

WHAT YOU CAN EXPECT FROM YOUR WATER RETAILER

A guide for
business
customers
in Scotland

When you choose or engage with a water retailer, you should expect clear information, fair treatment and good customer service. These commitments are set out in the Scottish retail market's Code of Practice.

Your key protections

The Code of Practice is a set of promises made by retailers to provide a better service. It was developed collaboratively by WICS with input from retailers, Scottish Water, the Central Market Agency, and Consumer Scotland representing customer's interests.



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View the
Code of
Practice

Choosing a retailer

A breakdown of your tariffs and comparison of discounts against the Default Tariffs (price cap set by WICS) to inform your decision before agreeing a new contract or initiating your transfer request.

Credit checks

Details on what information checks will occur and by whom, the reason(s) for the checks, and any impact it may have on your credit record.

Third party brokers

Confirmation on whether commission has been paid by your new retailer to a third-party broker for your new contract.

Cooling off period

10 business days to change your mind after signing a new contract.

Contractual changes

20 business days' notice of changes to T&C's and the right to terminate your contract without penalty before any material changes to T&Cs take effect.

Contractual evidence

A copy of your contract within 5 business days and free of any charge.

Billing transparency

A clear breakdown of your tariffs and how your bill has been calculated.

Debt recovery

Access to reasonable repayment plans for any outstanding debt.

Renewal notice

A renewal notice 20 business days before the expiry of your contract.

Response to complaints

A response to your complaint within 10 business days (subject to external dependencies).

Complaint resolution

The complaint resolution includes an apology, an explanation, appropriate remediation, and / or an amount payable to you.

Transferring retailer

Your new retailer will explain the steps involved in your transfer, including that they will visit your property to obtain a meter read.

Early termination fees

Your existing retailer cannot stop your transfer due to early termination fees and must inform you within 5 business days of your transfer request of any such fees due.

How you're protected

WICS independently checks whether retailers are meeting their Code of Practice commitments through the Market Health Check.



View the Market
Health Check results

