

## Summary: Commercial customer consultation

19 September 2012

Villa Park, Birmingham

**On 19 September 2012, Severn Trent Plc invited a selection of its commercial customers, and organisations who represent them, to a consultation event. The aim of the event was to understand from our customers what is really important to them, and what they expect from us in the future. The information they provided will help us develop our future services.**

**Thank you to all of you who gave up your time to attend.**

### What was discussed?

We wanted to know about water and how critical it is to your business. We asked you about your experience of Severn Trent so far, and what improvements you would like us to make in the future. This included how we look after your account, and the tariffs we offer you.

We wanted to know what your big business challenges would be in the future, and what we could do to help you. We asked about which value added services would appeal to your business. We also asked which of these services you would expect as standard, and which we could tailor specifically to your business.

### What did we hear?

You would like to see ST improve its services in the future.

Effective account management is very important to you. You would like dedicated contacts, more meetings in person and ideally an account manager that understands your sector in detail.

You would like more tariff options, but also more information about your usage. You highlighted smart meters as one possible option. For those of you with multiple sites, you would like your bills to be consolidated. You would be interested in nationwide consolidated billing in a future Anglo-Scottish competitive market.

You are concerned about the future cost of water. You would like us to help you save money by saving water. More advice regarding water efficiency is important to you.

If you are a small business you want a better deal. You do not want to pay as standard for a value added service that you will not benefit from.

### Next steps

ST is now considering all the views you gave us. We have also been carrying out market research to support this process. We will use it to develop our services in the future, we also hope to make some changes in the short term.