

Deemed Contract FAQs

What is a deemed contract?

A deemed contract applies when a customer is receiving a service without having agreed to a contract with a supplier or retailer.

These contracts outline the terms and conditions of the supply arrangements, including the charges, services, and default service levels that the customer can expect from the supplier.

When a deemed contract is in place, the retailer or supplier must base any charges on the published default scheme of charges for the region or band of the customer's site(s).

What charges apply?

When a deemed contract is in place, the charges for the services received by the customer must be based on the published default scheme of charges for the region or band of the customer's site(s).

Customers supplied under a deemed contract will receive a notice annually from their retailer informing them of the charges for the financial year ahead.

Will payment terms change?

Payment method and payment terms will remain unchanged.

How long are deemed contracts for?

Deemed contracts do not have an end date, so customers will stay on a deemed contract unless they negotiate a separate contract.

Customers can terminate a deemed contract at any time, and it will end once a new contract is in place or a transfer to a new supplier has been processed.

What are my rights and obligations?

Under a deemed contract customers are responsible for paying the retailer for the services they have used. The retailer is responsible for complying with its statutory and regulatory obligations, as well as its obligations under the deemed contract.

Can I change from a deemed contract?

Customers are free to negotiate or sign up for a new contract with Water Plus or another retailer at any time. This could provide access to better arrangements or additional services, such as flexible payment options or assistance in saving or reducing water consumption.

When can I see a copy of the terms and conditions of my deemed contract

Here is a [link to our Deemed Contract Terms and Conditions](#)

What if I currently have a contract?

If you currently have a contract in place, then deemed contracts don't apply to you.

Further information

[Business retail market - Ofwat](#)

[Retail Exit Code](#)