

A high-speed photograph of water splashing, creating a dynamic and energetic scene with various droplets and ripples. The water is clear and bright blue, set against a lighter blue background. The splash is captured in mid-air, with some droplets frozen in time.

# Water Self-Supply Gina Clark

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# What is self-supply?

- Deregulation
- Market competition
- Remove utility retailer
- Enter market as a retailer
- Purchase from wholesaler
- Operation models  
WaterScan/ In-house delivery



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# Why might you consider self-supply?

- Large water bill
- Poor service from existing retailer
- Debt settlements
- Greater knowledge and control of water consumption
- Greater knowledge of portfolio
- Carbon reduction targets
- Existing utilities teams/energy managers



# The process - switching

- Submitted application to Ofwat in January 2019
- Undertook market assurance process
- Signed contracts with STW August 2019
- Transferred 649 SPIDs
- Located and read 315 meters in 4 days
- Successfully entered market 14th August 2019
- Fully operational 15th August 2019
- NCC is the only Local Authority to become a self-supply licensee with a fully in-house operating model



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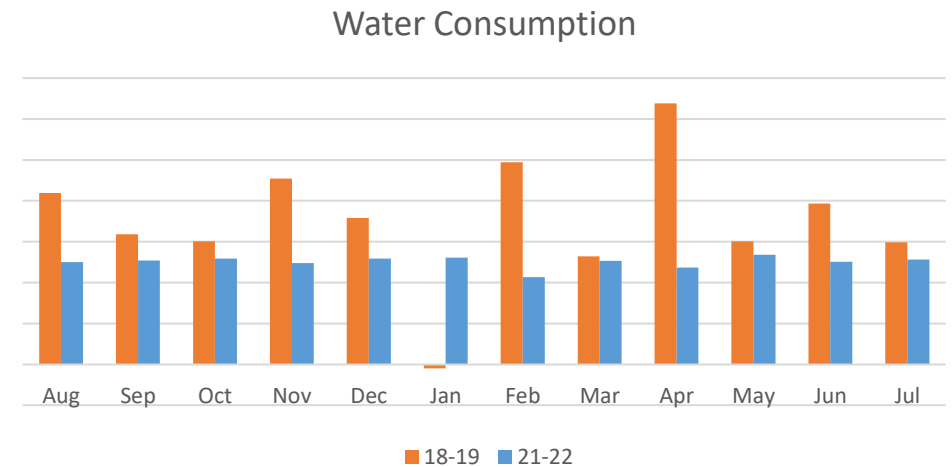
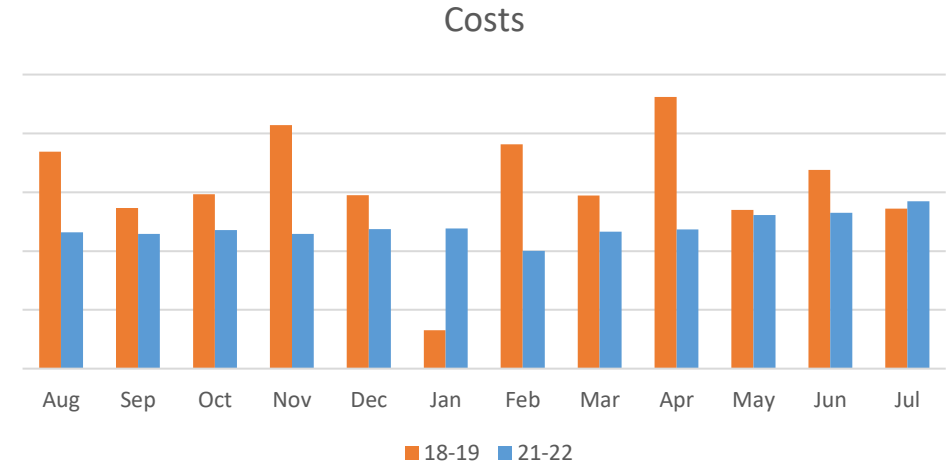
# The process - Operations

- Incorrect market data (CMOS)
  - Broken meters
  - Bilateral
- 
- BAU processes
  - Meter reads
  - Market performance (MPS 15/18/19)
  - Internal utilities team finances
  - Consultations
  - Market engagement
  - Water Efficiency Loan Scheme (WELS)



# Was it worth it?

- Entered the market anticipating covering costs
- Generating over double the financial savings
  - removal of third party fee
  - disconnections
  - site consumption review
  - maintain baseline consumption
- Increase spend upon switch
- Fine tuned our operations – its not always been easy!



# Actions you can undertake without WSSL



Review your portfolio  
(disconnections – leases)



Submit meter reads for entire portfolio



Internal portfolios submit regular reads



Earmark funds for water efficiency



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