

# AN INTRODUCTION TO: NEPO311 WATER RETAIL SERVICES



PROCURING FOR YOU

## OUR PURPOSE

**Collaboration is at the heart of everything that NEPO does.**

Our procurement solutions are the result of consultation with the public sector, suppliers and end users, so that we deliver positive outcomes for the communities we serve.

We offer a wide range of solutions which cover categories such as Construction, Energy, Fleet and Professional Services. Our portfolio of over 70 solutions is available for use by any public sector body across the UK via our [free associate membership scheme](#).

## OVERVIEW

NEPO's energy category has a suite of solutions available for use by the UK public sector. Each can be used independently or, when implemented together, provides a one-stop-shop for utilities and ancillary energy services.

Delivered by Wave, NEPO311 Water Retail Services provides water supply and sewerage services to eligible non-household customers in accordance with the Water Act 2014.

## ABOUT WAVE

Based in Durham, Wave is a leading national water retailer with years of experience helping businesses to drive down water use and lower their utility bills. Formed from two established regional entities, Anglian Water Business and Northumbrian Water Group, Wave provide services to over 300,000 business customers across the UK.

**Start date:**

1 April 2021

**End date:**

31 March 2025

**Supplier:**

Wave

**Available for use by:**

Any public sector body in the UK



## THE BENEFITS

- A range of options to deliver water efficiencies and savings, including a bespoke consumption monitoring service and automated water meter readings to help improve bill accuracy.
- Work conducted under NEPO311 will be in accordance with the Market Arrangement Code, Water Retail Code and the Wholesale Contract ('The Codes'), the Water Act 2014, the Water Industry Act 1991 and the terms of their Water and Wastewater Licenses (WSSL), as granted by Ofwat.
- Transparency around costs and associated fees, ensuring that they are easy to understand.

## NATIONALLY RECOGNISED SOCIAL VALUE

NEPO was highly commended at the National Social Value Awards 2021 for its approach to procuring NEPO311 Water Retail Services.

[Find out more here](#)



## GET IN TOUCH



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