

# Improving the experience for non-household water customers

At Sigma Connected, we know how competitive the non-household water market can be – and why standout customer service is more important than ever. That’s why we put our in-house industry knowledge and experience to work, helping you stay Ofwat compliant, maintain the highest levels of customer satisfaction, gain and retain customers.

Here’s how we can help you ensure your customers have the best experience possible.

## Customer journey

### Sigma Connected service

## 1 Onboarding

We deliver a seamless onboarding experience for your customer, starting the relationship off in the best possible way. We can promote any additional services you offer – helping increase the value of each customer and build brand loyalty.



## 2 Billing



Your new customer may have billing questions – so we have a dedicated resource to make sure they’re answered quickly. And, because we know every customer is different, we take an omnichannel approach to communications - enabling them to contact us via the channel they prefer.

## 3 Complaints

Our team is experienced in handling complex complaints situations, ensuring the swiftest resolution. Each complaint is managed by the same resolution expert throughout, which means customers never have to explain themselves twice and the case handler can provide the appropriate support at every stage. Analysis of the root cause of complaints ensures that we can stop the same problems reoccurring.



## 4 Payments and plan negotiation



We take care of the payment process end-to-end – managing all payment-related questions and existing payment plans.

This includes getting failed plans back on track, re-negotiating under-performing plans, and adjusting over-performing plans.



## 5 Collections

If your customer misses a payment, we introduce our Collections Ecosystem – which is one of the things that really sets us apart at Sigma Connected. We can manage the entire collections cycle end-to-end with a view to getting your customers’ payments back on track.



## 6 Exit



We also provide a full offboarding experience if required, leaving a positive impression with the customer should they choose to return.

## Our additional services

Throughout every stage of your customers’ journey, we offer a number of ‘always-on’ services to offer further support.

### Meter management

We manage all meter-related questions, working to find a resolution to complex meter problems and spotting any consumption issues - managing your customers throughout.

### Revenue assurance

We make sure all properties are being billed on the correct tariff, taking a customer-centric approach to properly manage and follow up every case.

### Billing exception management

We carry out all bill exception processes to produce always-accurate bills, validating the data with accurate readings and taking the time to contact customers with high billing values.