

Question	Answers	Feedback
Wholesalers are required to provide a 'Level Playing Field' What does this mean? Pick two answers	A) We are unable to show any preference to any Retailer B) Promotes preferential treatment of preferred Retailers <b>C) The Water Retail market creates a competitive environment</b> D) Provides certain Retailer an opportunity to gain an advantage	Correct - Retailers compete in the market on an equal basis. Don't show any preference!  Correct - Retailers compete in the market on an equal basis. Don't show any preference!
What are the benefits of the Water Retail Market? Pick two answers	A) Provides a competitive market for Wholesalers to compete for business <b>B) Non-Household customers are free to choose their Retailer by looking at who has the best deal for them.</b> C) Provides a competitive market and allows Retailers to compete for business by offering tailored packages. D) Offers Non-Household customers priority services	Correct - Non-household customers now have the option to switch their Retailer and Retailers will compete for the business.  Correct - Non-household customers now have the option to switch their Retailer and Retailers will compete for the business.
A Non-Householder customer contacts NWL (Wholesale) to discuss their most recent bill. How can we help the customer?	<b>A) Establish who their Retailer is and offer their contact details</b> B) End the call immediately C) Access the account via ICIS and discuss	Correct - NWL no longer have the option to view any billing
What are the main services provided by Wholesalers?	A) Meter Reading B) Billing and Customer Account Management <b>C) Water &amp; Waste Water Services</b> D) Tailored Water Services	Correct - Meter Reading, Billing and Customer Account Management & Tailored Water Services are now provided by the retailers.
What services are provided by Retailers? Pick two answers	A) Manage the supply of Water B) Maintenance of infrastructure <b>C) Billing</b> D) Non-Household Customer Complaints	Correct - Billing and Non-Household complaints are the responsibility of the retailers.  Correct - Billing and Non-Household complaints are the responsibility of the retailers.
A customer would like to find a new Retailer Service provider. What advice can we provide?	A) Provide the open-water.org.uk website so that the customer can view a list of all available Retailers B) Visit the MOSL website to view a list of all available Retailers <b>C) Visit the OFWAT website to view a list of all available Retailers</b>	Correct - By showing no undue preference to any Retailer the Non-Household customer will be free to make their own informed decision.
A Non-Household customer has called into the business to report they have no water. What should we do?	A) End the call immediately <b>B) Log the call in line with normal business procedures</b> C) Direct the customer to their own Retail provider D) Pass the customer to Wholesale Services	Correct - Contact into the business reporting operational emergencies such as loss of service should be treated the same both household and non-household.
During an appointment A Non-Household customer is unhappy about their recent bill and tries to show you a copy. What should you do?	A) Provide as much help and support as you can. <b>B) Explain that the bill is provided by their retailer and should be discussed directly with them.</b> C) Review the bill and offer your opinion	Correct - NWL no longer have the option to view any billing information. Billing and Customer Account Management is a service provided by the Retailer.
A customer reports to the Operational Contact centre that they are suffering from low water pressure. How do you proceed?	<b>A) Log the operational contact and establish if its an NWL issue and create field activity where required.</b> B) Explain that they should contact their Retailer. C) Complete the attribute field in Plus 2 to determine if it's a private or NWL asset	Correct - If this is a private matter provide relevant advice such Plumbers/Contractors/Retailers may provide services  Correct - Its still important that we provide the same excellent levels of service as always.
A non-household customer calls NWL and it's established their query can only be answered by their Retailer. How should you proceed? Pick two answers	A) Provide the contact details for their Retailer B) Contact the retailer on the customer's behalf C) Answer the question as best you can D) If in doubt contact the Wholesale Services team on 34066	Correct - Do not call the retailer on behalf of the customer. We can still provide a service to the customer by obtaining the correct contact details of the relevant retailer. If in doubt contact the Wholesale service desk on 34066  Correct - The Wholesale service desk act as the interface between NWL and all retailers and can help you with contact details etc when required.
Gauranteed Standards of Service (GSS) - Do these apply to NHH customers?	A) N/A in Water Retail market B) NWL pay financial penalties to retailers instead C) GSS payments are only paid to household customers D) GSS standards have not changed and apply to both domestic and non Household customers.	Correct - Wholesalers (NWL) obligations have not changed. Only the way in which these are paid to the customer. We now pay the money to the retailer who is obliged to pay their NHH customer.