

Deemed Contract FAQs

What is a deemed contract?

Deemed contracts apply where a customer is receiving a service but has not agreed a contract with a supplier or retailer. Deemed contracts detail the terms and conditions of the supply arrangements, including the charges, services and default service levels the customer can expect from the supplier.

Where a deemed contract applies the retailer or supplier has to base any charges on those in the published default scheme of charges for the region/band for the customer site(s).

What charges apply?

Where a deemed contract applies, the charges for the services received by the customer have to be based on the published default scheme of charges that apply for the region/band for the customer site(s).

When a customer is supplied under a deemed contract, their retailer will notify them annually when charges change.

Will payment terms change?

Payment method and payment terms will remain unchanged.

How long are deemed contracts for?

Deemed contracts don't have an end-date, so customers will remain on a deemed contract unless they negotiate a separate contract. Customers can terminate a deemed contract at any time, and the deemed contract will come to an end once a new contract is in place, or

once a transfer to the new supplier has been processed.

What are my rights and obligations?

Under a deemed contract customers are responsible for paying the retailer for the services they have used. The retailer is responsible for complying with its statutory and regulatory obligations, as well as its obligations under the deemed contract.

Can I change from a deemed contract?

When the market opens in April, customers will be free to negotiate or sign-up to a new contract with Water Plus or another retailer, which could provide access to better arrangements or additional services such as flexible payment options or help to save or reduce water consumption.

When can I see a copy of the terms and conditions of my deemed contract

We're currently drafting our deemed contract and are waiting for OFWAT to publish the Retail Exit Code before we can finalise it. We expect OFWAT's final Retail Exit Code to be published in March.

What if I currently have a contract?

If you currently have a contract in place, then deemed contracts don't apply to you.

Further information

OFWAT draft Retail Exit Code:

<http://www.ofwat.gov.uk/publication/draft-retail-exit-code/>