

To Associated Retailer MOSL members

01 June 2017

Dear Associated Retailer,

On 1 April, the retail water market opened for businesses in England; Non-household water customers in England can now choose their Retailer for the first time. This is a major milestone in the transformation of the water industry.

The introduction of competition in water and wastewater retail services is designed to increase efficiency, drive down prices and improve customer service.

The Panel is the senior industry group that oversees the operation and evolution of the water market. It provides independent strategic oversight of the market by keeping market rules and market performance under review.

The Panel now seeks an Associated Retailer Panel Member to ensure a full complement of members. This is an opportunity to lead the industry and be a driving force in its evolution, as part of a dynamic and engaging process that will shape the industry for years to come.

The full membership of the Panel will have 12 members, three each appointed by Wholesalers, Retailers, Associated Retailers and three independent members appointed by MOSL. Members of the Panel are experts rather than representatives. They are required to give undertakings that, in discharging their responsibilities as Panel members, they will not seek to promote their company's interests.

At present the Panel meets once a month in Central London, and MOSL is covering the expenses of Panel Members attendance. More information on the Panel is available on the [Panel webpage](#) of the MOSL website.

An effective, successful, self-governing market relies on the active engagement of its participants. I would therefore encourage all Associated Retailers to take an active role in supporting the ongoing success and evolution of the water market through nominating candidates to sit on the Panel and engaging in the nomination process.

Please find the nominations form attached to this letter. The deadline for nominations is 14 June 2017.

For further information, please contact [panel.secretariat@mosl.co.uk](mailto:panel.secretariat@mosl.co.uk).

Yours sincerely,



**Margaret Beels**  
**Panel Chair**