



Water Market

Award
Winning
Consultants

Since the 1st April 2017, it is estimated that 1.4 million sites have had the freedom to choose the Retailer for their water and wastewater retail services.

You can contract your water services in a similar way to how you negotiate your gas and electricity. Water and wastewater services remains the same, but you will be able to choose who handles your meter reading, billing and customer services.

As with any market opening up, new entrants will look to compete with existing, established players. This increased competition will benefit the consumers, in the long run. Despite this, only 61,000 consumers had switched between Apr17 - Sept17. Industry research suggests a lack of interest after the initial push and rightly so, as there is generally just a 1% to 2% benefit. The reason for this, is just 10% of a Water bill is 'negotiable' as the other 90% is fixed. For example, if you spend £150,000 each year, you are likely to save between £1,500 & £3,000 per annum. It is hoped that in time, as happened in Scotland, the % saving opportunities will increase.

An option would be to contact your Retailer and look for short term price reductions and added value services, such as better billing. Feedback has been that as expected, with the market in its early stages, some customers are experiencing issues with bills not being issued and quoted prices being inaccurate. Retailers are not surprisingly having to recruit staff from outside of the industry which is being reflected in some of these service issues.

Should you wish Indigo Swan to assist we would be delighted to discuss.
Please email hello@indigoswan.co.uk



INVESTORS
IN PEOPLE



IndigoSwan

v2.0