

ARE YOU PLANNING
TO SWITCH TO A
DIFFERENT LICENSED
PROVIDER?

HAVE YOU RECEIVED A
LETTER FROM SCOTTISH
WATER ASKING YOU
TO SELECT A LICENSED
PROVIDER?

All business customers and public sector, charitable and not-for-profit organisations can choose a retailer (known as a Licensed Provider).

This leaflet has been developed by the Water Industry Commission for Scotland (WICS) - the economic regulator of the Scottish water industry. The leaflet explains how the market works and provides some useful information for customers who need to select a Licensed Provider or wish to switch to a different Licensed Provider.

The information provided on this leaflet does not constitute legal or contractual advice nor does it address all possible circumstances that may occur. WICS cannot provide legal, contractual or financial advice regarding individual circumstances. This leaflet is solely intended for information purposes and is accurate as of April 2026.

How the market works

Since 1 April 2008, business customers and public sector, charitable and not-for-profit organisations have been able to choose a Licensed Provider. You can choose a Licensed Provider that best suits your needs however big or small your business is and wherever your location in Scotland. The market operates in much the same way as in other utility sectors where a range of suppliers compete for customers by offering their best deal and service.

Scottish Water continues to operate and maintain Scotland's publicly owned water and wastewater network and provides wholesale services to Licensed Providers. Licensed Providers purchase the wholesale services from Scottish Water and then sell these services, along with other retail services to non-household customers. Retail services include customer-facing activities such as meter reading, managing billing and payment arrangements, and customer enquiries and complaints. Some retailers offer additional value-added services such as advice on water efficiency and management of wastewater discharges.

It is easy to switch

Many non-household customers in Scotland have already chosen to switch Licensed Providers in search of a better deal, or have renegotiated the terms of their supplies with their current Licensed Provider.

To find the best deal for your business or organisation, you will first need to contact some, or all of the available Licensed Providers to discuss your requirements and request a quote. A subset of the available Licensed Providers can be found in the Retailer Hub on Scotland on Tap. You can either contact Licensed Providers directly, or complete the Customer Enquiry Form available on Scotland on Tap to ask Licensed Providers to get in touch with you.

Licensed Providers may ask you for your Supply Point Identification Number (SPID), which should be available on your bill or can be obtained from your current Licensed Provider. Your chosen Licensed Provider will then coordinate the switch and let you know if any further information may be required.

Click or scan the QR codes:



To access
the Retailer
Hub.



To access the
Customer
Enquiry Form.

Code of Practice

You may wish to check whether the Licensed Providers that you are considering have signed up to Code of Practice introduced by WICS on 30 April 2025 and completed the Market Health Check. The results of the first Market Health Check are available in July 2026 and will be refreshed every two years thereafter.

Licensed Providers that have signed up to the Code of Practice are required to offer a cooling-off period if you change your mind, clearer information so that you can fully understand what you are signing up for, and a simpler switching process that makes it easier to choose the right option for your business.

Click or scan the QR codes:



To access
the Code of
Practice.



To learn which licensed
providers have signed up
to the Code of Practice.

Selecting a Licensed Provider

If your business property is receiving water and sewerage services (including drainage where applicable), you need to pay for those services through a Licensed Provider. Sometimes a property that is receiving those services has not been registered and is consequently not being charged - this is called a 'gap site'.

When a gap site is identified, Scottish Water sends out a letter like the one you have received with this leaflet. This means that you will need to select a Licensed Provider within 15 business days.

You can do this by following the same steps outlined above for switching. The only difference is that you will need to provide the Scottish Water Case (CAS) Reference Number instead of the Supply Point Identification Number (SPID) when contacting Licensed Providers. The CAS Reference Number can be found on your recent letter from Scottish Water. Once you have selected a Licensed Provider please advise Scottish Water by using the contact details in the letter received from Scottish Water.

If you do not choose a Licensed Provider, one will be automatically selected if one is not already allocated. During this time, a Deemed Contract will likely apply if you have not agreed a contract with the Licensed Provider.

Click or scan the QR code to learn more about Deemed Contracts.



You can switch to another Licensed Provider at any time if you do not wish to stay with your current Licensed Provider. However, you may have to pay any outstanding charges before you are free to do so.

Questions on Gap Sites

If your premises has been identified as a gap site but you believe that this is incorrect or the premises is already registered with a Licensed Provider then please contact Scottish Water directly by using the contact details in the letter received from Scottish Water. If you already pay for water services through your landlord, you may still need to select a Licensed Provider to pay drainage charges separately if the particular premises has been rated by your local assessor separately from the overall building. This may be the case as drainage charges are usually based on the rateable value of each relevant property, unit or office.

Registered charities are required to select a Licensed Provider and can thereafter apply for the charity exemption scheme through their Licensed Provider (depending on their eligibility for the exemption scheme).

Your charges and the service you receive are protected

As a safety net to protect non-household customers, all Licensed Providers are required to offer a default range and quality of services (the default minimum level of service) at regulated default tariffs (the default maximum tariff) regardless of the location or size of your business.

The default maximum tariff and default minimum level of service are set by WICS annually and can be found on the WICS website.

Click or scan the QR code to find the default maximum tariffs.



FIND OUT MORE

Click or scan the QR code to access some frequently asked questions about the Scottish retail non-household market.



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www.wics.scot/scotland-tap

WICS Economic
regulation for
Scotland's water

