



Dear Customer

I am writing to you because you are classified as a non-household water customer. This means our records show your primary use of water is for non-domestic purposes.

You may or may not be aware that from April 2017 non-household water customers in England will be able to choose who they get their water from. This choice only applies to customers such as you, i.e. non-household.

This change is called the 'Open Water' programme and its aim is to introduce competition into the water market for non-household customers. So, from April, instead of having to get your water from your local water company you will have the choice of getting your water from any licensed water retailer. More information can be found on the Open Water website at <http://www.open-water.org.uk/>

You do not have to do anything now.

You will continue to receive your bill in the same way. However, the company supplying your bill will change to a different part of Veolia, namely our retail team.

Veolia Water already operates as a water retailer in Scotland and from April Veolia will be able to operate as a retailer in England as well. In the first instance, we will transfer your account to our water retail division.

For clarity, your water will continue be treated and supplied to you by us, as a wholesaler, from the same treatment works and through the same pipes with the same assurance of quality. The role of the retailer is to provide the customer service and billing functions. We will continue with the water supply functions.

This is the first of a number of communications we will send you between now and the first of April to keep you informed.

I would like to emphasise again there is nothing you need to do; we will keep you informed of developments over the next two months providing you with more information, contact numbers, advice and help.

If you have any immediate concerns please don't hesitate to contact us in the normal way and we will be happy to provide more information.

Yours sincerely

Fiona Winters

Head of Customer Operations

On behalf of Veolia Water