



# Wholesale Services

**Aiming for service excellence.**

## Wholesale Services

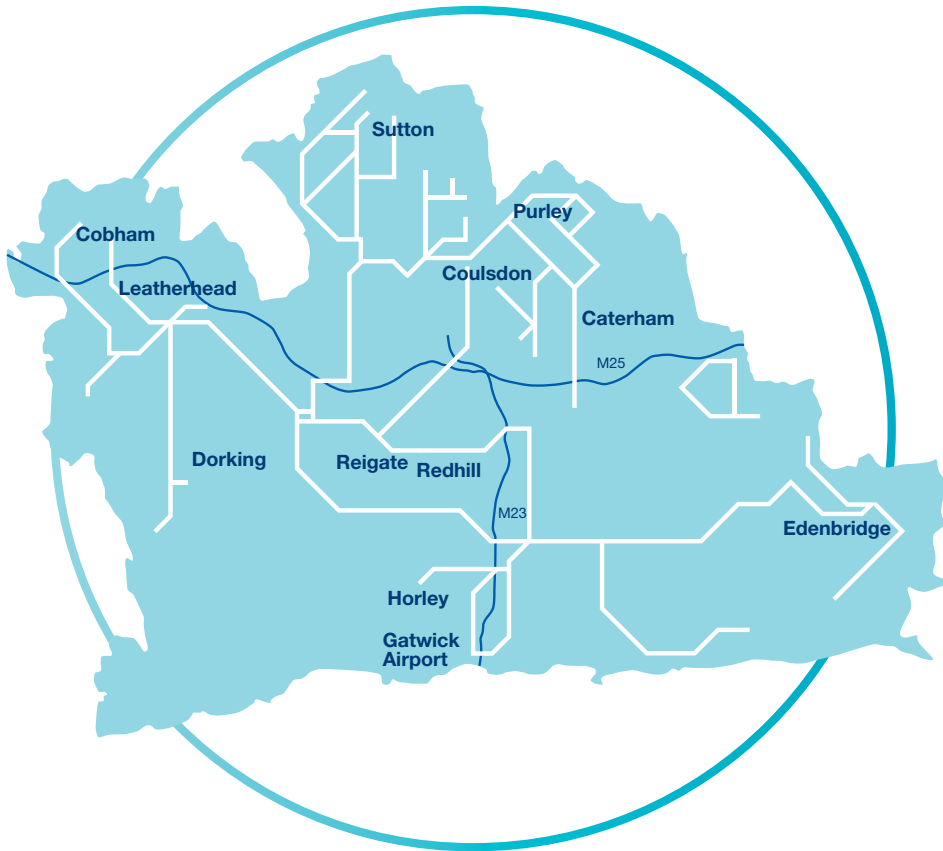
**We aim to deliver excellent customer service to both non-household customers and Retailers. To achieve this we will:**

- Engage with all Retailers equally and in an open and honest way
- Show concern for all water users as if they were our customers
- Deliver our obligations effectively as a Wholesaler in the new market

## Wholesale Service Desk

A dedicated Wholesale Service Desk is now in operation at our Redhill office. Retailers can submit requests using our Wholesale contact forms which are available on our website [www.seswater.co.uk/wsdforms](http://www.seswater.co.uk/wsdforms)

The Wholesale Service Desk will also manage the communication of planned and unplanned work to ensure Retailers remain well informed.



## OUR SERVICE AREA

### Account Management

Our Account Managers will support Retailers to establish contracts and offer on-going support throughout the contact period. Their role is to develop an efficient working relationship with Retailers by offering advice on internal processes, conducting periodic performance reviews, escalating issues when required and recommending improvement initiatives. Account managers can also advise on the additional services we offer such as meter reading or obtaining meter data from loggers.

If you are a Retailer contacting us for the first time please use the Wholesale Service Desk contact details below.

### Charges and Billing

All charges, both primary and non-primary, are published on our website in our Wholesale Charges document. This document includes charge rates and any specific conditions associated with our service. Invoicing for water supplied will be in accordance with the market settlement reports which are based on our Wholesale Charges. Invoice queries should be directed to the contact shown on the invoice. Escalations of invoice queries will be handled by the Account Manager.

If you as a Retailer require a service which is not listed in the Wholesale Charges document, please contact your Account Manager.

#### WHOLESALE SERVICE DESK CONTACT

Monday to Thursday; 8:30AM to 5:00PM  
Friday; 8:30AM to 4:30PM

**E-MAIL:** [wholesaleservicedesk@seswater.co.uk](mailto:wholesaleservicedesk@seswater.co.uk)

**WEBSITE:** [www.seswater.co.uk/wsdforms](http://www.seswater.co.uk/wsdforms)

**TELEPHONE:** 01737 772000 (Option 4)

**OUT OF HOURS:** 01737 772000



[www.seswater.co.uk](http://www.seswater.co.uk)