



Onboarding success in the new UK retail water market

“The team at Business Stream brought valuable market knowledge and experience, with a proactive and helpful attitude while on-boarding Morrisons into the new market. They have gone above and beyond contracted requirements to assist Morrisons and our consultant with every element of this process, including providing industry and billing support on the major issues faced with the final billing of our outgoing suppliers. We look forward to working with them in the future on improving the Morrisons portfolio.”

Stewart Bunney, Senior Property Manager - Energy, Morrisons

The water experts

business stream
A SCOTTISH WATER COMPANY





MORRISONS

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Business Stream has successfully onboarded all 898 of Morrisons' UK sites. As a result, Morrisons now receive a single, consolidated, accurate bill for all of their water, waste water and trade effluent services - saving a significant amount of time and money.

After securing the UK-wide contract, we were tasked with transferring all of Morrisons' sites in England and consolidating them with the 98 sites we already serviced in Scotland.

Inevitably there were challenges, given the size of the account and the fact we had to undertake this transfer whilst navigating a new and complex market (we began the onboarding process the day the English retail water market opened in April 2017). However, the experience and expertise we have gained operating in a competitive retail water market in Scotland for over 9 years meant that we were well placed to manage this transfer successfully.

DELIVERING RESULTS

Within two days of the contract being signed, we initiated the transfer process and appointed an expert team to look after Morrisons. In addition to providing them with a dedicated account manager, we also appointed a transition manager and specialist team to onboard the sites and ensure the process ran smoothly. Through our due diligence, we

identified the need to validate each site to ensure the billing data was accurate. In order to achieve this we undertook a series of measures including data cleansing and bill validation. We handled all the interactions with the multiple wholesalers across each of the regions Morrisons operate in, and with the Market Operator, to ensure the effective transfer of every single site. As we drew closer to completing the onboarding process, we ran billing tests and put in place additional monitoring to enable us to detect and resolve any potential billing issues. These steps provided Morrisons with confidence that our systems and practices were working effectively and helped to ensure that their billing was accurate.

Recognising the importance of regular contact, we set up daily calls to provide regular updates on progress. Our account manager worked closely with Morrisons throughout the process to gain a greater understanding of their water and waste water needs across their estate.

THE SUCCESSFUL OUTCOME

As a result of the steps taken above and the expertise and commitment provided by our dedicated team, we successfully onboarded all 898 of Morrisons' UK sites. They now receive a single, consolidated, accurate bill for all of their water, waste water and trade effluent services, saving a significant amount of time and money and making the process effortless from their perspective.

Morrisons can now focus on the benefits they can gain from the wide range of value added services we provide, including water efficiency measures and AMR – safe in the knowledge that the onboarding process has been completed successfully and the billing process is running smoothly.

