



18th September 2017

Water retailing in 2017

Agenda



- Introductions
- water2business
- How we work with our customers
- Why choose water2business

water2business

Who are we...

A Wessex Water and Bristol Water Company creating innovative, tailored water management packages for business customers throughout England and Scotland



Our values



water business

1

We keep our promises
We are trustworthy

2

We are efficient
We are innovative

3

We deliver value
We offer expertise



Our philosophy



- To treat water as a resource and maximise the value to the customer
- Provide best value water management solutions
- Protect clients from legislative compliance risk
- Drive continuous improvement in water and resource management delivering tangible benefits to the customer:
 - Value
 - Health & Safety
 - Environmental performance
 - Operational Efficiency

Our promises



Service



Sustainability



Savings



water2business

How we work with our customers

Total Water Management

What does it mean...



“.... a complete, dedicated management service that concentrates on all water issues and provides ancillary services as appropriate, allowing you to concentrate on your core business...”



Identifying the areas of greatest saving

Consumption is the primary cost driver...



Retail margin

Cost to serve

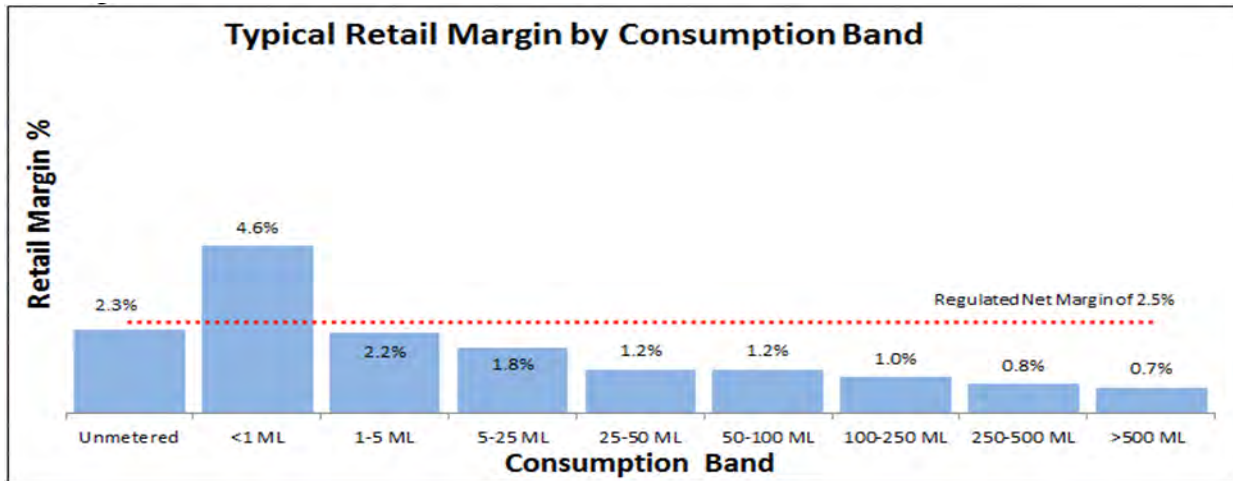


Our proposed approach to pricing is to reflect openly the wholesale cost based upon volumetric consumption and discharge identifying the most appropriate wholesale tariffs, combine applicable retail cost to serve e.g. meter reads, billing, bill validation, regulatory costs etc. and apply an agreed management fee/retail margin.

Why its not all about the price



This element of the bill is typically around 95% of the total bill (in our area, but can vary in other wholesale areas). This leaves around 5% to cover the retailer's costs and profit. The net margin is then in turn regulated; companies are allowed to make a net margin of 2.5%; this does not mean every customer has a 2.5% net margin on their bill. The regulator allows the companies to “average” this 2.5% net margin across their tariffs.



What is Total Water Management?

Our approach...

- Core focus on water and waste water
- Service standards – Service Level Agreement (SLA)
- Applying economies of scale
- Contract management
- Utilising industry best practice
- Expert consultation and planning
- Continuous improvement
- Data consolidation and management



Why Total Water Management?

Its not all about the price per cubic metre...



- Every business uses water
- Every business has different water needs
- Our customers benefit from becoming more efficient and reducing water consumption



Opportunities for our customer



Sustainability

- More efficient use of water

Corporate Social Responsibility

- Reduced carbon emissions from cuts in water use
- Reduced energy consumption

Innovation and better use of technology

- Improved service standards
- Tailored services to better suit individual business needs

Savings

- Lower bills, mainly as a result of improved water-efficiency



How we propose to operate with Customers



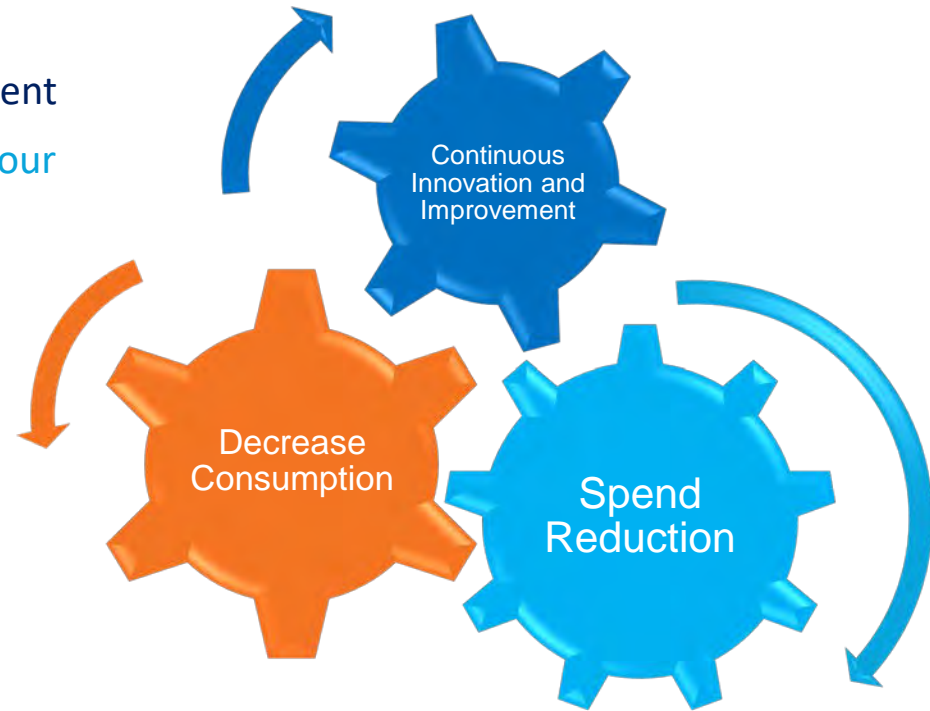
- Understand Customer needs and requirements
- Review and install measurement
- Identify key areas for improvement
- Work with collaboratively on effective efficiency programs
- Evolve a long term relationship

Spend Reduction Process

Combining efficiency and savings



- Invest in continuous innovation and improvement
 - Labour, plant, management, process, behaviour
- Decrease consumption
- Reduce spend
 - Mains supply, sewerage and trade effluent discharge to sewer
 - Decrease associated energy and waste costs
- Centrax benefit from the savings

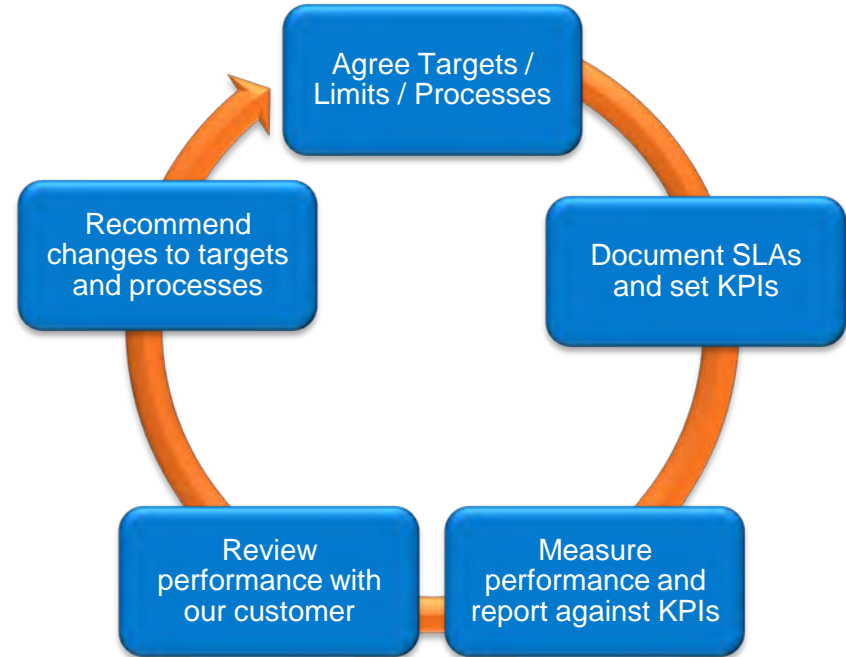


Contract Management

Quality and Accountable Contract Management



- Service level agreements
- Key performance indicators
- Data and reporting
- Continuous improvement
- Subcontractor management
- Customer training and awareness
- Compliance – OFWAT, DEFRA, SHEQ
- Management systems and ISO accreditations



Finding the right deal

The components



Smart billing –

Monthly billing based on actual reads on a preferred day of the month.

- Removes the need for accruals
- Online billing through a secure portal
- Allows for early detection of leaks and allows for seasonal analysis
- Allows for benchmarking and viability analysis
- Allows for competitive efficiency reward schemes



Finding the right deal

Smart metering/AMR



- Smart metering is the best solution for drilling down usage
- Our proposal would mean both of your meters are logged in this way.

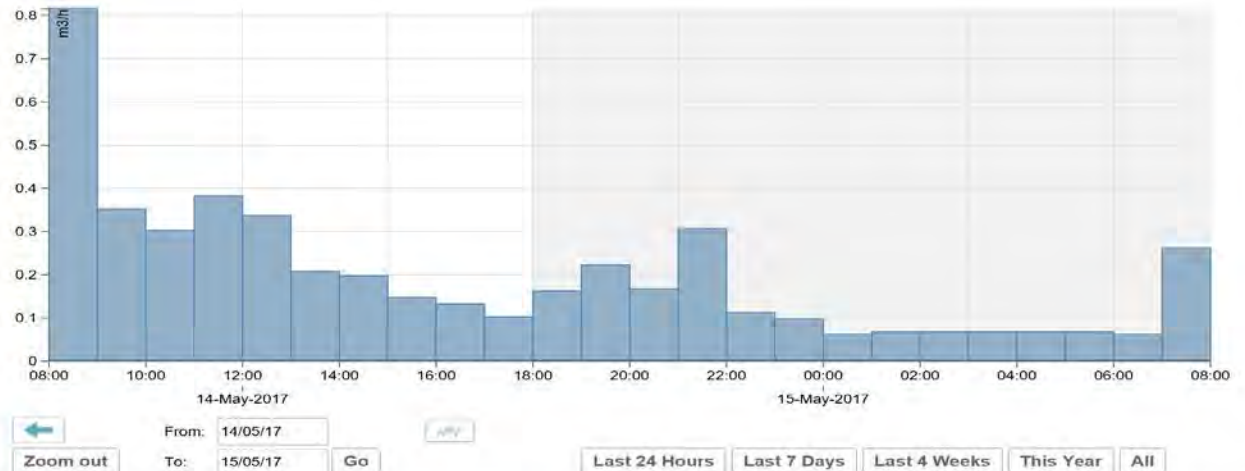
Consumption

4.715 m³

Start Index:	54689 m ³
End Index:	54694 m ³
Start Date:	14/05/17
End Date:	15/05/17
Average per day:	4.704 m ³
Average per hour:	0.196 m ³
Litres per second:	0.05
Max Flow:	0.815 m ³
Min Flow:	0.060 m ³

Download data in this period

[Logger Channel Details](#)



Zoom out

From: 14/05/17

To: 15/05/17

Go



Last 24 Hours

Last 7 Days

Last 4 Weeks

This Year

All



Finding the right deal

Dedicated Account Manager



An industry expert dedicated to your portfolio

Supported by a complete team with extensive experience in every angle of water management

- New connections
- Water quality
- Trade effluent
- Water efficiency
- Alternative water

Why choose water2business ?

Key factors...



- ✓ Creative and innovative solutions
- ✓ Best environmental practicable options (BEPO)
- ✓ Outstanding contract management
- ✓ Corporate Social Responsibility (CSR) and environmental enhancement
- ✓ Proven track record of delivering continuous improvement
- ✓ Proven track record of significant on-going savings for our customers
- ✓ Flexibility, competitiveness and transparency in our pricing
- ✓ Committed to success and long term relationship

Thank you

