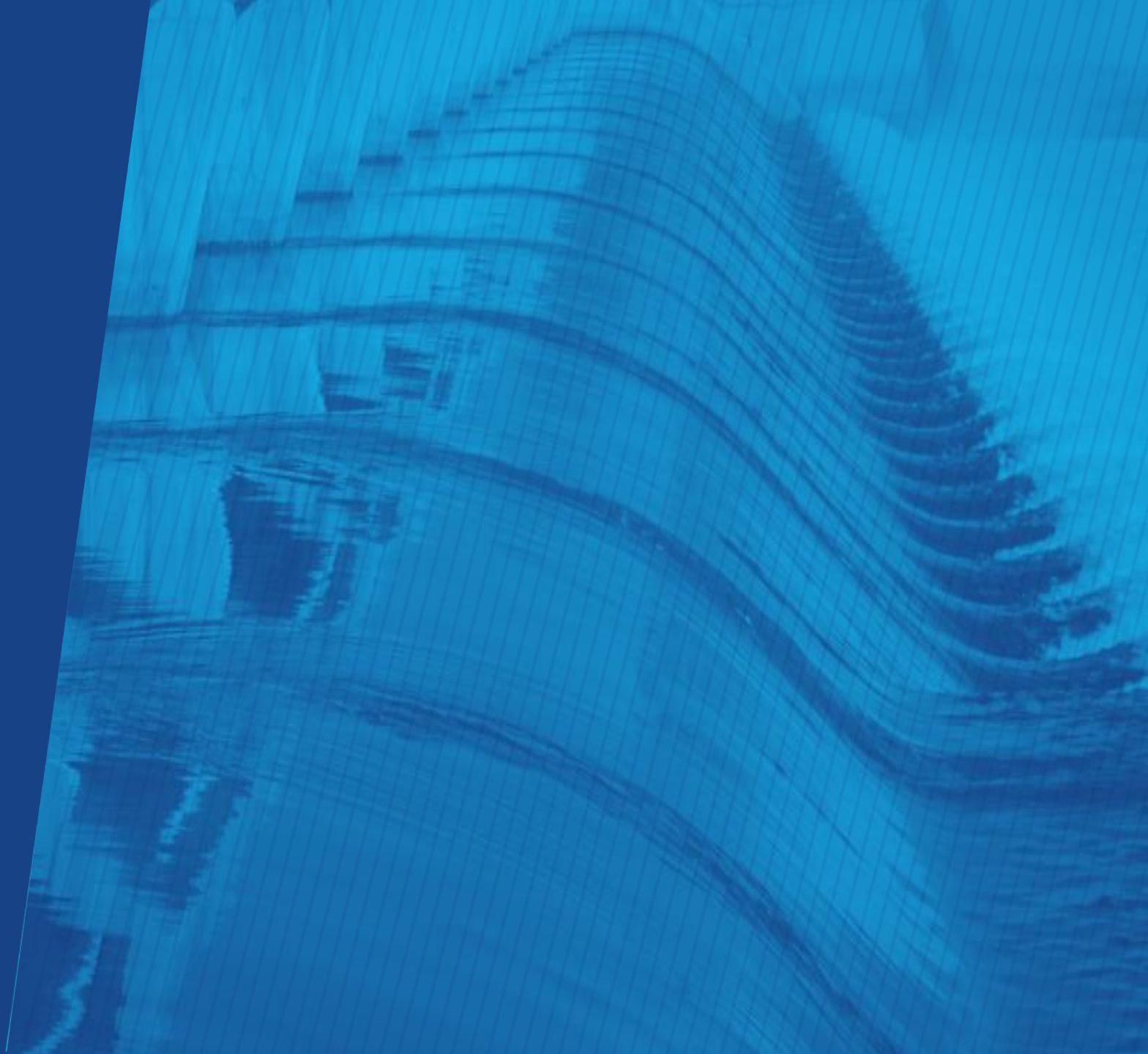
- Start Phase 2 – options identification and evaluation
- Full day Face to Face at Ofwat offices in Birmingham 13<sup>th</sup> January
- This will lead on to a need for wider consultation in the spring
- Aim to complete by September 2025



# Tariff Sub-group

James Lancaster

**RWG**





## Update

The RWG Tariff Sub-group continues to work on four workstreams, as per below:

1. Metered consumption bands and meter fixed charges
2. Surface Water and Highway Drainage charges and Return To Sewer allowances
3. RV and Business Assessed tariffs
4. Trade Effluent charging

More members would be welcome on the working subgroups, especially the Trade Effluent working sub-group that is in need of additional wholesaler representatives.

## Metered consumption bands

The consultations on this topic that completed earlier this year have culminated in a **Good Practice Guide** being drafted that is **due to be published in January 2025** following a final consultation on the document itself in December 2024, as required by the RWG Governance Framework.

The key points that will be included in the GPG are:

- The best practice structure is **Option 2: 'Tariff basket' structure** (thresholds at 0.5 ML, 50 ML, 100ML and 250 ML)
- Phased implementation will be recommended to commence from **1 April 2026** (for the 2026-27 charging year)
- The suggested time horizon to complete implementation is five tariff cycles (**new structure in place for 2030-31**)
- The new metered structure is to apply to **water, wastewater and Trade Effluent tariffs**

## Metered consumption bands (continued)

The **open letter published by Ofwat** on 16 October can give wholesalers confidence that they can proceed with adoption of the recommended structure without it being deemed by Ofwat to breach wholesale charging rules or Licence conditions that relate to charging.

### Timeline of next steps

- **10 December 2024:** Issue draft Good Practice Guide consultation to industry, via MOSL
- **31 December 2024:** Consultation closes (may be extended)
- **End of January 2025:** Good Practice Guide published as final on MOSL website
- **1 April 2026:** Phased implementation by wholesalers of recommended metered tariff structure commences
- **1 April 2030:** Phased implementation by wholesalers of recommended metered tariff structure completes

## Other workstreams

### Rateable Value and Business Assessed tariffs

The RV and Business Assessed working subgroup is finalising a consultation document for publication in Q4 2024-25 seeking views on:

- i. an industry-wide common methodology for the structure of Business Assessed tariffs and the derivation of assessed volumes; and
- ii. the appetite for a roadmap to remove RV charging structures from wholesale tariffs across the industry.

### Trade Effluent charging

The Trade Effluent working subgroup **issued a Request For Information** in August 2024 to obtain industry feedback on challenges faced by trading parties regarding the principles, practices and processes for Trade Effluent charging.

The responses (9 wholesalers and 7 retailers) are being summarised for review by the RWG Tariff Subgroup before a proposed way forward is agreed upon.



# Planned and Unplanned Events sub-group

Mary Porter-Chorley



# Update

- The updated Unplanned Good Practice Guide has been circulated to the group for final review.
- Currently on track with the updated Planned Good Practice Guide. Next steps are to finalise the amendments and share with the sub-group for final review.
- Following approval, both Good Practice Guides will be published.
- There could be a potential code change as a result of the work on the Unplanned Good Practice Guide. This relates to the E3 and E4 processes (under the main E1 process) where there is a requirement for retailers to be informed within 1 hour of an event occurring.
- The Wholesaler Unplanned Events Template/Wholesaler Action Notification Template will be reviewed by the Code Advisory Group and potentially amended as part of the last phase of the bilateral release in the new year.
- Survey summary to be sent to Trading Parties that outlines the issues highlighted and how the sub-group has addressed these in the updated Good Practice Guides.
- Comms from MOSL received on 27.11.2024 advising, following recent work for June 2024 release of the planned/unplanned notifications, of non-compliance with managing the process in the bilateral hub. MOSL will capture feedback to the communication and advise the sub-group as needed.

# Eligibility Sub-Group Update

Mike Rathbone



## RWG Eligibility Subgroup – Update

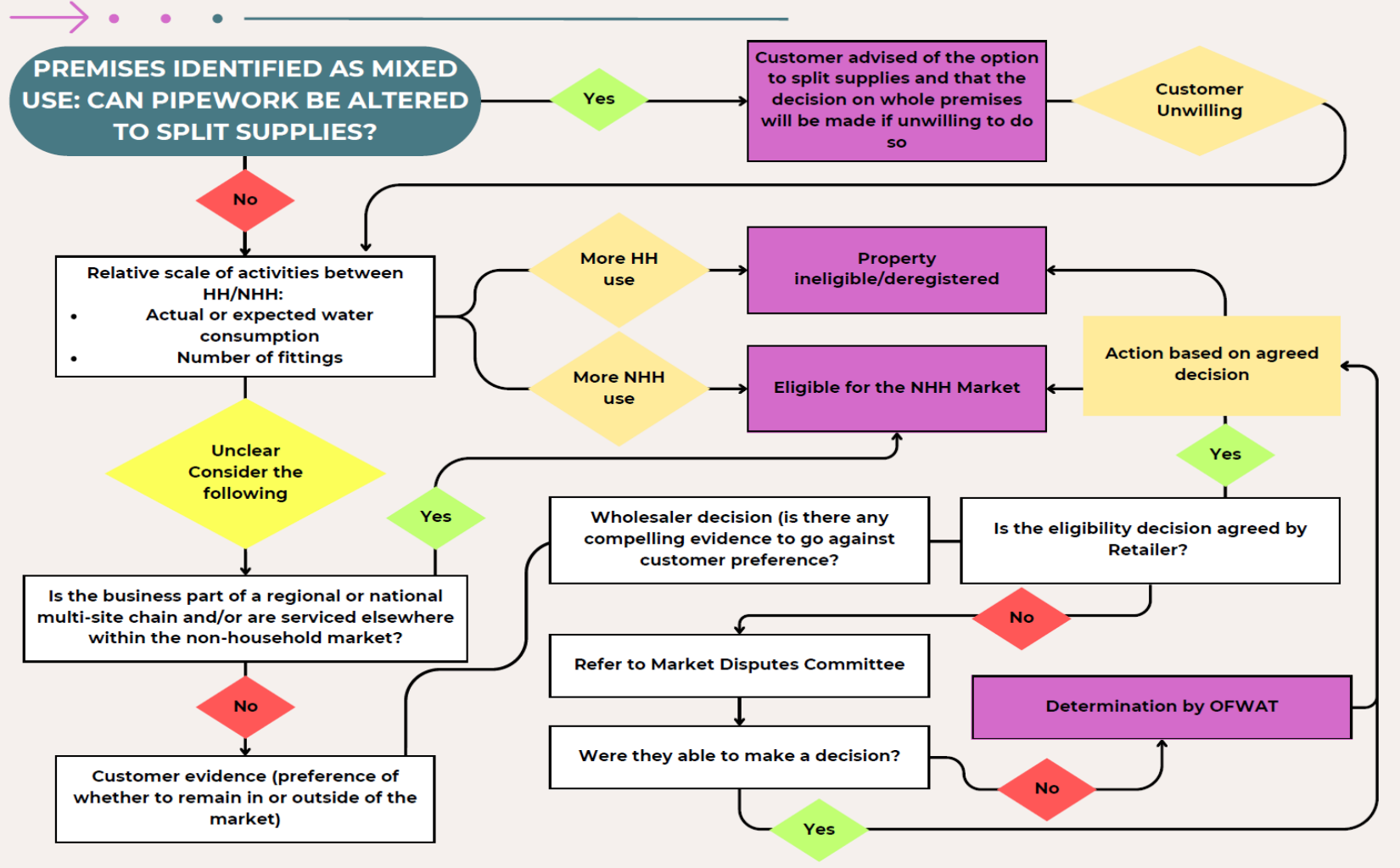
- Two full meetings of the subgroup to date
- Several smaller meetings to workshop some of the ideas (Thanks to Sian and David)
- Proposals discussed for De-registration process for Eligibility Reasons
- Work to re-visit and somewhat prioritise the information in the Ofwat guidance ‘red-box’
- Look to publish a GPG in Dec/Jan for the Eligibility De-reg process



# RWG Eligibility Sub-group – Red Box Prioritisation Proposal

## PRINCIPLE USE FLOWCHART

To replace Ofwat's Red Box



# Focus session: Eligibility

Mike Rathbone



## **RWG Eligibility Sub-group – Workshop Session**

- Series of Proposed solutions to many of the common reasons for deregistration
- Proposed solutions have been worked through with the subgroup, largely supportive feedback
- ONLY for Eligibility based de-registrations
- Considers there MAY be customers who are resistant to this approach
- Some things may be “too-hard” to develop an off the shelf solution to and accepting that!!
- Looking to roll this out as a GPG soon

## **RWG Eligibility Sub-group – Basic Rules**

Retailer initiated (C5.R) if wholesaler agree with dates on request, proceed straight to completion, if wholesaler believes the date should differ must use OUTCOME PROPOSED and defer the ORID

Wholesaler initiated (C5.W) must always use OUTCOME PROPOSED and defer before proceeding.

Retailers - if dates are required to be backdated on any metered de-registrations, wholesaler may request you retire reads to complete these requests, so F reads can be added into CMOS from the correct dates.

Data Assurance - to be dealt with as per data assurance guidelines.



## RWG Eligibility Sub-group – Scenarios

A	Change of use - Metered - Vacant or Occupied	Dereg from date it became HH up to a maximum of 6 years	Dereg from date of receipt/creation unless retailer has requested an earlier date, which must be justified by the Retailer (upto a max 6 years)	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, <b>a meter read will be added to CMOS as a final read on the date of transaction. The read date will be amended to match the deregistration date. Retailers may be required to remove cyclical reads if backdating.</b> If there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.
B	Change of use Assessed - Vacant or Occupied	Dereg from date it became HH up to a maximum of 6 years	Dereg from date of receipt/creation unless retailer has requested an earlier date, which must be justified by the Retailer (upto a max 6 years)	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, if there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.

## RWG Eligibility Sub-group – Scenarios

E	Demolished - Occupied - supply no longer there	Dereg from date supply was removed up to a maximum of 6 years	Dereg from date supply was removed up to a maximum of 6 years	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, <b>if metered a meter read will be added to CMOS as a final read on the date of transaction. The read date will be amended to match the deregistration date. Retailers may be required to remove cyclical reads if backdating.</b> If there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.
F	Demolished - Vacant since demolition - supply no longer there	Varies	Dereg from date of receipt/creation unless retailer has requested an earlier date, which must be justified by the Retailer (upto a max 6 years)	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, <b>if metered a meter read will be added to CMOS as a final read on the date of transaction. The read date will be amended to match the deregistration date. Retailers may be required to remove cyclical reads if backdating.</b> If there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.

## RWG Eligibility Sub-group – Scenarios

I	No water/sewerage supply - Occupied	Dereg from date supply was removed up to a maximum of 6 years	Dereg from date supply was confirmed removed up to a maximum of 6 years	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, <b>if metered a meter read will be added to CMOS as a final read on the date of transaction. The read date will be amended to match the deregistration date. Retailers may be required to remove cyclical reads.</b> if there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.
J	No water/sewerage supply - Vacant for full period	Dereg from date supply was removed up to a maximum of 6 years	Dereg from date of receipt/creation unless retailer has requested an earlier date, which must be justified by the Retailer (upto a max 6 years)	The wholesaler will update CMOS from the correct dereg dates that have been agreed between both parties so Retailer can cancel/rebill, <b>if metered a meter read will be added to CMOS as a final read on the date of transaction. The read date will be amended to match the deregistration date. Retailers may be required to remove cyclical reads.</b> If there are any settlement refunds required in closed RF periods, the calculations of this will be provided on the process/ORID and will be added to your out of market financial sheet and credited back to you via a credit notice the following month.

## **RWG Eligibility Sub-group – Feedback**

- What were the views of the suggested solutions in each case?
- Any specific problems foreseen with this?
- What do we do with those cases where this doesn't fit?
- Can we aim for guidance on merges?





# Market Improvement Fund round four



STRATEGIC  
PANEL  
& Committees



Market  
Improvement  
Fund



# The Market Improvement Fund (MIF)

- The only fund dedicated to improving the business water market.
- Created by the Strategic Panel and administered by MOSL
- Funds projects that tackle market frictions to benefit the market, its customers and the environment
- Encourages pilots, research and accepts an element of risk
- Awarded over £2.4m to 24 projects since 2021.



# RWG and the MIF

## Round one

1. Branding and design
2. Further develop options and RWG recommendations for increasing water demand reduction delivery on non-household properties within the retail market

## Round two

RWG wholesale tariff simplification development

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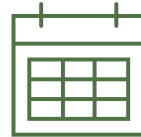
## Round four: What you need to know



### Who can apply?

Trading parties, industry groups, third parties...

Applicants must be sponsored by a trading party or MOSL



### When does it open?

Application window:  
17<sup>th</sup> – 28th February  
2025



### How much is available?

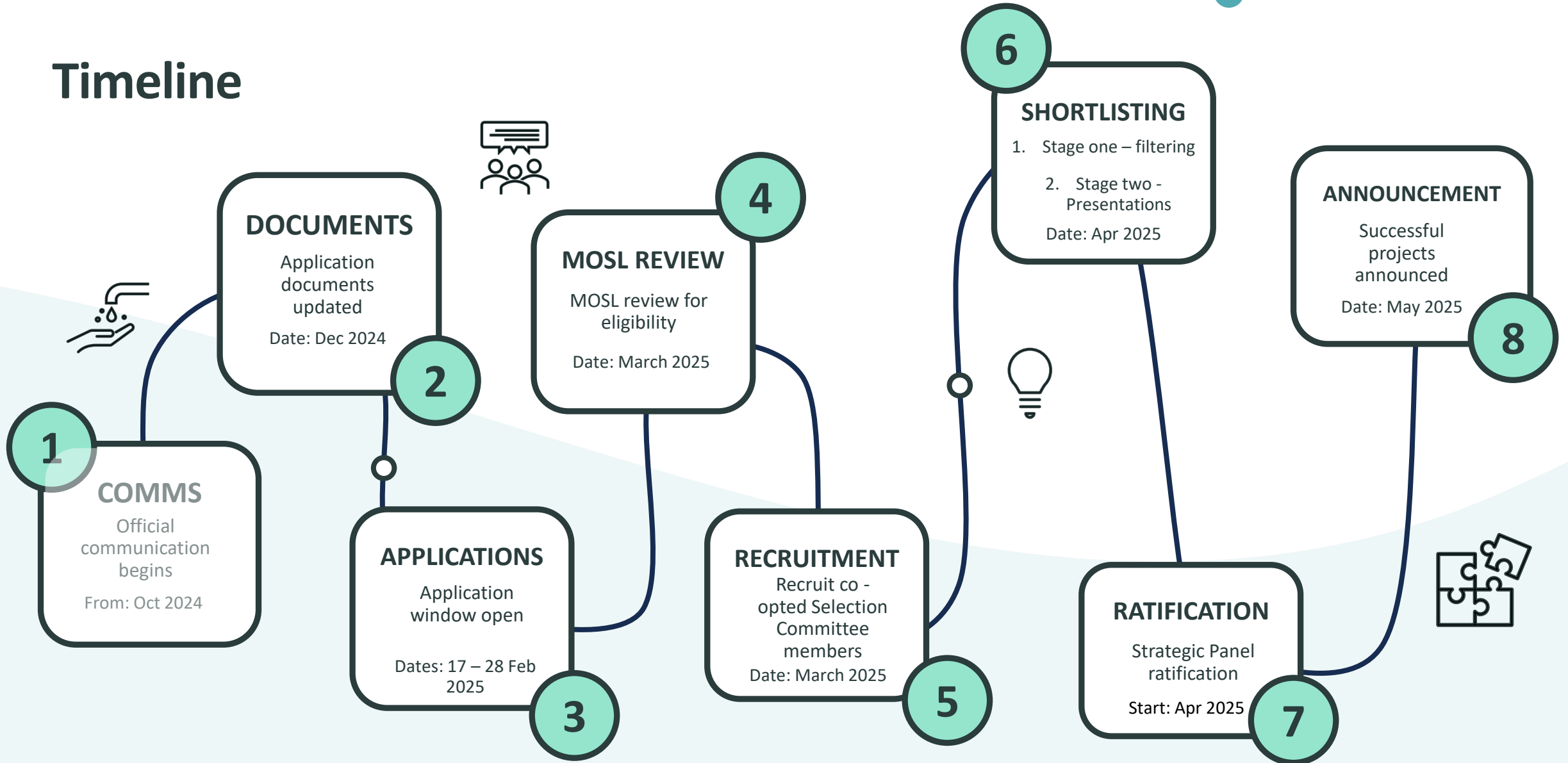
Up to £200k from a  
£1m fund



### What type of project?

- Improve the market
- Not BAU
- Benefit the market as a whole
- Aligns with Roadmap to a Flourishing Market

# Timeline





# The Booster Fund

- Feedback showed a desire for projects to continue after closure, having demonstrated additional benefit or scope to scale up the project.
- Round four applicants can apply for an additional sum (up to 50% of their initial funding allowance), subject to a separate application – including a strong business case.
- More information will be available next year.



## Want more information?



Sign up to receive Market Improvement Fund emails



Read Market Focus and the MIF webpage



Submit an Expression of Interest or email [MIF@mosl.co.uk](mailto:MIF@mosl.co.uk)

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# Lunch

12.30 – 1.30pm

**RWG**



# Focus session: Smart Meter Roll Out

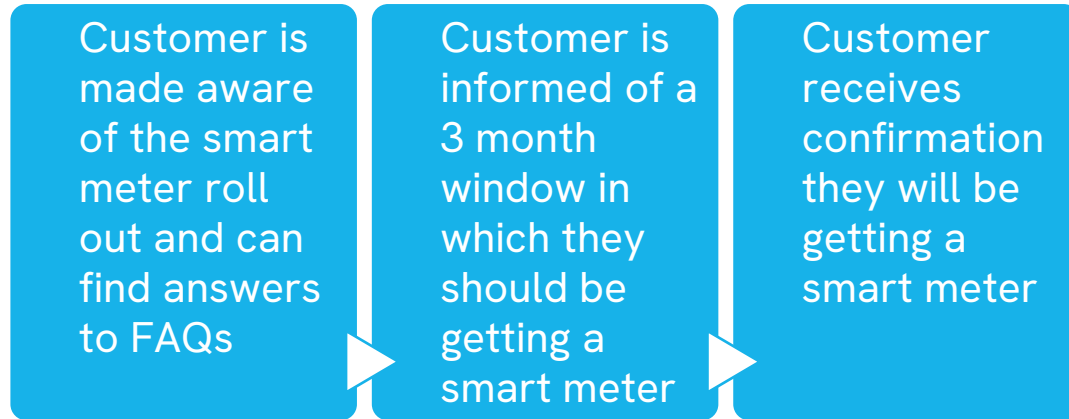
Lois Gill

**RWG**

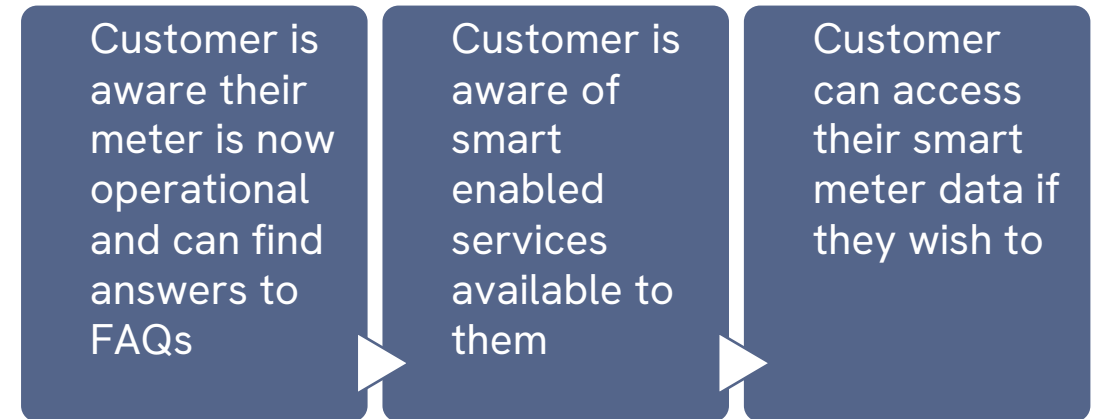


## Customer happy path: minimum comms

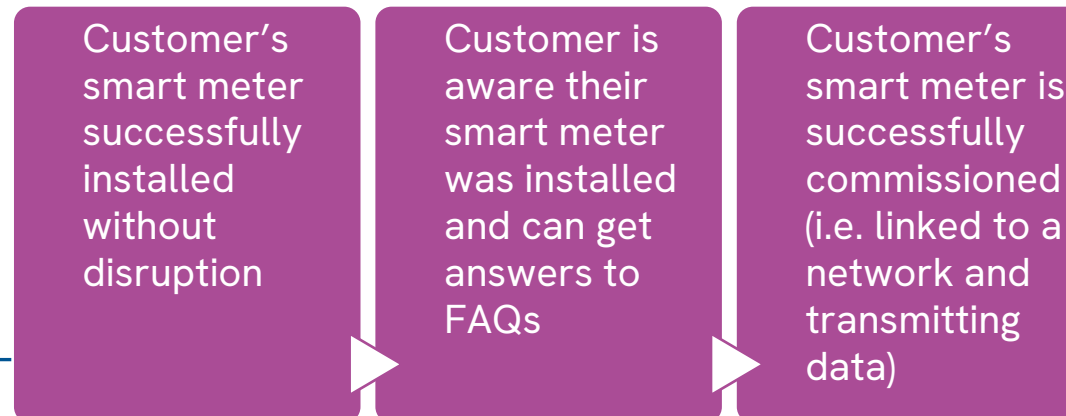
### BEFORE METER INSTALLATION



### AFTER METER INSTALLATION



### DURING METER INSTALLATION

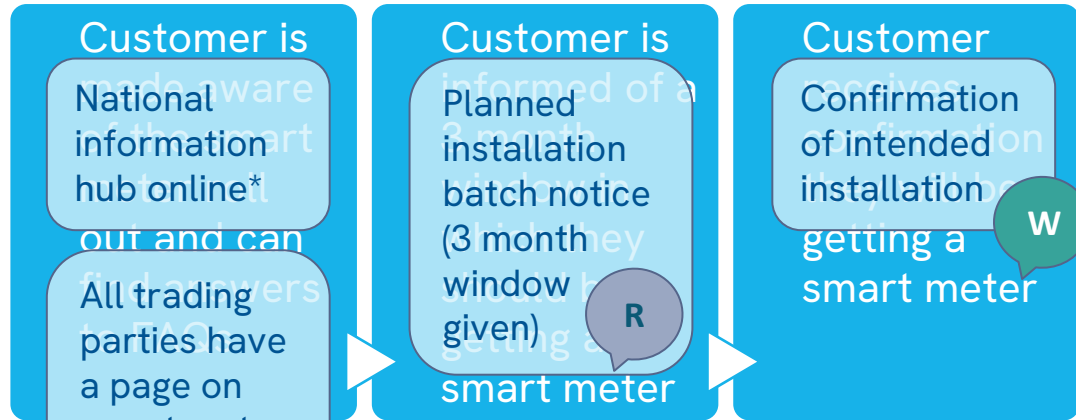




# Customer happy path: minimum comms

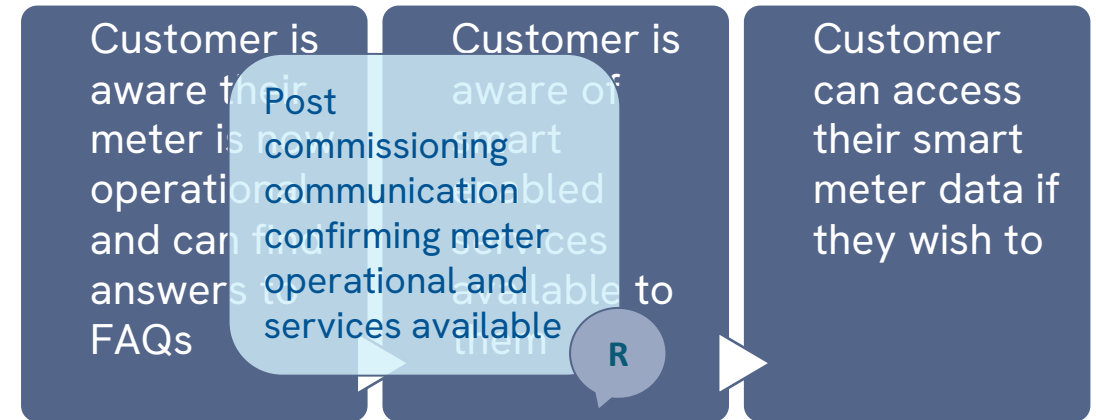
W Wholesaler  
R Retailer

## BEFORE METER INSTALLATION

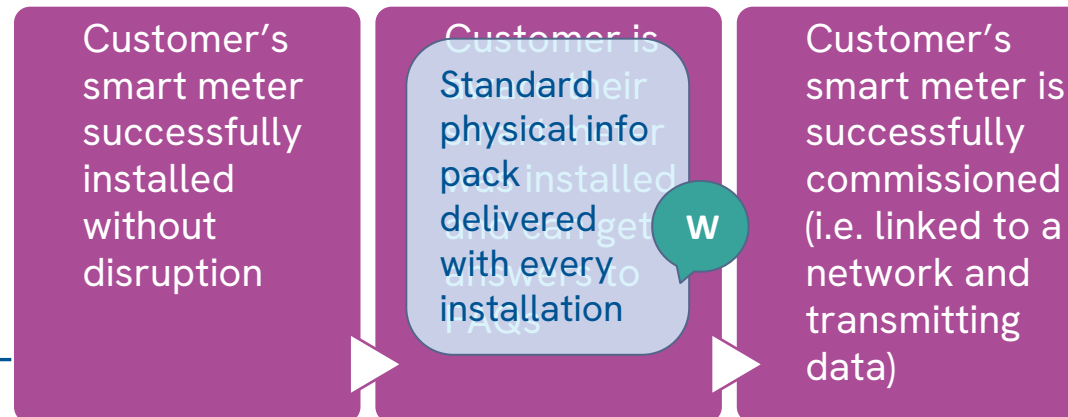


All trading parties have a page on smart meter roll out on their website which links to the national hub (W, R)

## AFTER METER INSTALLATION



## DURING METER INSTALLATION



\*RWG and MOSL collaboration

## Discussion questions

1. Is there anything missing from the happy path?
2. Are there any essential communications we have missed for a customer on the happy path?
3. Do you agree with the responsibilities assigned to wholesaler and retailer?
4. What common exceptions would you like to see considered by the group?
5. Acknowledging the challenges of moving towards national approach, what early actions do you think could be taken to overcome obstacles to delivering the national approach?

# RWG Good Practice Guide alignment

Fallon Wilkinson



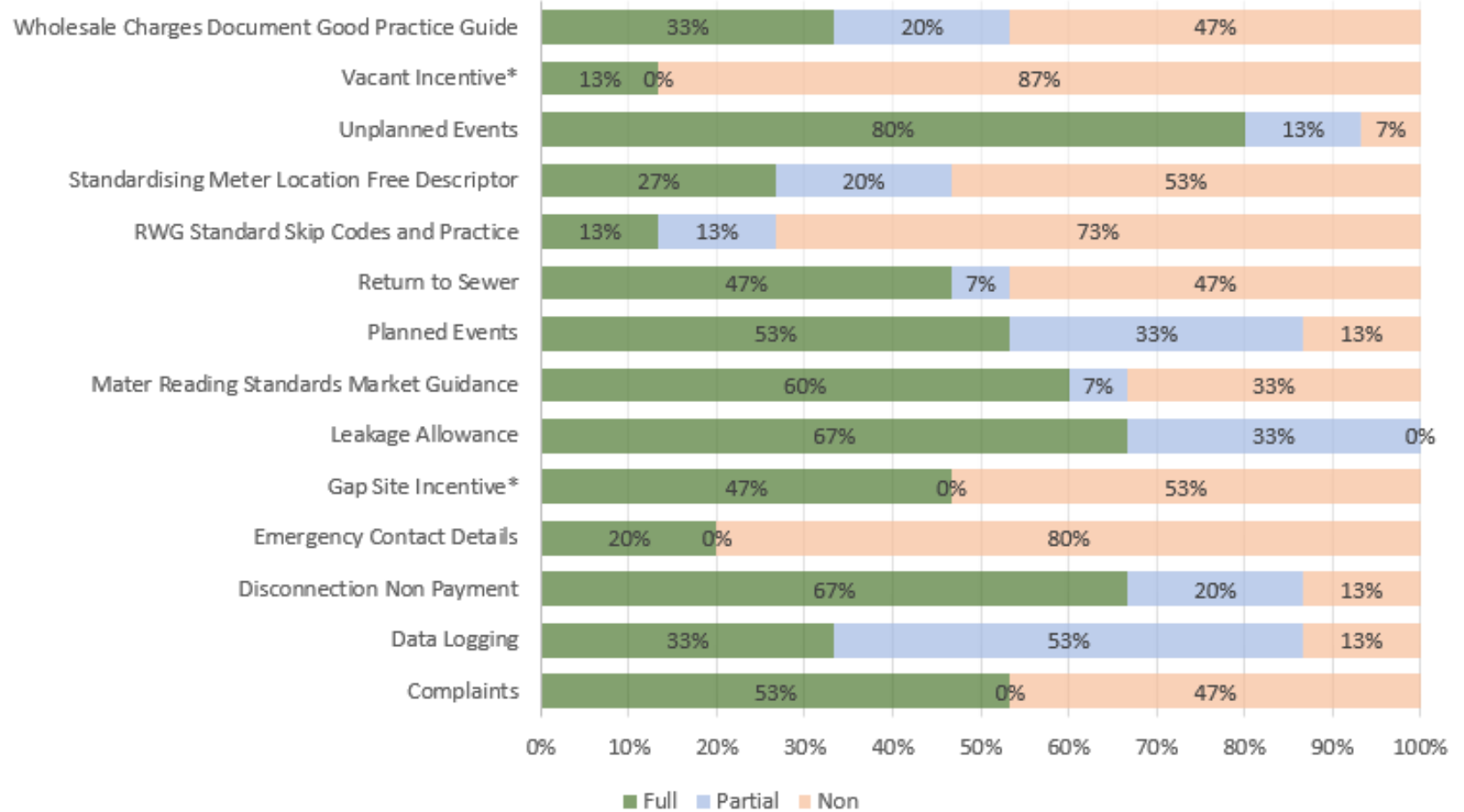
# Good Practice Guide Adherence

Wholesalers were asked to confirm adherence to GPGs – around half have replied (remainder taken from websites)

There are two Good Practice Guides to be added:

- Wholesale tariffs with retail price control groups
- Fixed meter charges

\*Vacant and Gap site incentive may no longer be needed?





# RWG and the Strategic Panel Roadmap

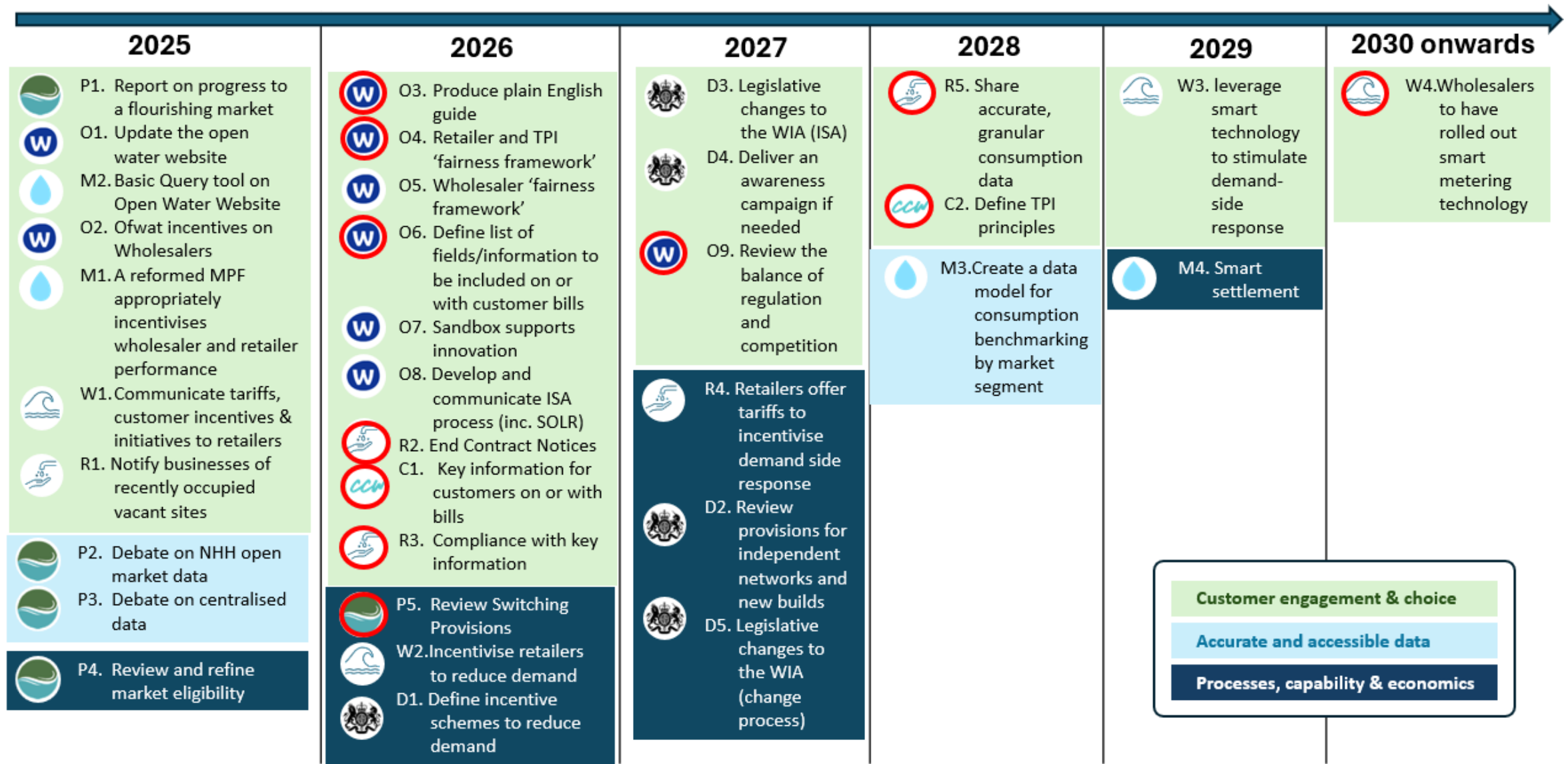
Gerard Lyden

Markus Lloyd





# Final roadmap –actions



## Panel Approach to Delivery

Panel Subset to be established to oversee delivery of the Roadmap. Initial focus on 2025 actions (to be delivered by 1 April 2026) and actions linked to the REC Review.

Secretariat to undertake a mapping exercise to record where existing groups are taking work forward. If/where gaps are identified then Panel to look at whether and how additional groups could be created to take actions forward and how it can support them.

Secretariat to monitor progress with responsible parties and report back to the Subset and Panel as a whole on a regular basis.

Where significant delivery issues are identified Panel to consider how it can provide more active support/input.

# Trading Party-Led Actions - Wholesalers

## By 2025 and onwards

W1 - Communicate tariffs, customer incentives and initiatives to retailers

Retailers have sufficient information on wholesaler water efficiency solutions to target customers with appropriate messaging so that the customers receive communications around innovative solutions that are relevant to them.

**Helps move towards a market where:**

- Innovation is supported by accurate data
- Retailers can offer water efficiency solutions to any customer

**Helps to tackle:**

- Inconsistent provision of information to customers
- Customer Engagement and Inertia
- Wholesaler Monopoly Power

**Dependent on:**

- Smart tech and tariffs



## By 2026 and onwards

W2 - Incentivise retailers to reduce demand

Wholesalers provide incentives to retailers to deliver (or encourage uptake of) services that reduce demand for water and alleviate the pressure on wastewater services. This may require new or reformed frameworks or tariffs and updates to charging rules and so may need the support of the regulator, the Panel and/or MOSL. By reducing demand for water and, by extension, costs in the treatment of wastewater, wholesalers can direct the savings towards incentives for customers and retailers.

**Helps move towards a market where:**

- Customers are incentivised via retailers to reduce demand

**Helps to tackle:**

- Customer Engagement and Inertia
- Market Complexity and Cost
- Wholesaler Monopoly Power

**Dependent on:**

- Water efficiency solutions



## By 2029 and onwards

W3 - Leverage smart technology to stimulate demand-side response

Wholesalers to exploit the rollout of smart metering technology to provide water security and innovative tariffs for all retailers across all regions and send clear, appropriate, and timely pricing signals through the supply chain. This could also enable water efficiency solutions to be offered by any retailer to any customer regardless of region.

**Helps move towards a market where:**

- Smart technology and settlement enable the roll out of smart tariffs
- Smart settlement and tariffs provide clear price signals to customers
- Customers are incentivised via retailers to reduce demand

**Helps to tackle:**

- Market Complexity and Cost
- Wholesaler Monopoly Power

**Dependent on:**

- Accurate asset and customer data
- Clear eligibility
- Data responsibility



## By 2030

**W4\*** - Wholesalers to have rolled out smart metering technology

Co-ordinated rollout of smart technology according to WRMPs so that customer choice is not constrained in some regions resulting in more expensive water and wastewater services as an enabler to smart tariffs and smart settlement.

**Helps move towards a market where:**

- Smart technology and settlement enable the roll out of smart tariffs
- Smart settlement and tariffs provide clear price signals to customers
- Customers are incentivised via retailers to reduce demand

**Helps to tackle:**

- Market Complexity and Cost
- Wholesaler Monopoly Power

**Dependent on:**

- End of Contract Notices
- Water efficiency services/solutions
- Smart price signals
- Smart tech and tariffs

# Trading Party-Led Actions - Wholesalers

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**RWG Steering Group initial view:**

RWG to support and aid with consistent delivery



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**RWG Steering Group initial view:**

RWG to support and aid with consistent delivery



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**RWG Steering Group initial view:**

Reliant on work of metering committee. RWG to support translating metering committee findings into action.



## By 2030

W4\* - Wholesalers to have rolled out smart metering technology

Co-ordinated rollout of smart technology according to WRMPs so that customer choice is not constrained in some regions resulting in more expensive water and wastewater services as an enabler to smart tariffs and smart settlement.

**RWG Steering Group initial view:**

Smart roll-outs remain the responsibility of individual wholesalers to action

# Trading Party-Led Actions - Retailer

## By 2025 and onwards

R1 - Notify businesses of recently occupied vacant sites

An enduring process of retailers sending out notifications to replicate the awareness push at market opening for companies that may have missed this at the time so that all customers who are eligible for the market are in it.

**Helps move towards a market where:**

- Customers and new entrants are aware of the market

**Helps to tackle:**

- Inconsistent provision of information to customers
- Customer Engagement and Inertia

**Dependent on:**

- Accurate data



## By 2026 and onwards

R2\* - Issue End Contract Notices

Retailer licences require retailers to inform customers as they approach the end of their contract, what their consumption has been, what tariffs they are on, what services they have received and how much they have paid for them so that they can exercise their option to compare prices and service and chose an alternative supplier and (if they are no longer on the deemed rate) are not at risk of remaining on high standard variable rates. Licence changes to be driven by Ofwat

**Helps move towards a market where:**

- Customers know when their contract ends & are free to switch or renegotiate

**Helps to tackle:**

- Market Power and Monopoly Behaviour
- Lack of Effective Competition
- Inconsistent provision of information to customers

**Dependent on:**

- Defined information on (or with) bills (Ofwat)



## By 2026 and onwards

R3\* - Self-certify compliance with list of fields / information to be included on or with customer bills

Retailers to Self-certify their compliance to providing the agreed information on or with customers' bills. Customers should clearly understand their tariffs, consumption, contract end dates and obligations by their retailer so that they can base and choices of supplier on accurate existing information.

**Helps move towards a market where:**

- Information must be provided on bills and in a way that customers understand

**Helps to tackle:**

- Market Power and Monopoly Behaviour
- Lack of Effective Competition
- Inconsistent provision of information to customers

**Dependent on:**

- Awareness



## By 2027 and onwards

R4 - Retailers offer tariffs to incentivise demand side response nationally

Retailers and wholesalers to work more closely with each other to deliver financially viable smart retailer tariffs which enable customers to manage their demand more efficiently by offering time or volume-based incentives to any of their sites, across all regions and are enabled through smart technology.

**Helps move towards a market where:**

- Smart settlement and tariffs provide clear price signals to customers
- Customers are incentivised via retailers to reduce demand

**Helps to tackle:**

- Customer Engagement and Inertia
- Market Complexity and Cost
- Wholesaler Monopoly Power

**Dependent on:**

- Accurate customer data
- Demand reduction incentives
- Smart price signals
- Smart tech and tariffs



## By 2028 and onwards

R5\* - Share accurate, granular consumption data

Granular consumption data can be paired with customer segmentation data and shared so that conclusions around the efficient use of water can be made by the retailer and other retailers and appropriate actions can be taken with the customer.

**Helps move towards a market where:**

- Consumption changes can be derived & compared from reliable data

**Helps to tackle:**

- Market Power and Monopoly Behaviour
- Lack of Effective Competition
- Inconsistent provision of information to customers

**Dependent on:**

- Accurate customer data
- Clear eligibility
- Data responsibility
- Innovation sandbox





# Trading Party-Led Actions - Retailer

**By 2025 and onwards**

**R1 -** Notify businesses of recently occupied vacant sites

An enduring process of retailers sending out notifications to replicate the awareness push at market opening for companies that may have missed this at the time so that all customers who are eligible for the market are in it.

**RWG Steering Group initial view:**

Notices to customers remain responsibility of individual retailers to action

**By 2026 and onwards**

**R2\*** Issue End Contract Notices

Retailer licences require retailers to inform customers as they approach the end of their contract, what their consumption has been, what tariffs they are on, what services they have received and how much they have paid for them so that they can exercise their option to compare prices and service and chose an alternative supplier and (if they are no longer on the deemed rate) are not at risk of remaining on high standard variable rates. Licence changes to be driven by Ofwat

**RWG Steering Group initial view:**

Notices to customers remain responsibility of individual retailers to action

**By 2026 and onwards**

**R3\*** Self-certify compliance with list of fields / information to be included on or with customer bills

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Retailers and wholesalers to work more closely with each other to deliver financially viable smart retailer tariffs which enable customers to manage their demand more efficiently by offering time or volume-based incentives to any of their sites, across all regions and are enabled through smart technology.

**RWG Steering Group initial view:**

RWG to support and aid with delivery through discussion on addressing barriers and standardisation.

**By 2028 and onwards**

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**RWG Steering Group initial view:**

RWG to support and aid with delivery through discussion on addressing barriers and standardisation.

# Potential areas for RWG focus

Fallon Wilkinson, Mike Rathbone



# AOB and Close



## Before you go...

We want to know:

- What you thought of today's meeting
- Any suggestions for upcoming RWG meetings / events.

Scan the code using your phone!







**RWIG**