



Gap Site Incentive Scheme

Non-household Retailers

April 2022
Version 1.7

Introduction

From 1 April 2021 we will offer a gap site incentive scheme designed to encourage retailers to identify gaps that are not registered in the Central Market Operating system (CMOS) for **water services**.

Retailers are encouraged to report gaps, defined as an eligible premise, which is in receipt of **water services** but where no supply points or insufficient supply points are registered in the Supply Point Register. This helps us with a number of broader objectives such as fair charges and leakage reduction.

We will offer an initial incentive payment for identifying a gap site that is subsequently successfully registered (with a status of “**tradable**”) in CMOS, with an additional year one allowance paid to the retailer on the expiry of year one and once any other requirements as set out in this scheme have been satisfied.

Please note – that there is no incentive payment in relation to **sewerage services**.

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 who submits a gap site wishes to be appointed as the supplier for the premises on an enduring basis.

Southern Water have signed up to the RWG Gap Site Incentive Good Practice Guide, full detail of which can be found on the [MOSL website](#).

Eligibility

We offer an incentive scheme for the registration of gap sites, in order to participate you must have the following:

- A contract for wholesale services with us
- Be successfully registered as the retailer in respect of the gap site under the Operational Terms process C3 “Application in respect of gap Sites proposed by the retailer”
- Not be a self-supply retailer

Application

Where you have identified a gap site and wish to be the registered retailer you will need to submit a C/02 form (gap site supply point request and addition of service components).

For cross-company premises you will need to submit separate C/02 forms for the water services supply point and sewerage services supply point to the water services and sewerage services wholesalers respectively.

For an incentive payment to be made, you must provide all required mandatory information on form C/02. Sections 3-5 of the form should also be completed or, where a piece of information does not exist or is deemed not applicable provide full justification as to why.

An admin fee of £25 will be applied for each gap site application processed where a SPID is not created.

Payment

The incentive will include an initial payment followed by a year one allowance based upon the volumetric water consumption for year one of the SPID. The table below is for illustrative purposes and shows the possible levels of enhanced incentive payments that can be achieved in addition to your initial payment.

Avg. consumption for business	Initial payment	Follow up payment
0-250m3	£50	N/A
250-500m3	£50	£150
500-1MI	£50	£300
1-5MI	£50	£500
5MI+	£50	£2,000

For unmeasured premises we will make the initial payment of £50 only.

The gap site incentive payments can be viewed in our [Wholesale Statement of Principles and Charges](#) [here](#).

Please note that we reserve the right to withdraw the Gap Site Incentive Scheme at any time, but we will honour any in-flight applications made.