The following glossary includes terms relating to the deregulation of the water market for businesses.

**Associate licensee**
A separate legal entity that has been established by an undertaker so that it can participate in the retail market. This term is used to distinguish these licensees from the licensees set up by new businesses entering the market and from the in-area non-household retail arms of undertakers.

**Central Registration System**
The database in which the data for all contestable premises and service points are held.

**Charges Scheme**
Tariffs setting out retail and wholesale charges that incumbent water companies charge their customers.

**Codes**
The mechanism by which Ofwat will regulate the various agreements that undertakers make with other parties in the new competitive markets.

**Default tariff**
Price protection that all undertakers will be required to offer their non-household customers from April 2015.

**Guaranteed Service Standards (GSS)**
Statutory standards of performance that undertakers must meet when providing services for customers. In the retail context, this includes response times for written complaints, meeting appointments etc.

**In-area customers**
Non-household customers with premises in the undertaker’s area of appointment.

**Licensee**
An entity that is licensed to provide retail services to the end customer in the competitive market. This includes an associate licensee set up by an undertaker as well as a licensee that is set up by new businesses entering the market.

**Retail**
Customer-facing services, for example billing, meter reading and call centre services.

**Retailer**
An entity that is licensed to provide retail services to the end customer in the competitive market.

**Switch**
Where a non-household customer chooses to switch from either their undertaker or an acquiring licensee to another licensee for the provision of certain retail services. From April 2017, the expansion of retail competition will mean that all non-household customers will be able to switch their retail service provider.

**Undertaker**
A company that has statutory powers and duties to supply water and/or sewerage services to premises within an appointed geographical area under the Water Industry Act 1991. It is also responsible for maintaining and operating the public water supply and/or sewerage networks.

**Water Act 2014**
Legislation that amended the Water Industry Act 1991 to expand retail competition.

**Water Industry Act 1991**
This is the main piece of legislation that concerns the regulation of the water industry, including water and sewerage services.

**Water supply licence**
A water supply licence allows entry into the competitive water supply market for the purpose of providing retail and/or upstream services. A licensee may hold one or more of four “authorisations” within a water supply licence.

**Water supply licensee**
The holder of a water supply licence.

**Wholesale**
The inputting of water to, or the removal of sewage from, the network either by an undertaker, a neighbouring undertaker or by a licensee with a wholesale or disposal authorisation.