



# Business Stream's journey to the English market

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## The water experts



# Who is Business Stream

Created in  
November  
2006

Retail  
licenses  
for England  
and  
Scotland

Acquisition of  
Southern  
Water's nHH  
customers

Independently  
financed,  
managed &  
governed

Solutions

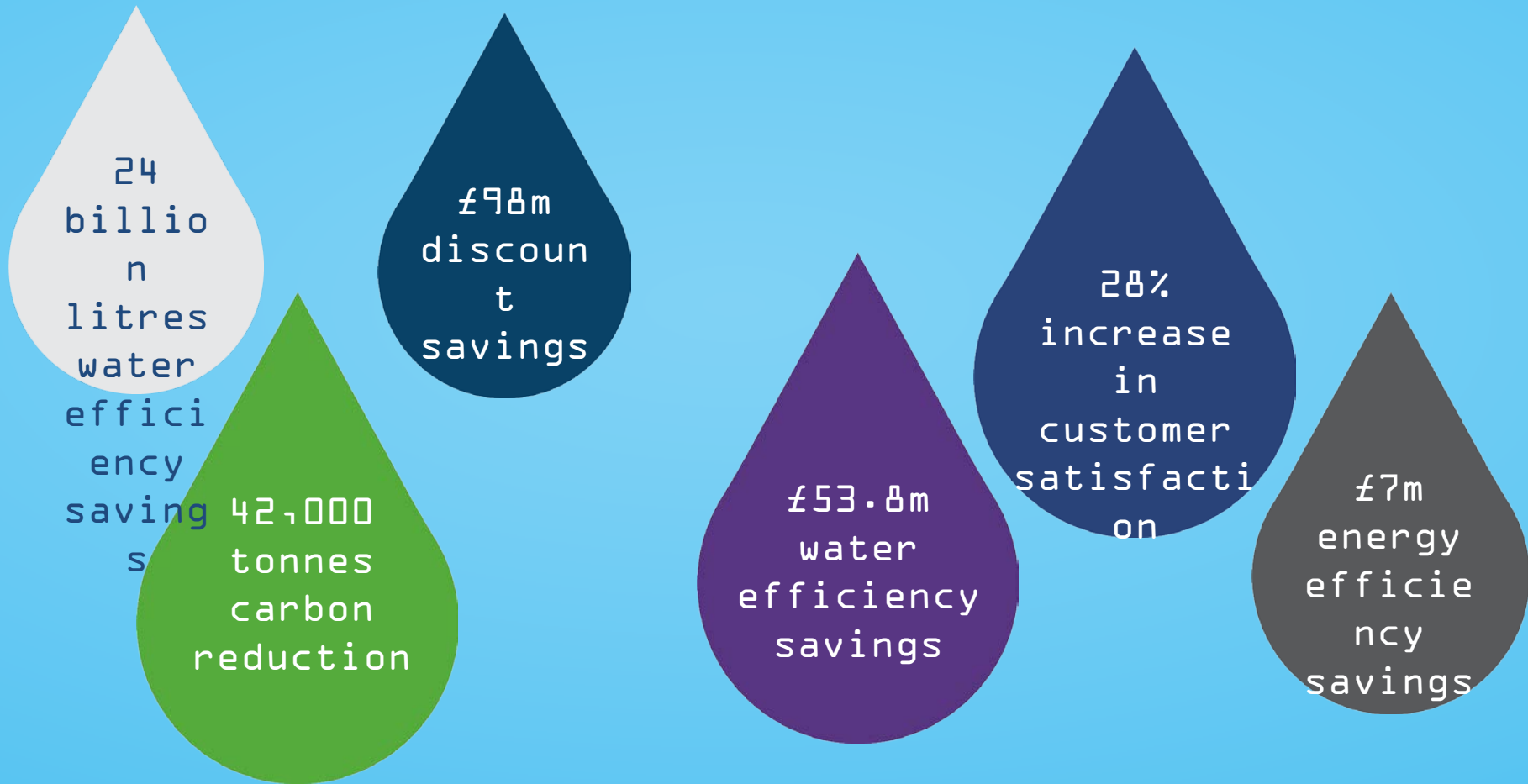
Fourth  
largest non-  
domestic  
retailer

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**business stream**  
A SCOTTISH WATER COMPANY

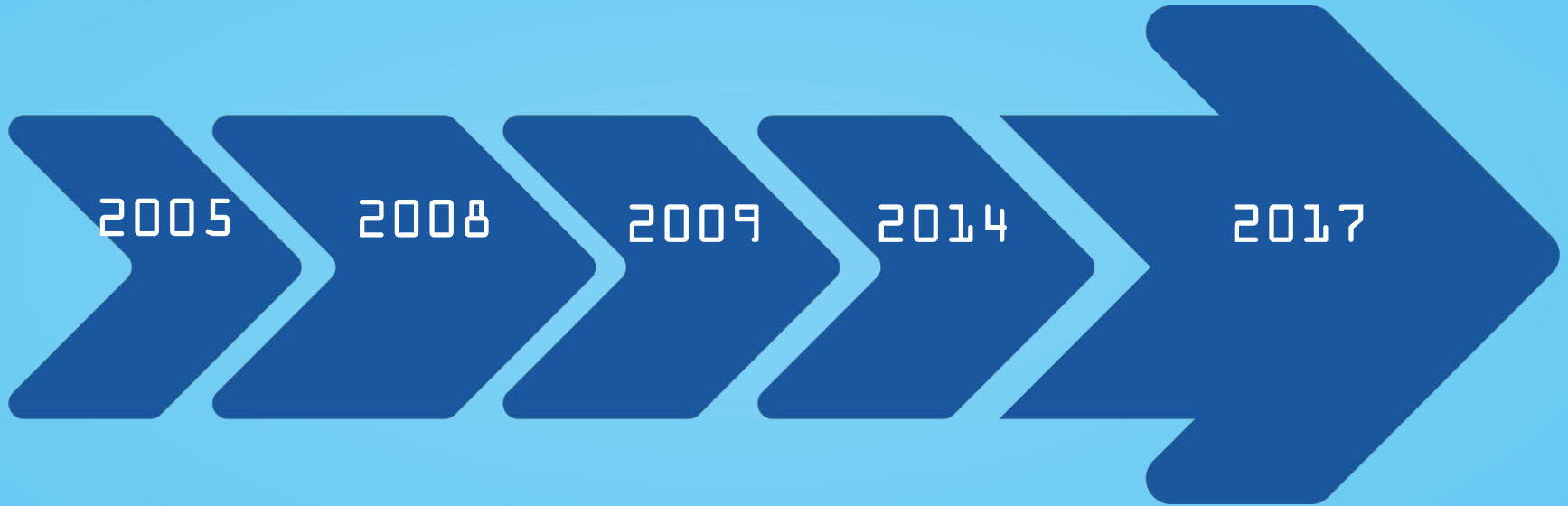


# Delivering customer benefits



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# Key Dates



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# 2005 to 2009

Water Services etc. (Scotland) Act 2005

- Required to operate at 'arms-length'
- Not permitted to have an unfair advantage
- Must not affect competition
- Level playing field

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# 2005 to 2009

## Three tests

- Robust and demonstrable separation
- Governance to ensure independence
- Fully financed and on a commercial basis

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# 2005 to 2009

## Actions taken to obtain licence

- Restructured Board
- Borrowing on a commercial basis
- IT separation
- Physical separation
- Service Agreements with Scottish Water

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# Solutions

Plant hire

Water and waste  
water  
infrastructure  
and  
management

Water  
efficiency

Trade  
effluent

Leak  
detection

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# Scottish Market

- 200k supply points
- 15 Retailers (after consolidation)
- Switching in all customer segments
- Only one Wholesaler – Scottish Water

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# 2009 to 2014

## Cave Report to Open Water

- Lobbying
- > 5ML customer switching – using Solutions
- More Retailers in Scotland
- Water Act 2014

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# 2014 to 2017

## The market

- Open Water based on Scotland
- Creation of MO
- Shadow market
- Pre market switching

## Business Stream

- Obtain retail licence
- Acquire Southern Water nHH customer base
- Develop our existing processes and systems
- Market accreditation
- Pre market switching

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Market  
complexity

Low  
margins

Quality  
of data

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# Post April

What's working:

- Customer switching but mainly larger customers
- Bi-lateral interaction
- Retailer consolidation but also new entrants
- Self supply

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# Business Stream

Incumbent  
in  
Scotland

South of  
England

Commercial &  
Public Sector  
growth

Solutio  
ns

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# Thank you.

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