
Gap site letter template

General background

As part of process C2 “Gap Sites identified by the Wholesaler” in the operational terms of the Wholesale Retail Code (“The Code”) where a company identifies a gap site it must write to the non-household customer, informing them at least of the following:

- *that their Eligible Premises, Service Category or Service Categories (as the case may be) has not been but shall be Registered in the Supply Point Register;*
- *if the Wholesaler has not chosen to exercise its right to exit pursuant to the Exit Regulations:*
 - *that a Retailer will be Registered to its Eligible Premises and the identity of that Retailer which is to be Registered to its Eligible Premises; and*
 - *that following that initial Registration they may subsequently choose which Retailer will supply them and provide details of where the Non-Household Customer may find information about the Retailers from which it may choose;*
- *if the Wholesaler has chosen to exercise its right to exit pursuant to the Exit Regulations:*
 - *that they can choose which Retailer will supply them and provide details of where the Non-Household Customer may find information about the Retailers from which it may choose; and*
 - *that if the Non-Household Customer does not make a selection within **twenty (20)** Business Days of the date of the letter, they will be allocated to a Retailer; and*
- *a unique reference number which includes a means of identifying the Wholesaler;*

The Code also states that whenever the Wholesaler writes to the Non-Household Customer under A or B above, it must use any template approved by the Authority for that purpose.

To aid companies and reduce their regulatory burden of having to apply individually for approval of templates, we have produced the following template text. Wholesalers can rely on this text as an approved template for these purposes **provided that**, as a minimum, they incorporate it in full when writing to affected non-household customers.

Template

Reference number

- The template must include the wholesaler's reference number so that the wholesaler can be identified

Text for letter

Eligible businesses, charities and public sector customers are now free to choose their water retailer and are no longer restricted to sticking with the regional monopoly provider.

[If not exiting]

Our records show that you are eligible to choose your water retailer. We are registering you as our customer on the market system, but you are free to switch to another provider - or renegotiate a better deal – at any time.

[If exiting]

However, when the competitive retail water market opened on 1 April 2017, **[Wholesaler name]** decided it would no longer provide retail services to non-household customers.

As a result you are free to choose any other retailer to provide these services. If you decide not to do so within the next 20 working days, your account will be allocated to another retailer. Of course, you are free to switch your account at any point before or after that date.

While this change takes place, the provision of your **[water and/or sewerage]** services will not be affected and you will still receive the same service.

[General]

You can find a full list of retailers to choose from at www.open-water.org.uk.

If you have any question please contact **[Wholesaler name]** on **[telephone details]**
or by e-mail **[email details]**