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Planning

Debt Collection Services

ANGLIAN WATER SERVICES LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

PA 2025 0099

Description

Relating to the supply/provision of Debt Collection Services at 1st,2nd,3rd & 4th placement collect & 1st, 2nd & 3rd placement trace and collect services.

Background

Debt Recovery Approach

Upon entering our debt recovery process, customers receive a series of written communications, telephone calls, and SMS notifications. Following these steps, our decision engine determines the appropriate course of action - either initiating legal

proceedings or engaging a debt collection specialist. This market engagement pertains to the latter approach.

Anglian Water currently partners with several debt collection agencies to support the recovery of outstanding balances from customers at domestic properties. Customers are mainly homeowners, landlords and tenants with a smaller proportion comprising commercial customers.

Accounts presently follow a tiered placement strategy across first, second and third placements. This applies to live and vacated collect accounts and accounts that require tracing before collection. Where our internal litigation efforts, including those that have already been taken to court, have been exhausted, this will also be referred to our external agencies. At present third-placement accounts are managed exclusively through a doorstep visit strategy.

While our current contracts are scheduled to conclude in July 2027, we acknowledge that initiating the market engagement process at this stage may appear premature. However, we anticipate that significant changes will be required to our existing debt management systems. To ensure a smooth transition and allow sufficient time for implementation for both our suppliers and Anglian Water, we have incorporated a six-month mobilisation period following the award of the new contracts. This preparatory phase is intended to support system enhancements, supplier onboarding, and alignment with revised operational requirements.

It is our intention to go to market early 2026 following conclusion of the Market Engagement exercise.

Please refer to both the Debt Collection Questionnaire and the Market Engagement Info Pack attached to the scanmarket event.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 29 July 2027 to 28 July 2031
- Possible extension to 28 July 2035

- 8 years

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services

Contract locations

- UKF2 - Leicestershire, Rutland and Northamptonshire
- UKF3 - Lincolnshire
- UKH - East of England

Engagement

Engagement deadline

5 December 2025

Engagement process description

Engagement process description - Debt Collection Services PA 2025 0099

The Market Engagement Pack includes two essential documents:

1. Debt Collection Service Market Engagement Information Pack - Please ensure you

read this document in full before responding to any of the questions that follow.

2. Debt Collection Service Market Engagement Questionnaire.

The procurement documents associated with this process will be accessible via Anglian Water's online e-sourcing platform, Scanmarket. Suppliers who are interested can access this event through the Find a Tender service, and the public events page on Scanmarket, or directly from their personal dashboard if they have previously registered on Scanmarket. Access can also be via the below link

<https://esourcing.scanmarket.com/SupplierRegistration/NewSupplier?eventId=811164&ccsum=68ae10369957bf472a4587cde62208ef>

If you are unable to access Scanmarket, please use the quick call functionality on the Scanmarket website

Procedure

Special regime

Utilities

Contracting authority

ANGLIAN WATER SERVICES LIMITED

- Companies House: 02366656
- Public Procurement Organisation Number: PMZW-7779-DCNZ

Lancaster House Lancaster Way

Huntingdon

PE29 6XU

United Kingdom

Email: suppliersupport@anglianwater.co.uk

Region: UKH12 - Cambridgeshire CC

Organisation type: Private utility