L•A•S•E•R®

Energy Buying Group

Water Update

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Agenda

- The Water Market to Date
- Developments in the 2021 Framework
- Invitation for Feedback

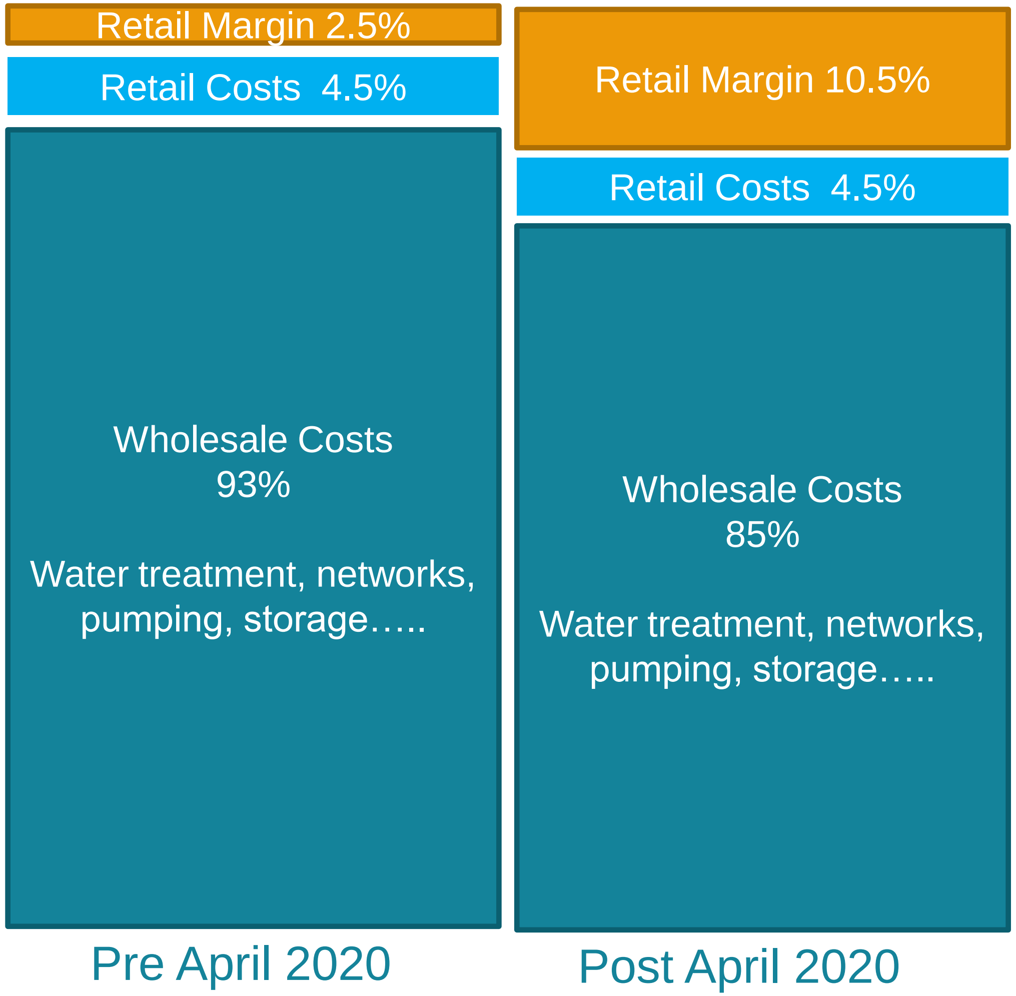
The Water Market to Date

- Substantial development in service provision
  - Improved portal provision
  - Increased ancillary service provision (including AMR)
  - Further options for customisation of service
- The importance of running mini-tenders
  - Options for contractually stipulating the service required
  - Reduced risk premium in pricing

Market Issues

- Decreasing default level of service
- Adverse terms and conditions
- Retailers reluctant to take risks

Market Changes



- PR19 Increased retail margins in most areas
- But COVID 19 struck at the same time
  - Retailers are struggling financially
  - Resulting reductions in customer service provision
- Retailers are now prepared to turn down business

Existing LASER Framework

- Mini-tenders used to contractually stipulate customer requirements
- Five Retailers:

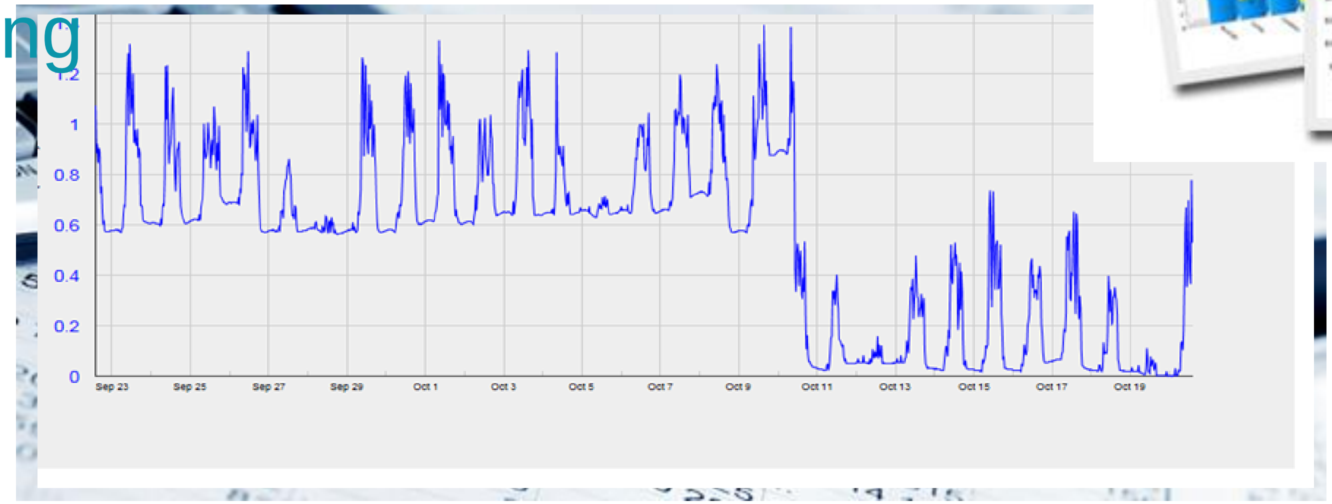
- Currently 37 Participating Authorities
- ~£19m spend per annum
- Framework extension until April 2022

2021 Water Framework

- Standardising terms and conditions of supply
- Direct award option, giving greater certainty and faster switching.
- Customer access to market innovations.
- Improved evaluation of retailer’s capabilities.

Water Invoice Validation

- The importance of data provision
- Water management
  - Bill Validation
  - Consumption Monitoring
  - Reporting




ANY
QUESTIONS?