

Water retailing in partnership with brokers and consultants





Our knowledge of the market makes us the perfect partner for consultants and brokers

An opportunity to grow your business

The opening of the water market to competition in England in April 2017 has created new opportunities for water retailers and brokers.

Businesses, charities and public sector organisations can now choose who supplies their retail water services, in a similar way to how they purchase other utilities such as gas, electricity and telecoms.

Many of these organisations will require the expertise a broker provides, to help them choose the right combination of contract, services and water retailer for their business. This provides brokers and consultants with the opportunity to grow your businesses and strengthen your relationship with your customers.

About Water Plus

Water Plus has been created to meet the water service needs of business customers and organisations in the open water markets in England and Scotland. It is a joint venture between the two largest FTSE 100 water companies, Severn Trent and United Utilities.

Water Plus services over 360,000 business customers and is the largest water retailer in the UK. We're experienced in switching customers nationwide and our products and services have been built to meet the needs of business customers.

We believe that in any business it is the people who make the difference and at Water Plus we have created a team that combines fresh new thinking with a real depth of experience in water, business and specialist technical areas.

Why partner with Water Plus?

We've been working successfully with brokers and consultants since 2008 and value the relationship. We are committed to developing long-term, profitable partnerships.

We know your choice of suppliers can impact on your reputation, which is why we go out of our way to provide an excellent service for you and our mutual customers.

What you can expect from Water Plus

The size and experience of Water Plus enables us to offer competitive prices, create innovative new products and services, as well as invest in the systems and people required to deliver high-quality customer service.

We understand water and know what business customers want from their water retailer. We will work with you to offer a range of benefits that will help you to grow your business and enhance your reputation.

Our services for you include:

Dedicated relationship managers

Water Plus will support you with a dedicated Business Development Manager who will be your primary point of contact. Our Business Development Managers have many years of experience in the water industry and have specialist knowledge of working with customers and brokers. They will work with you to develop your business and to provide the right products and service for your customers.

Rewarding commission terms

We have a flexible and competitive commission structure designed to reward you. There are also opportunities to increase your income by offering additional products and services to your customers from our Advanced Services range.

Straightforward and efficient pricing

We know that you want to provide a professional service to your customers. So our dedicated pricing team provide a fast, efficient, accurate turnaround of your requests.

Brilliant customer service

At Water Plus we are committed to delivering an excellent service to you so our dedicated Corporate Service Team is available to resolve billing queries and manage any issues with water wholesalers on your behalf.

Business development support

We'll help you to develop your business, supporting both retention and acquisition plans, by providing you with educational and promotional materials to use with your staff and customers. These will increase awareness of the open market, help customers understand how they can be more water efficient and provide them with tips to deal with leaks and problems on their sites. All of this is freely available to brokers working with Water Plus.

What your customers can expect from Water Plus

By working with Water Plus your customers will be working with a water retailer that takes a proactive approach to water management and they can benefit from:

- Lower costs for their water and waste water services
- Excellent customer service and savings on administration
- Cost savings through water efficiency.

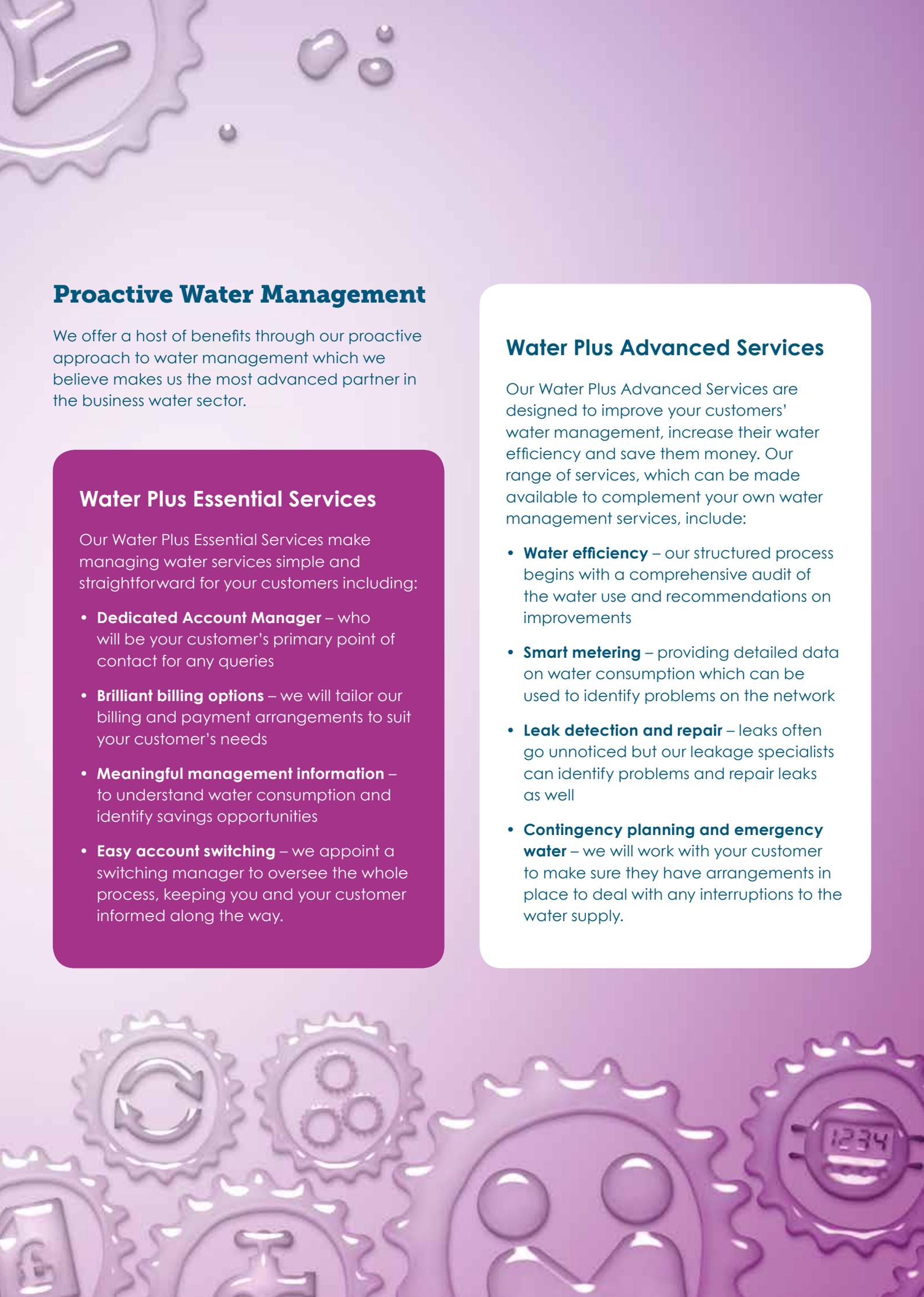
Pricing and contract options

For Corporate customers we offer a range of pricing options including 'Wholesale Plus', 'Retail Minus', 'Buy in Advance' and there is also our 'Wholesale Tracker' option, which is a great alternative for customers considering self-supply.

For smaller customers we also offer a range of pricing options designed for small and medium-sized businesses (SMEs).

Our proactive approach ensures everything runs smoothly for your customers





Proactive Water Management

We offer a host of benefits through our proactive approach to water management which we believe makes us the most advanced partner in the business water sector.

Water Plus Essential Services

Our Water Plus Essential Services make managing water services simple and straightforward for your customers including:

- **Dedicated Account Manager** – who will be your customer's primary point of contact for any queries
- **Brilliant billing options** – we will tailor our billing and payment arrangements to suit your customer's needs
- **Meaningful management information** – to understand water consumption and identify savings opportunities
- **Easy account switching** – we appoint a switching manager to oversee the whole process, keeping you and your customer informed along the way.

Water Plus Advanced Services

Our Water Plus Advanced Services are designed to improve your customers' water management, increase their water efficiency and save them money. Our range of services, which can be made available to complement your own water management services, include:

- **Water efficiency** – our structured process begins with a comprehensive audit of the water use and recommendations on improvements
- **Smart metering** – providing detailed data on water consumption which can be used to identify problems on the network
- **Leak detection and repair** – leaks often go unnoticed but our leakage specialists can identify problems and repair leaks as well
- **Contingency planning and emergency water** – we will work with your customer to make sure they have arrangements in place to deal with any interruptions to the water supply.

Easy Account Switching

When your customers choose Water Plus you can be confident that the switch will be straightforward, as Water Plus has developed a robust and proven process, which has already successfully switched over 10,000 SPIDs - more than any other retailer so far in the market.

For Corporate customers we'll assign a dedicated Switching Manager, who will work closely with you, the customer and the Water Plus team, to manage the whole process seamlessly on your behalf, keeping you fully informed through the process.

Talk to us today

We believe that our combination of products, services, account management and customer service make Water Plus the best option for both you and your customers in the open water market.

To become one of our approved consultants contact us now.

Email: partnerships@water-plus.co.uk

Telephone: 01782 968944

Contact us now

Email: partnerships@water-plus.co.uk

Telephone: 01782 968944

Water Plus
Two Smithfield
Leonard Coates Way
Stoke-on-Trent
Staffordshire
ST1 4FD

Web: www.water-plus.co.uk

Registered in England & Wales. Water Plus Group Limited (company number 10012579),
Water Plus Limited (company number 04141390) and Water Plus Select Limited (company number 03511659),
Registered office: Two Smithfield, Leonard Coates Way, Stoke-on-Trent, ST1 4FD. VAT Number 243 6634 06.

Waterplus
with you every drop of the way