

Exercise your right to choose your water supplier

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Avoid paying more than you should and access better customer service

Since April 2017, all non-domestic organisations in England have been able to choose their water supplier, therefore increasing competition in the hope of improving service and lowering prices – just as you do with your gas and electricity.

If you haven't switched or entered into a contract already, you will have been automatically placed in a 'deemed contract' with your existing supplier. OFWAT introduced tariff caps to protect those consumers, but these caps were relaxed on 1 April 2020, meaning organisations on deemed agreements are now likely to face significantly increased costs for their water supply.

We've partnered with carefully selected suppliers to offer a Water Management Service that helps to ensure you are not paying more than you should for your water. After a lengthy assessment of all commercial water suppliers, we selected those with clear and easy-to-understand billing, and excellent support.

The Zenergi Water Management Service allows customers to benefit from our commitment to exceptional customer service. It includes bill validation, where we check every element of your monthly water bill before sending for payment. We will also benchmark your consumption to evaluate whether your organisation is consuming water at a level above what would be expected, potentially identifying a leak or any overuse that should be investigated.

Features of our water service

- Savings of up to 5% over a deemed commercial agreement.
- Our fixed charges are guaranteed up to 31 March 2024.
- Bill validation helps ensure you only pay for the water you use.
- Any billing issues are followed up with the supplier and rectified on your behalf.
- Site meter readings are logged by your account manager and checked on the invoicing.
- Unusual consumption tracked against industry usage data for investigation into potential leaks.
- Access to carefully selected suppliers and years of experience in managing water suppliers pre-deregulation and beyond.
- Regular billing and consumption information.

Contact us if you are interested in learning more about leveraging the benefits of the deregulated water market.