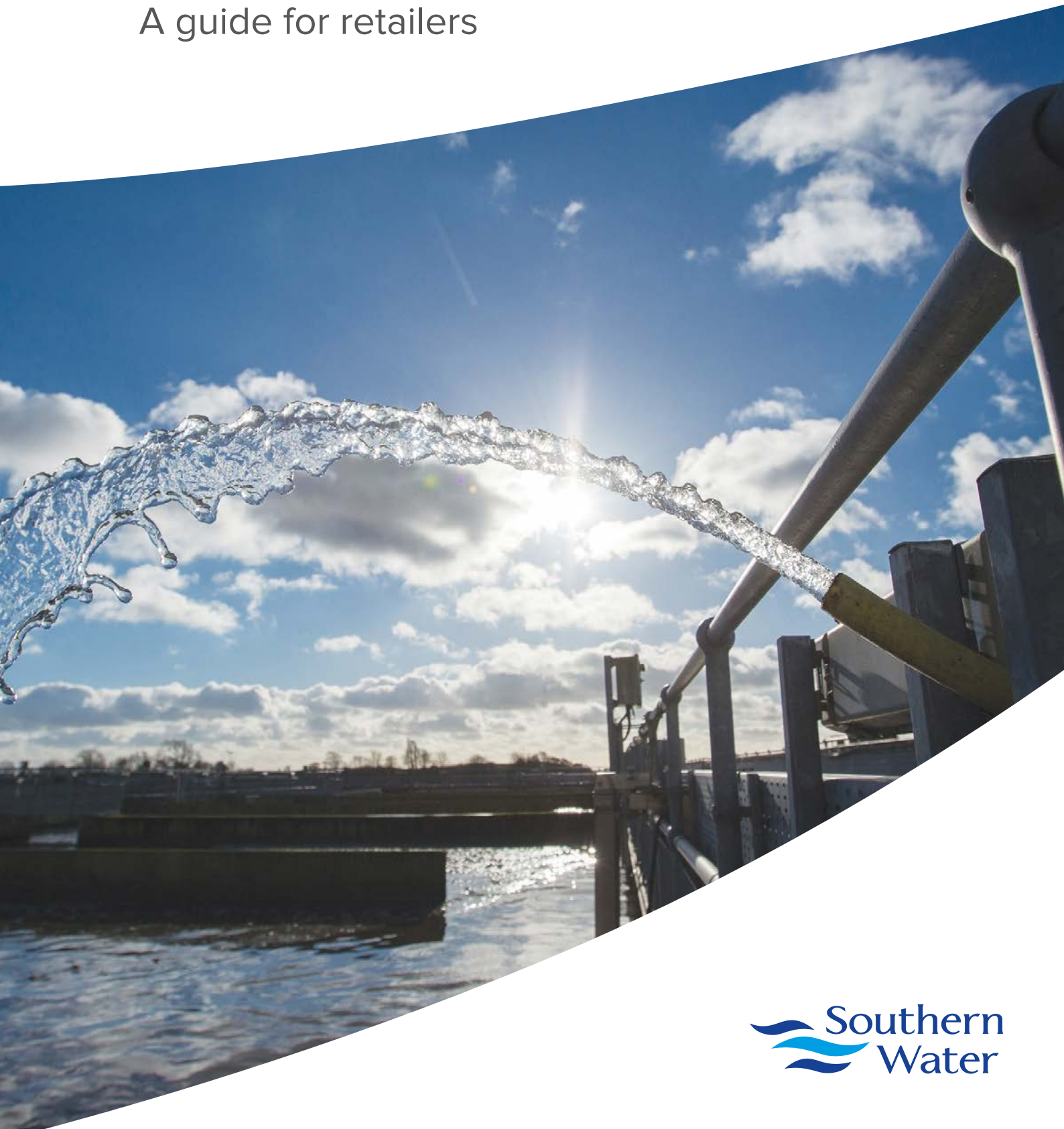


# Working with Southern Water

A guide for retailers



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# Welcome to Southern Water

We've developed this pack to introduce the Wholesale Services team, and provide you with key information about the services we provide and how we'll interact with you.

The team is on hand to work with you, deliver wholesale services in line with your expectations and answer any questions or queries you may have.

It's really important that we develop and maintain strong relationships to deliver the best possible service for you and your non-household customers.

Jamie Ford  
Director of Commercial and Innovation



# What we do

We're proud to provide water and wastewater services to more than 4.6 million people across the South East. Some areas within the Southern Water region are also supplied by a number of smaller water supply companies.



# Some key facts about us



## Your Wholesale Services team

### Introduction

The new Wholesale Services team has been set up to manage engagement with you making sure we deliver wholesale services in line with your expectations. The team will also manage the day-to-day relationship with the market operator, MOSL. We're happy to help with any query or question you may have.



Left to right back row: Rachael, James, Ashley, Martin  
Left to right seated: Ben, Julie, Luke, Chris, Giovanna, Ben, Nikita

### Ashley Marshman – Head of Wholesale Services

Ashley has worked at Southern Water for more than 10 years in both customer-facing and operational leadership roles.

Ashley leads the Wholesale Services team which incorporates both retailer and market operator engagement.

Ashley is responsible for the efficient, compliant and fair delivery of wholesale services to you and MOSL.



### Chris Dawson – Retailer Engagement Manager

Chris has spent the past four years working as a Relationship Manager in our Key Accounts team, looking after our top 700 non-household customers. Before this, Chris was a teacher.

Chris leads the Retailer Engagement team, which includes your retailer relationship managers and the wholesale services desk. Chris is responsible for maintaining a positive working relationship with you. He also leads the development of retailer engagement services by responding to market changes and to the feedback you provide to your relationship managers.



### Your Retailer Relationship Managers

Your Retailer Relationship Managers, Martin and Ben, are here to make sure you're satisfied with the wholesale services you're receiving. Through regular meetings, they'll update you on operational performance and act as the 'voice of the retailer', taking on board your feedback to help improve the wholesale services we offer you.

If you need to escalate a query relating to service or compliance, or even about your invoice, your relationship managers will work with you to resolve the problem. Their role is to create and maintain effective working relationships to help you better serve your customers.



Martin Pope



Ben Day

### Your relationship manager's main responsibilities are:

- to manage the commercial relationship with you, ensuring that Southern Water is able to provide and appropriately charge for the range of standard wholesale services you need
- provide information on our products, services and tariffs
- work with you to resolve all escalated issues and disputes while ensuring all commercial interests, standards and objectives of Southern Water are maintained
- work with internal Southern Water teams to scope, cost and approve non-standard services requested by you
- authorise commercial exception requests including allowances and assessments
- provide and receive updates as necessary during emergencies and other unplanned events
- to hold regular relationship meetings with you and be available directly by telephone and email during business hours

## Your Case Advisers

Wholesale case advisers manage and oversee all wholesale requests you make. They work with internal teams to make sure your requests are completed on-time and to the quality you expect. If you have a question, send them an email or give them a call, they're on hand to help you.



Julie



Luke



Rachael



Giovanna



Nikita

## Market Information and Performance Reporting Analysts

Our analysts ensure that our market data is reliable, accurate and complete as well as managing any data corrections. They also produce reports on our market and operational performance.



Ben



James

## How to contact us

If you have a query or want some advice, we're here to help. Here's how to get in touch:

### Wholesale request queries

Contact our Wholesale Services team:

**0330 303 1272**

Lines are open Monday to Friday, 8.30am to 5pm.

All calls charged at local rate. Or email:

[wholesaleservices@southernwater.co.uk](mailto:wholesaleservices@southernwater.co.uk)

### Trade effluent queries

For queries relating to any non-domestic wastewater produced from a commercial or industrial premises, contact our Trade Effluent team.

**0330 303 1272**

Lines are open Monday to Friday, 8.30am to 5pm.

All calls charged at local rate. Or email:

[trade.effluent@southernwater.co.uk](mailto:trade.effluent@southernwater.co.uk)

### Settlement run queries

If you have a question about the settlement run, payments or invoicing queries, contact our Miscellaneous Income team.

**0330 303 1260**

Lines are open Monday to Friday, 8.30am to 5pm.

All calls charged at local rate. Or email:

[wholesalerevenue@southernwater.co.uk](mailto:wholesalerevenue@southernwater.co.uk)

### For anything else

Visit our website

[southernwater.co.uk/retailers](https://southernwater.co.uk/retailers)

for further information including:

- Retailer Portal login
- Planned and unplanned events
- Southern Water's policies
- Our wholesale charges

## 24-hour support for emergency situations

You can contact us 24/7 if you need to let us know about an emergency situation.

For water supply or wastewater emergencies, blocked drains or possible pollution:

**0330 303 0368**

Calls charged at local rate.

Leak reporting

If a leak is reported to you, please call our 24-hour leak line:

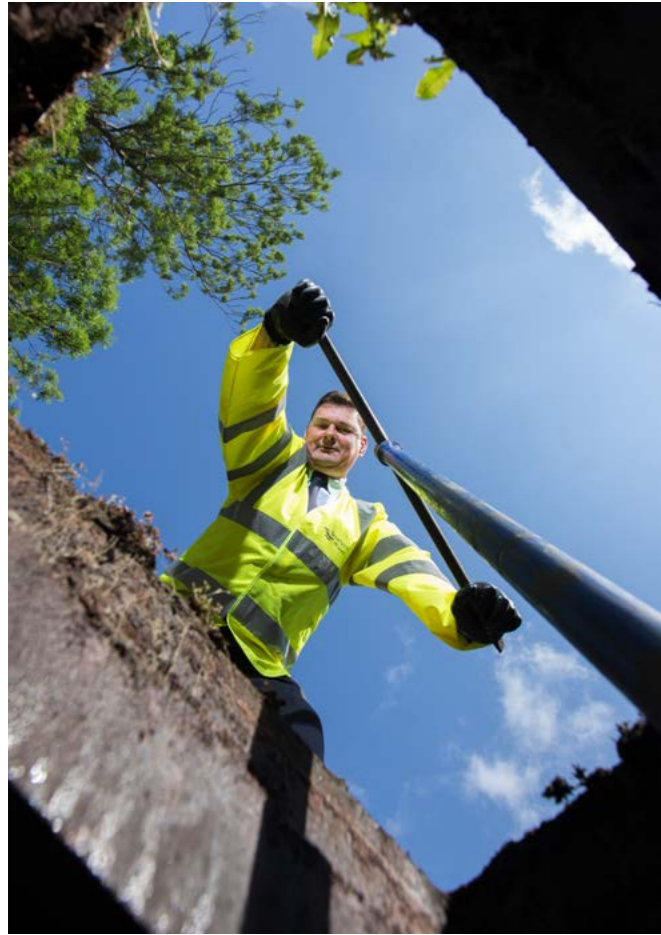
**0800 820 999 Freephone  
or 0330 303 0146**

Calls charged at local rate.

### For more information

Emergency contact information is available on our website for both you and non-household customers.

Where a non-household customer contacts us directly to report an emergency, pollution or leak, we'll inform you within 48 hours. In any other instance where a non-household customer contacts us directly, we'll re-direct them to you.



## Planned and unplanned works

### Unplanned works

We aim to provide a high level of service to customers during an incident or unplanned event. We'll provide you with access to the incident portal on our website which delivers automatic notification of an unplanned emergency or incident. We'll continue to update you with regular status updates until the event has been resolved.

### Planned events

Details of planned events will also be available through our incident portal. We'll keep you updated on our planned works by sending you a weekly report.

## Sensitive sites and site specific arrangements

### Sensitive sites

We recognise that some customers may have specific water quality or continuity needs for health reasons. Our sensitive site policy provides information on which of your customers should be classed as sensitive and how we respond to their needs in emergency situations.

You can find our policies here: [southernwater.co.uk/retailers](https://southernwater.co.uk/retailers).

### Site specific arrangements

Some customers will have specific needs that will require arrangements should an unplanned event occur. Where such arrangements are in place, we'll share these with you so that the arrangements can continue or be updated/improved at the request of the customer.

Should you have any queries regarding sensitive customers or site specific arrangements, please get in touch with the wholesale services desk or your retailer relationship manager.

## Our services

In addition to primary water and wastewater services, we also provide the following non-primary services to you:

- An online portal to facilitate direct submission of all service requests
- AMR meter logger requests (process and policy)
- Large user tariffs (for retailers' customers)
- Disconnections (requested and non-payment) and the replacement of faulty meters as part of an accredited scheme. Further details of this scheme will be announced in 2017

Visit our retailer website [southernwater.co.uk/retailers](https://southernwater.co.uk/retailers) for further information.

## FAQs

### How can we submit multiple requests?

We're currently building a business to business interface which will allow you to access our Retailer Portal via your CRM system. We will keep you updated with news of its progress and when you can start using it.

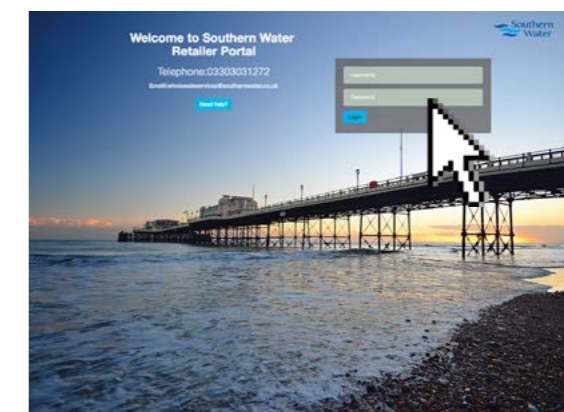
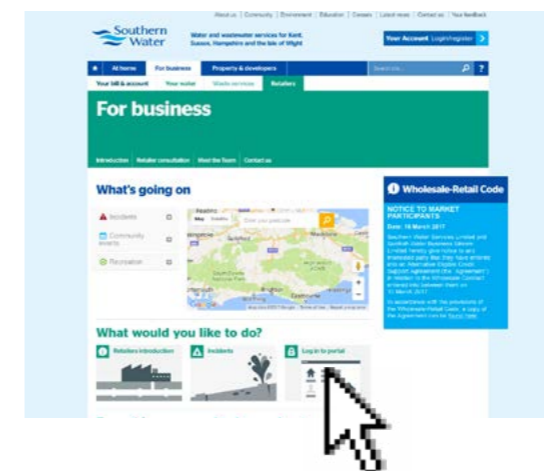
### How will Southern Water communicate planned and unplanned activities to retailers?

An incident and planned event portal will give you information on all capital schemes, short term planned activities and incidents that are happening in our region. The portal will send email notifications to all retailers who have signed up. It will also enable you to download bespoke reports.

### What is the Southern Water Retailer Portal?

This is an online portal which can be accessed via our website. The portal is where you submit your requests for wholesale services, for example, a request for a meter installation.

### How do I access the Retailer Portal?



1. Visit our retailer website and click on the link for the retailer portal: [southernwater.co.uk/retailers](https://southernwater.co.uk/retailers)

2. Enter your log-in details as indicated.



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[southernwater.co.uk](https://www.southernwater.co.uk)

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**Wholesale Services team**

**0330 303 1272**

[wholesaleservices@southernwater.co.uk](mailto:wholesaleservices@southernwater.co.uk)

**24-Hour emergency support**

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