



BRISTOL
WATER

Retailer Wholesaler Group (RWG) Good practice alignment



RWG GOOD PRACTICE ALIGNMENT

The Retailer Wholesaler Group (RWG) is a trading party group made up of Retailers, Wholesalers, the Non-Household Market Operator (MOSL), the Consumer Council for Water (CCW) and Ofwat. Their aim is to tackle the big non-household market operational issues, make changes and share good practice to improve the overall customer experience in the market.

We've contributed immensely to the development of good practice guides, from being the founder of the RWG groups to working closely on the development of the guides. We continue to work hard to align with the guides through every enhancement.

See how we currently align to the RWG Good Practice Guides below and for further information including full details of the Good Practice Guides please refer to the [MOSL website](#).

Alignment

Good Practice Guide	Full	Partial	Not	Comments
Leakage Allowance	Y			Aligned to good practice guides in all areas
Data Logging	Y			Aligned to good practice guides in all areas
Return to Sewer	N/A			Water Supply Only
Disconnection Non-payment	Y			Aligned to good practice guides in all areas
Planned Events	Y			Aligned to good practice guides in all areas
Unplanned Events	Y			Aligned to good practice guides in all areas
Gap Site Incentive			Y	Due April 2021, Water only (will align to good practice guides in all areas)
Vacant Incentive			Y	Due for review 2021/2022