

**South West Water  
Gap Incentive  
2022/23**



**South West  
Water**

## **About this document**

From 1 April 2022, South West Water (SWW) will offer a Gap site incentive scheme designed to encourage Retailers to identify eligible premises that are not registered in the Central Market Operating System (CMOS). We will offer an incentive payment where eligible Retailers identify a gap site that is subsequently successfully registered (with a status of “tradable”) in CMOS.

Retailers are encouraged to report Gap sites, which are defined as an eligible premise, in receipt of water and/or sewerage services but where no supply points are registered in CMOS. This supports a number of objectives including affordability and fairness of charges and reducing leakage.

Under the scheme, an applying Retailer may opt out of being appointed as the supplier to the gap site identified in the market. However, unless confirmed otherwise, we will assume that a Retailer that submits a Gap site wishes to be appointed as the supplier for the premises on an enduring basis.

South West Water have signed up to the RWG Gap Site Incentive Good Practice Guide, full details for which can be found on the MOSL website.

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## Gap Site Incentive Scheme

South West Water (SWW) operates a Gap site incentive scheme which looks to reward Retailers that identify Gaps within the Non-Household (NHH) market. This helps SWW with several broader objectives which best support the customer outcomes of affordability and fairness of charges, leakage reduction, and customer choice.

An initial payment of £300 will be paid to the Retailer following the initial registration of the gap site in CMOS in accordance with existing market timescales. A Gap site is defined by SWW to be a connected NHH property which is not being charged for water or sewerage.

Incentive Scheme			
Component	Initial Payment	Year 1 Allowance	Erroneous Application Charge
Water	£150.00	£0	£22.00
Sewerage	£150.00	£0	

### Eligibility

South West Water offer an incentive scheme for the registration of Gap sites. To participate the following must apply:

- Retailer holds a contract for wholesale services with us
- Not be a self-supply retailer

### Application and Payment Terms

Duplicate applications, whether from multiple Retailers will be dealt with on a first come, first served basis.

There is an expectation that a Retailer will only submit applications where they believe a premise is a genuine Gap site and that they have done enough research in order to determine this. South West Water will levy a charge to cover the reasonable administrative costs incurred in dealing with erroneous applications.

Retailers are eligible for Incentive payments whether they opt in or out of being the appointed Retailer for any given Gap site.

Once a payment is deemed payable, South West Water will issue a credit note and make payment in line with our R1 invoicing timetable.

This incentive scheme will be offered where premises are in receipt of water and/or sewerage services and in relation to all services provided to the premises.

## Key Principles

The incentive scheme will be run in accordance with the standard industry [Gap Site Incentive Scheme Guidance](#). This guidance should be followed in conjunction with [process C3 of WRC Schedule 1 part 3 Operational Terms](#).

You can check with the Wholesale Services Desk or our webpage for details of Gap site incentive applications that have already been submitted. Any duplicate applications will not be processed.

Any disputes between the Retailer and South West Water arising from or in relation to this scheme or its application will be resolved in accordance with the Non-Trading Disputes provision within the market codes.

Please note that this policy will be kept under review and South West Water reserves the right to withdraw the scheme at any time. We will continue to review our scheme to ensure that our approach incentivises Retailers to find sites in our operational area.