

April 2024

Market monitoring 2023-24 - RFI qualitative questions

Ofwat

Ofwat's 2023-24 market monitoring: Request for Information – Qualitative questions

Question 1 - Third party intermediaries

Please summarise your overall view of your interactions with third party intermediaries (TPIs) in the market in 2023-24. Please consider the following in your answer:

- Benefits that TPIs may offer you as a Retailer in engaging with customers, or that TPIs may offer customers directly.
- Any challenges or issues you may have encountered concerning the role or operation of TPIs in the business retail market.
- The type and range of TPIs with which you engage - please provide names of TPIs where possible.
- The typical contract length of customer acquisition and renegotiated contracts made through TPIs, and whether this differs from the contract length offered to customers acquired through internal sales channels.
- For those TPIs acting on your behalf, please provide a summary of the commercial terms agreed e.g. is payment made on a commission basis or a fixed fee basis.

Question 2 – 'Typical' wholesale charges

Where you have noted instances of business customers in bandings CS1 to CS6 and CS10 (noted in table 1 of the RFI guidance document) being charged in significant excess of what you perceive to be a 'typical' wholesale charge, please provide evidence or views to indicate why wholesale charges may be higher than typically expected from Group One customers. Please consider the following in your answer:

- The impact of customers being in receipt of trade effluent services.
- The impact of surface drainage and highway drainage charges.
- Any other points you consider relevant.

**Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
We regulate the water sector in England and Wales.**

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