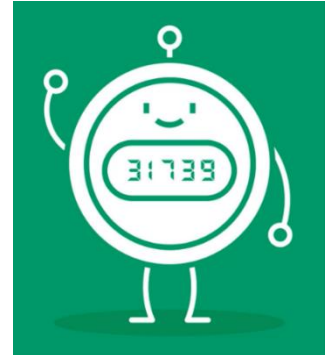


## MOSL Toolbox Talk #1: The Retail Water Market

The retail water market opened in April 2017, enabling more than 1.2 million non-household customers, from the smallest not-for-profit to the largest industrial businesses, to choose who provides their water and wastewater retail services. It is the biggest competitive water market in the world.

The market allows customers to shop around for, or renegotiate, better deals and additional services such as water efficiency audits, more frequent meter reads or bundling utility services.

Large customers also have the option to 'self-supply', meaning they can become their own Retailer, dealing directly with Wholesalers (the water companies).



### How does the Market work?

The water market works just like the markets for telecoms, gas and electricity. Retailers buy services from Wholesalers (in this case, water supply and wastewater removal), package these up and sell them to their eligible customers.

Customers can engage directly with Retailers, use brokers, comparison websites or specialist providers to find the best deal for them including additional services, such as water efficiency support, alongside potential cost savings.

The water companies are still responsible for providing the physical services (they still own the meters, pipes and treatment works), and the retailers will engage with them on their customers' behalf to address issues that might come up, such as billing complaints, requesting the repair of meters, supply pipe route checks or leak location.

### What does MOSL do?

MOSL stands for 'Market Operator Services Limited'. As the name suggests, MOSL operates the market.

MOSL maintains the market's central system 'CMOS', which holds all customers' data, including meter readings, tariffs, etc. CMOS and the data it holds is used by Retailers to bill customers, to change supplier, and to determine how much Retailers owe Wholesalers for the water their customers have used. CMOS manages more than 90,000 transactions per day.

As well as providing the market with the technology it needs to operate, MOSL maintains oversight of the market, from monitoring its current performance, to ensuring it is evolving in the right way for the customers it serves and the environment.

Trading parties, MOSL and Ofwat can suggest improvements to the market by proposing changes to the market's 'Codes' (rules), to enable the market to deliver better outcomes for all parties including the customer and make the market more efficient.

### What is it to do with YOU?

The most important part of the non-household market is the humble water meter and the data it provides. Meter reads drive the financial settlement between Wholesalers (the water companies) and Retailers, as well as providing a business customers with accurate and timely water bills. The meter is still owned by the wholesaler.

The water company still provides the water supply and sewage collection and those operational activities to support that.

**All parties have a part to play in ensuring an excellent customer experience, so that is why your work in finding, reading, fitting, and replacing meters is so very important to this market. Thank you!**