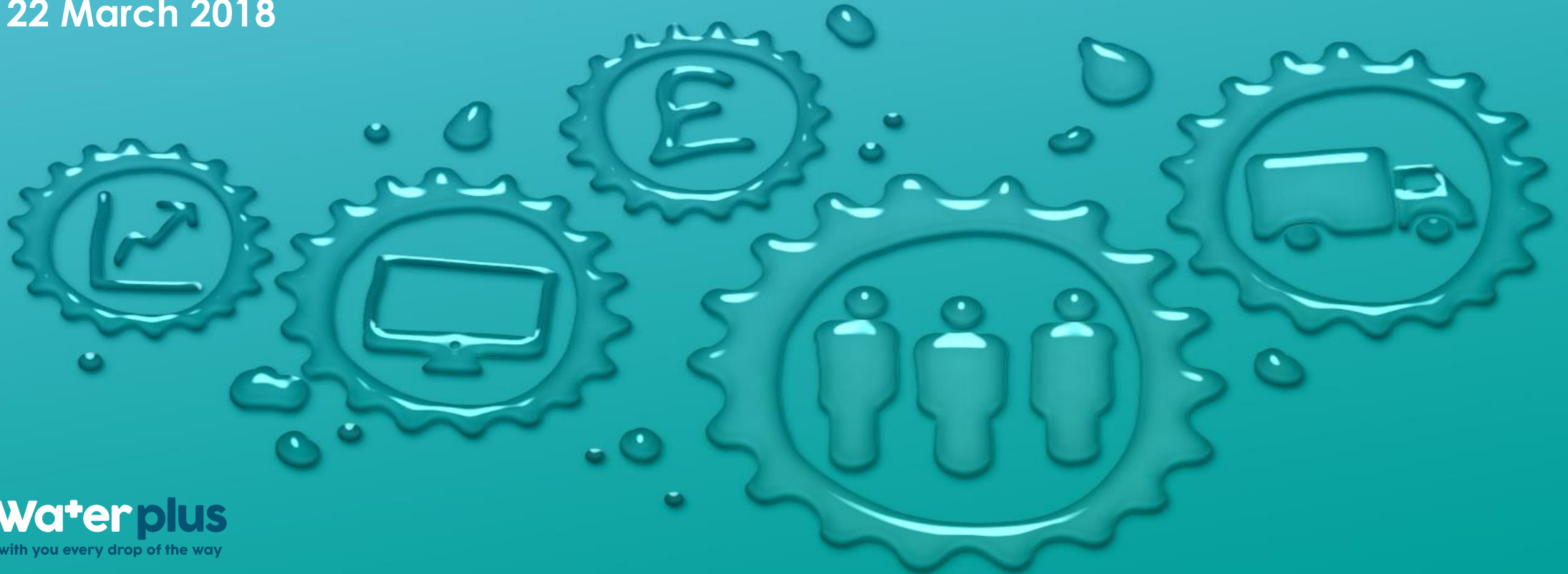


Do customers need and want Advanced Services?

Presented by Kevin Barefoot

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Speaker profile



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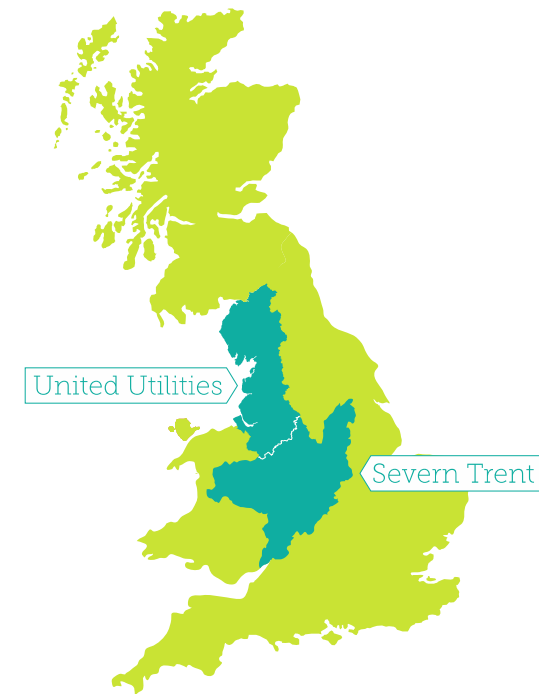
Agenda

- A little bit about us and our Advanced Services Team.
- A look at what Water Managers value in the water market.
- An overview of Proactive Water Management.
- Advanced services supporting customer needs.
- Why you should get involved with Advanced Services.
- Working together to sell Advanced Services.
- Case study: Advanced Services in practice.
- Summary and any questions.



A little bit about us...

Water Plus has been specifically created to meet the water service needs of business customers and organisations in the open water markets in England and Scotland.





Our Advanced Services Team

Helping business customers to save water, reduce costs and manage incidents

- We're here to support our customers with water and waste water management
- We focus on both financial and environmental objectives
- Our team combines Regional Business Managers, Project Managers and Project Coordinators who are all water experts
- We've forged well tested relationships with approved partners over the 5 years
- Institution of Occupational Safety and Health
- ISO9001, ISO14001 & OHSAS18001 Standards



What do Water Managers value in the new water?



Cost control

- Increase margins
- Address inefficiencies
- Release hidden costs

Compliance

- Achieve CSR objectives
- Increase production
- Reduce waste

Continuity

- Proactive planning
- Protection from the unknown
- Reduce lost time



We've developed Proactive Water Management to meet these needs





Advanced services supporting customer needs



- Contingency planning
- Emergency water
- Flood alerts



- Water efficiency
- Smart metering
- Water audits
- Efficient+



- Health & safety
- Connection management
- Water regulations
- Trade effluent discharge



- Leak detection & repair
- Drainage services
- Network maps



- Recycling
- Alternative water supply

Approximately 1/3 of our tenders have been dependent on the delivery of Advanced Services

Why you should get involved with Advanced Services



Revenue



One stop
shop



Appealing
proposition



Become the
customer
expert

Working together to sell Advanced Services



Partnership approach

- Shared visibility, shared responsibilities and risks

Commission based

- Qualified/Delivered solutions with an agreed % consideration

White label

- ADS delivery under the banner of your organisation at agreed rates

Finders fee

- An agreed payment or 'thank you' upon completion

Case Study

Advanced Services in practice – adding value for you and your customers



- Installed 140 smart meters
- Delivered end to end service for the customer, including wholesaler management, smart meters installation and regular updates
- Paid broker commission for lead generation
- Identified further savings and commission opportunities based on analysis of smart meter data



- Installed 10 smart meters
- Analysed data and identified suspected issues on customer site – broker made aware of this
- Implemented leak detection process at problematic sites

Broker now approaching Water Plus to assist with issues for other customers not contracted to Water Plus

Summary



- **Customers want Advanced Services**
- **Be the customer expert**
- **Make Advanced Services work for you**
- **Speak to us to find out more**

Thank You

Questions?

