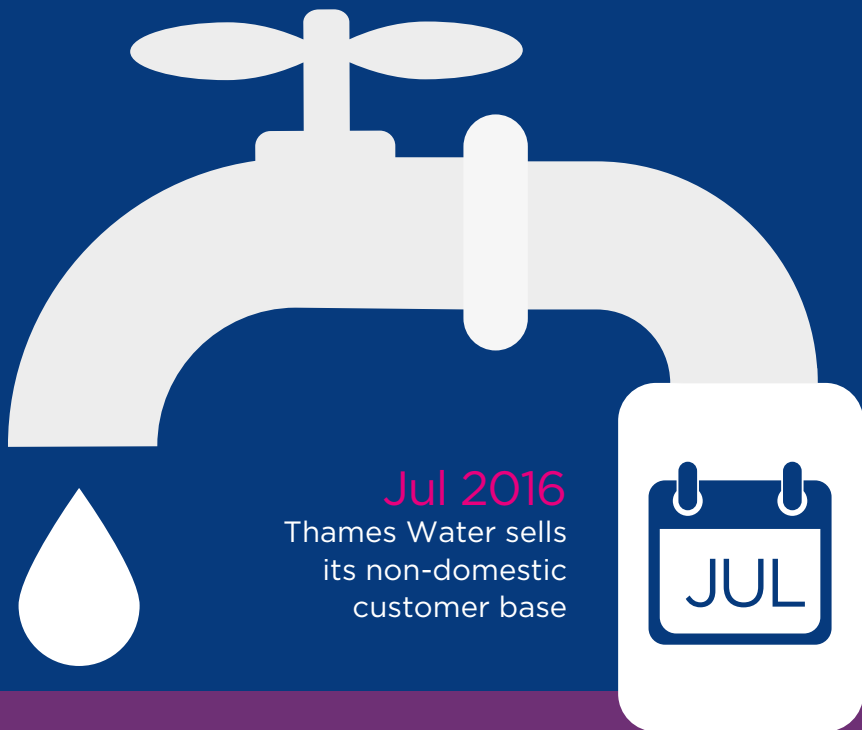


timeline: a journey to one bill



Jul 2016

Thames Water sells
its non-domestic
customer base



Jan 2017

SES Business Water customers' wastewater accounts are transferred to Thames Water under new supply arrangements

Up to Dec 2016

SES Business Water -
Customers receive one bill
for water and wastewater



Jan-Apr 2017

Customers receive separate bills for water and wastewater but can notify SES Business Water now if they would like to come back in April.



Apr 2017

Water market opens.
Customers can now choose to return to one bill.



From Apr 2017

SES Business Water customers receive one bill for water and wastewater, as well as a host of other benefits!