

Annex D

Non-household insight and research

Links to insight and research

- **State of the market update** – [Business Retail Market Update 2023-24 – Ofwat](#)
- **Reviews**
 - [Five years open for business – taking stock: Review of the fifth year of the business retail water market 2021-22 – Ofwat](#)
 - [ORS Business Customer Insight Survey 2022 – Ofwat](#)
 - [ORS Business Customer Insight Survey 2022 – full data tables – Ofwat](#)
 - [State of the market 2020-21: Review of the fourth year of the business retail water market – Ofwat](#)
 - [Business customer insight survey 2022 - Ofwat](#)
 - [Business customer insight survey 2022 - Full data tables - Ofwat](#)
- **MOSL** - [RWG Water Efficiency Sub-group - MOSL](#)