



# Wholesale Policy Statement Retailer Relationship Management

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# Retailer Relationship Manager

The Role of Southern Water's Retailer Relationship Manager is to manage the relationship between Southern Water Wholesale and retailers. The RRM will ensure that we create and maintain effective working relationships and foster collaborative and positive experience for retailers and their customers.

## Key Responsibilities

To manage the commercial relationship with the retailer, ensuring that Southern Water is able to provide and appropriately charge for the range of standard wholesale services that the retailer needs.

Provide information regarding our products, services and tariffs with retailers.

Work with retailers to resolve all escalated issues and disputes whilst ensuring that all commercial interests, standards and objectives of Southern Water are maintained.

Work with Operations, the Wholesale Revenue Team and other departments to scope, cost and approve non-standard services requested by retailers.

Authorise commercial exception requests including allowances and assessments.

Provide and receive updates as necessary with retailers during emergencies and other unplanned events.

To hold regular liaison meetings with the retailer and be available directly by telephone and email during business hours.

## Monthly Governance Meeting

The RRM will meet regularly with retailers either face to face or via video conference to discuss the following themes and reporting criteria:

Share performance of wholesaler and retailer including jobs actioned against SLAs and responses from retailers. Feedback given to retailer regarding form completion success and exceptions generated.

Wholesale to retailer contract performance, status of escalations, disputes and complaints.

Review of financial performance including month end financial statement, GSS payments and any issues/concerns raised by the Credit Risk Manager (Wholesale Revenue Team) regarding level of exposure and security cover.

Review of planned/unplanned events, frequency and timely notification as mandated in the market code.

Sharing of sensitive site information, site specific arrangements and emergency contact details.

Discuss opportunities with retailers for improvement to processes and understand customer feedback on Southern Water policies.