

Retailer Engagement Commitment



Our commitment to you

Our goal at Southern Water is to make your experience refreshingly easy.

We do this by offering you clear tariffs and policies, simple ways to get in touch, and a knowledgeable, dedicated retailer relationship manager to provide you with a bespoke service.

They'll be your initial point of contact in the Wholesale Services team and guide you through our on-boarding process. Your relationship manager will be available to offer advice at every step, and help you set up an initial wholesale contract.

Then we'll collaborate with you to develop a strong working relationship, providing ongoing support and advice on all aspects of Southern Water's non-household services and policies – enabling you to provide the best service for your customers.

We also offer bespoke account management for your business, which includes benefits such as periodic performance reviews and escalation management – we'll also act as the 'voice of the retailer' within Southern Water, and champion your recommendations for service improvements across the wider business.

You can find all these details online at southernwater.co.uk/our-retailer-commitment.



Service level offering

After discussions with our retailers we've designed our account management levels to take into account the volume of Supply Point IDs (SPIDs) held and/or the value of the retailer account.

The current eligibility criteria for each account level can be found on our website at: southernwater.co.uk/our-retailer-commitment.

If you want to have more (or less) frequent account management meetings, please discuss this directly with your retailer relationship manager.

Hamble Account

Management information reporting and meetings

- Monthly case profile performance reporting*
- Quarterly operational service meeting (conference call)*
- Face to face relationship meeting every six months*

What's included?

Bespoke relationship management including:

- dedicated in-hours telephone number (weekdays, 8am to 5pm)
- specialist 24-hour non-household incident management point of contact
- settlements advice/point of contact
- general relationship and account management advice.

Medway Account

Management information reporting and meetings

- Monthly case profile performance reporting*
- Monthly operational service catch-up* (conference call)
- Combined operational service and account face to face meeting every three months*

What's included?

Bespoke relationship management including:

- dedicated in-hours telephone number (weekdays, 8am to 5pm)
- specialist 24-hour non-household incident management point of contact
- settlements advice/point of contact
- general relationship and account management advice.

Adur Account

Management information reporting and meetings

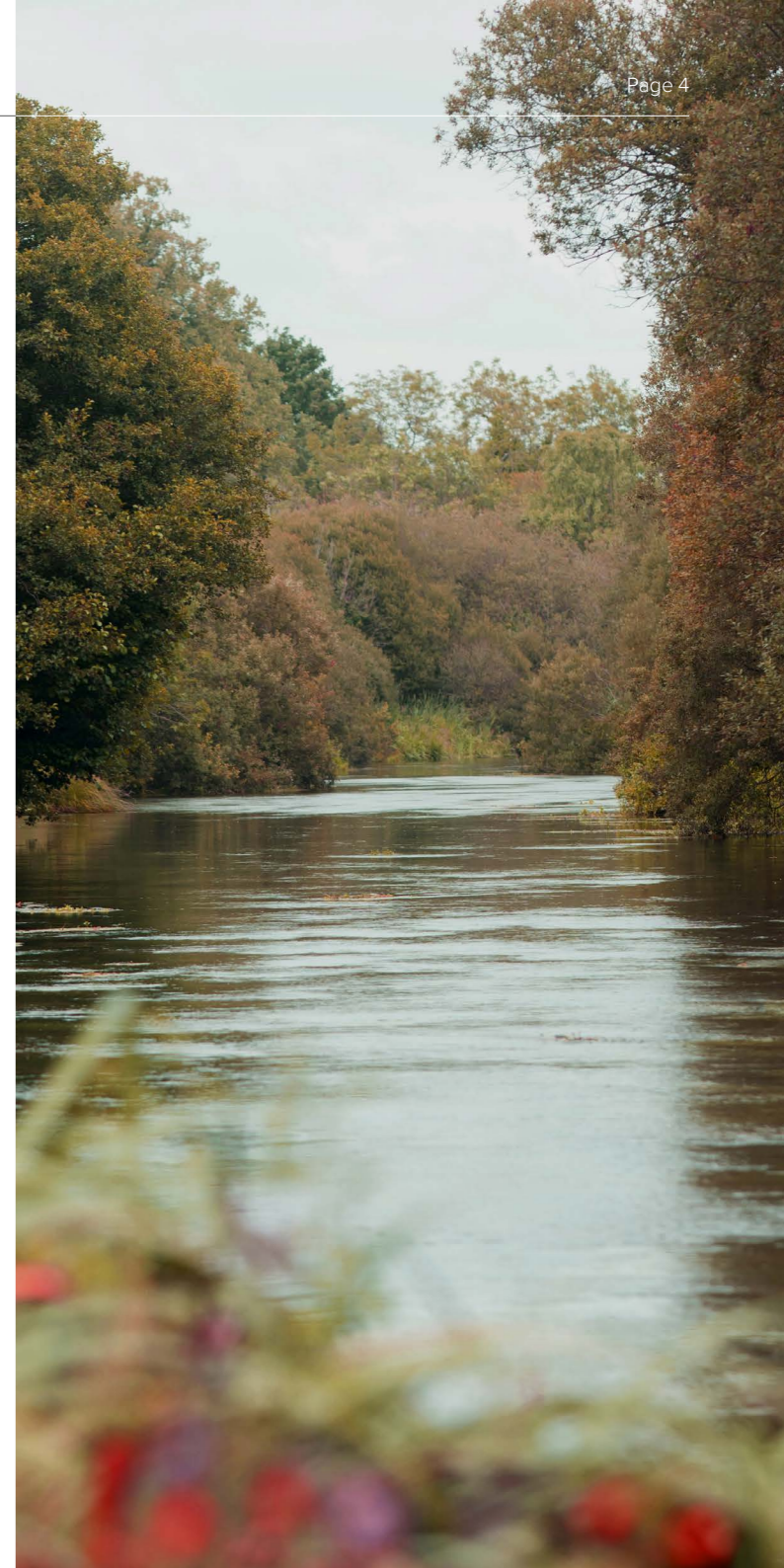
- Monthly case profile performance reporting*
- Weekly operational service meeting (conference call)*
- Monthly face to face account meeting*
- Quarterly face to face Senior Account meeting*

What's included?

Bespoke relationship management including:

- dedicated in-hours telephone number (weekdays, 8am to 5pm)
- specialist 24-hour non-household incident management point of contact
- settlements advice/point of contact
- general relationship and account management advice.

* Terms of reference for these meetings can be found in our supporting documents at: southernwater.co.uk/our-retailer-commitment.



Updates during incidents

Your relationship manager is the initial point of contact during an unplanned event or incident.

As defined in part E of the market code, some actions must be undertaken by us as the wholesaler, to ensure that you and your customers remain informed about any water or wastewater incident that occurs.

As required by the code, we operate a 24-hour phone service for unplanned events and incidents. A member of the Wholesale Services management team will always be available to ensure information is shared during an incident.

During major (red) incidents we'll organise regular conference calls with all affected retailers, to share key information and updates. We also offer automated email updates via our 'Incident and Planned Activity Map' (IPAM), enabling you to set up notifications for planned and unplanned activity based on a geographical area.

Incident information is constantly refreshed on our website, Facebook and Twitter feeds, and on any messages recorded on our 24-hour emergency helpline number, 0330 303 0368.

At any time during an incident, your relationship manager will be available to answer any questions. At the end of major (red) or significant (amber) incidents, we'll conduct a wash-up with all affected retailers to help us improve future incident management.

Please refer to our 'Wholesale/Retailer Incident Management Service Levels' document to understand what level of support to expect during a minor, major or significant incident.

Retailer communication

As well as regular operational conference calls and account meetings we'll keep in contact with you via a number of channels.

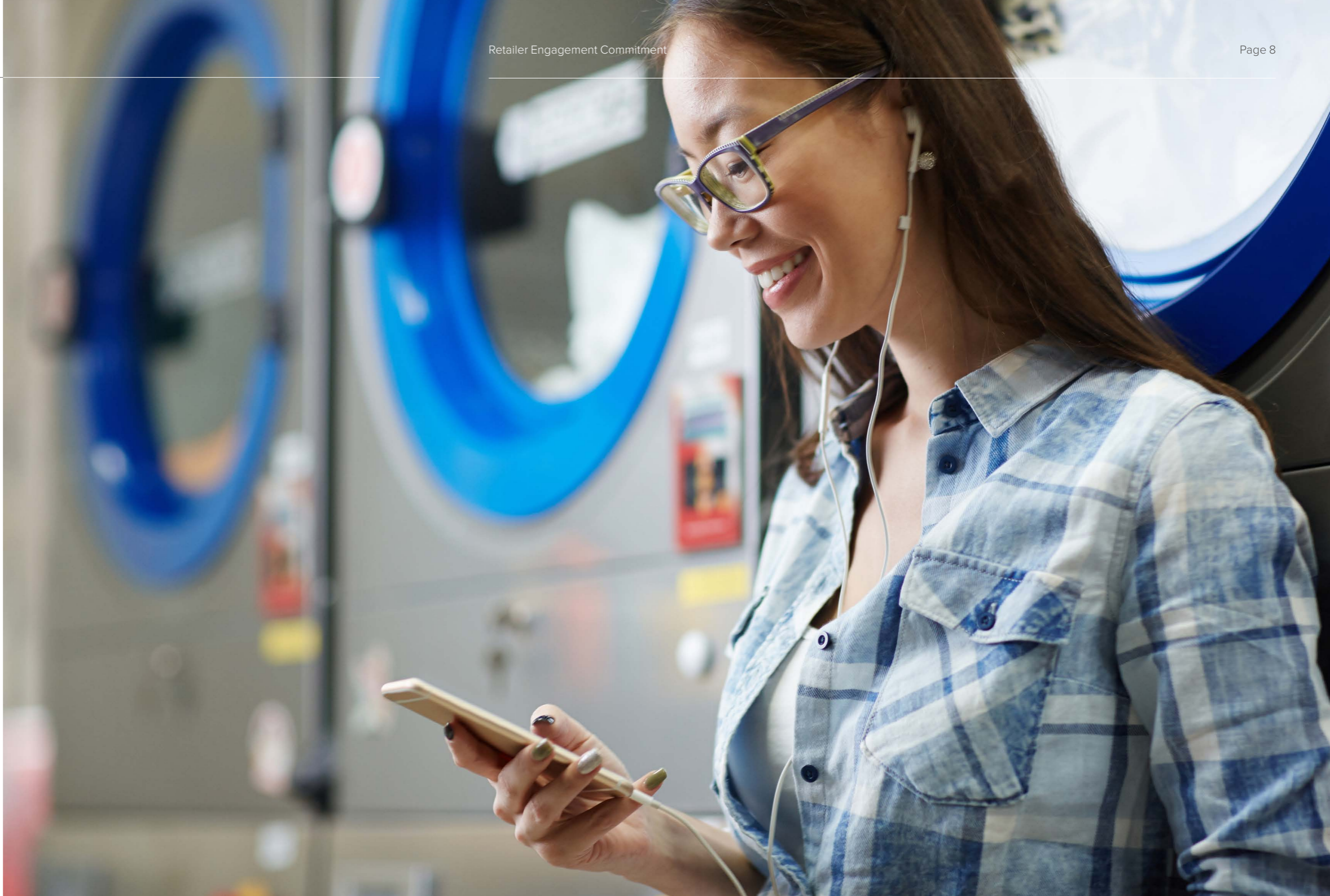
Our quarterly newsletter includes details of industry news and activities we've been involved in, forthcoming events we're hosting, updates from our Wholesale team and new retail entrants to the market. If we have crucial information, such as details of severe weather events, changes to policies or general stakeholder bulletins, then we'll update you as quickly as possible. From time to time we may:

- call to discuss topics that we'd appreciate your input on, your ideas for service improvements, or for feedback on the 'topic of the moment'
- ask you to complete online or phone surveys to help us understand satisfaction with our service, or for input on our short and long-term plans
- invite you to take part in workshops we're organising on topics you may be interested in, such as dry weather and drought planning, or water efficiency.

Our escalations process requires that we also contact you to give updates on the escalation or ask for more information. We're more than happy to help with any general market support questions about our wholesale service, and are here to talk you through our IT solutions if required.

As a responsible wholesaler we participate in market working groups, so may contact you for information to support this. We may also contact you to have your say in our policies and wholesale charges, which are reviewed annually using retailer feedback and industry-wide wholesaler good practice.

All of the above is in addition to our account management communication and based on your account level and stated preferences.





Other services we offer

The additional services we offer or plan to offer in the future are listed below. For more information contact your relationship managers.

Accredited entities

- We currently offer TDISC/RECON.
- Meter exchange and install in future.

Meter reading service

- We don't currently offer this, but are looking into it.

Water efficiency partnerships

- 'Target 100', promoting water efficiency and the value of water.
- Water audit and leakage visits to businesses.
- School education talks.
- Innovations such as DataWell and smart meters.

Data loggers

- Streamlined application route for retailers.

Escalations process

- For any in-code issue where an SLA has been missed or where you're not content with the answer provided from a bilateral form submission, please raise this through the escalation process.
- To set up an escalation tracker, please speak to your relationship manager.
- In the first instance, escalations are managed by the operational desk manager, who deals with 95% of escalations.
- Escalations will form part of your operational account meetings.

Policies

All of our policies are reviewed annually and are listed below. They include:

- Leak Allowance
- Logger Application
- Large User Tariff
- Sensitive Sites
- Meter Accuracy
- Guaranteed Standards of Service
- Non-Return to Sewer
- Accredited Entities
- Incident Management

All of our policies can be found online at southernwater.co.uk/retailer-engagement-policies.

We use all retailer feedback to make our policies as easy to understand and user-friendly as possible.

We attend industry working groups where we've contributed to market-wide wholesaler good practice guides and policies.

Southern Water is an active participating wholesaler in MOSL and industry working groups.

Retailer relationship managers

Getting in touch with us

If you would like to discuss anything, or set up an account management call or meeting, please contact your retailer relationship manager using the following details:

Martin Pope

Mobile: 0778 835 5295

Direct dial: 01903 272411

martin.pope@southernwater.co.uk

Ben Day

Mobile: 0788 183 3772

Direct dial: 01903 272207

ben.day@southernwater.co.uk