

# Water Plus fuels happy customer Euro Garages with a saving of £25,000



"We'd had a great experience with Water Plus with the sites we already had with them and they were the clear choice to take on our entire site portfolio.

Their expertise, along with their straightforward approach, has saved us internal resource allowing us to focus on delivering excellent customer service."

Mohammed Patel, Utilities Manager, Euro Garages.

## Challenge

Before the business water market opened, Euro Garages had 16 different water suppliers across 400 sites. They needed our help to make their bill processing easier.

## Solution: switching

We became the sole retailer for all Euro Garage's Scotland sites, and gave them advice and support until they could switch all their sites to us in 2017.

## Savings



**£25,000**

**saving by switching to us**



**Lower water costs through less water wastage**



**One water retailer and Account Manager for all sites saved time and money**

## Client

In 2001 brothers Mohsin and Zuber Issa purchased their first petrol station in Bury, Manchester. Since then Euro Garages have grown to span the breadth of the country. In 2018 the business had over 400 sites and is classed as one of Europe's leading petrol forecourt and convenience retailers.

## Challenge

Before the business water market deregulation, Euro Garages had sites in 16 wholesale regions. This meant they had to deal with 16 different water suppliers, each with varying contract terms, processes, billing formats and points of contact.

Every time the company opened a new petrol forecourt it had to request a 'new connection' supply point with the regional wholesaler, which was becoming difficult to manage.

Mohammed Patel, Euro Garages Utilities Manager, contacted us to see if we could make their bill processing easier.

## Savings

Switching to us **saved Euro Garages £25,000 on their contract price**. With our support, Euro Garages received expert advice and management for all their national water bills. This saved them considerable time and helped them to manage their water use in a much more effective way, with one expert Account Manager to contact for their entire business.

## Solution

We worked with Euro Garages in an ongoing process to help them manage their bills, until the UK business water market opened in 2017 and they switched to us as their sole retailer.

- Our experienced Account Manager explained to Euro Garages that, in the 2016 business water market, their UK sites could not currently choose their water retailer.
- However, our experts advised them that their Scotland sites could choose one singular retailer to make billing easier – as the Scottish business water market opened in 2008.
- Euro Garages switched all their Scottish sites to us, immediately making a chunk of their billing considerably easier.
- Until the UK water market opened, we acted as a customer champion for Euro Garages. We ensured relevant forms were completed and liaised with all the various regional wholesalers on their behalf.
- We also accurately priced Euro Garages' entire national site list, to offer them different 'product options' for when they were able to switch to a single retailer.
- When the UK business water market opened, Euro Garages switched to us, making a saving of £25,000 on their water bills. Now we are the sole retailer for all their sites, meaning all their regional bills come from one place and are much easier to manage.