

Date

## **OPENING OF THE RETAIL WATER MARKET FOR BUSINESS CUSTOMERS**

From April 2017, a competitive retail market is due to open, giving all business customers the opportunity to choose their water retailer.

Portsmouth Water has decided not to participate in this market and, as such, will not be responsible for the activities that retailers undertake. This includes billing, bill payment and non-emergency call handling.

As you are aware, Castle Water has been managing customer calls, billing and related activities for business customers on behalf of Portsmouth Water since April 2016. Retailers, including Castle Water, will be able to offer services that Portsmouth Water does not at the moment, including the option to have a single bill for water and sewerage services.

If you do nothing, Castle Water will continue to provide these services to you, but as an independent retailer rather than on behalf of Portsmouth Water. However, you may choose to appoint a different retailer and we expect a number of retailers to be active locally. Details of retailers are available at [www.open-water.org.uk](http://www.open-water.org.uk) and you can start to engage with them now if you want to switch retailer upon market opening. If you are considering switching, you do not need to do it immediately as you can switch at any time once the market is open.

You can find out more about Castle Water by visiting [www.castlewater.co.uk](http://www.castlewater.co.uk) or phoning 01250 833101.

**This change will affect business customers only. Household customers will not be affected.**

**This change will not affect the quality or reliability of your water supply.** Portsmouth Water will still be responsible for the water supplied to your premises, but it will no longer send a bill or be your first point of contact, except in an emergency.

In the attachment to this letter, we explain the background to the changes we are making and provide an answer to some questions you may have. You can also visit our website [www.portsmouthwater.co.uk](http://www.portsmouthwater.co.uk).

If you would like further information about this change, please contact us by email on [business@portsmouthwater.co.uk](mailto:business@portsmouthwater.co.uk) or by writing to us at P O Box 8, West Street, Havant, Hants PO9 1LG. If you have any concerns that you wish to discuss you may also call us on 023 9249 9666.

Yours sincerely

NEVILLE SMITH  
Managing Director