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# Roadmap to a Flourishing Market - Appendix E

## Input from Major Energy Users Council

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### Major Energy Users Council (MEUC) Summary

#### Background to the MEUC workshop.

To complement the information provided by the Europe Economics report, the Strategic Panel ran a customer expectation survey in partnership with the MEUC. This received responses from seven MEUC members, which formed the agenda for a two-hour workshop with around 20 members of the MEUC. The inputs are summarised in this Appendix to the Flourishing Market Roadmap

#### Direction from the MEUC workshop.

- a. For the Market
  - i. Eligibility criteria needs to be formally coded to prevent different rules placing the same customer in different markets in different regions
  - ii. Accurate customer, asset, premises, and consumption data is key to water efficiency
  - iii. Customers need access to meter data (location and reads). A national meter database is required
  - iv. Customers and suppliers need a national metering strategy which sets expectations around what smart technologies are to be used, and what standards will be mandated so that developers can focus their research and development activities and funds. This

will assure customers that standards for robustness and durability for smart technology will be mandated

- v. The UK needs a national water efficiency strategy and a programme which defines best practice programme for Water Efficiency
  - vi. The market should mandate water efficiency solutions for new builds and retro fits.
- b. For the wholesaler
- i. Wholesalers should incentivise the customers to install smart technology
  - ii. Wholesalers should have an incentive to fix reported leaks
  - iii. Wholesalers should have better engagement with retailers to benefit the customer
  - iv. Temporary Building Supplies (TBS) creates confusion and should not be in the market.
- c. For the retailer
- i. Water generates the smallest utility bill and generates the highest resource demand due to poor service from retailers
  - ii. Retailers should pay compensatory payments to customers for the time the customer spends exploring and resolving a retailer billing error
  - iii. Large customers select their retailer based on customer service
  - iv. Retailers should provide customers with water efficiency audits.