



Responsible for all aspects of account management with Retailers. This includes contract formulation, regular account meetings, dealing with escalated queries and incident liaison. They also manage a number of NAV relationships and contracts. They also provide expert advice assistance to the Service desk and Property data team on a number of specialist areas. Trade Effluent, Water Regulations and Leakage and Customer systems processes.

Responsible for all aspects of compliance. Includes reporting, internal audit/validation and formulation and delivery of compliance based training.

The settlement team are responsible the production and validation of all settlement processes. This includes the receipt, processing, checking and corrections to all settlement reports. They are responsible for the receipt of settlement data right through to the billing process. This includes production of invoices, credit support notices and any debt progression.

The Property Data team are responsible for maintenance of all property related data items on both household and non-household premises. The master data is held in our core billing system and NHH messages are sent to the market (CMOS) instigated from this system. The team also manage all surface water drainage area plans (we charge NHH based on these plans). This includes dealing with all non-return to sewer allowances and leakage allowances as applicable. They deal with all property data item enquiries both HH and NHH.

Responsible for all filed based surface water drainage and drainage enquiries. This includes site visits and field surveys.

The wholesale service desk is responsible for the receipt and action of all Market Forms and NHH related emails or phone calls. It includes the management of SLAs and all required bi-lateral communication. They co-ordinate all retailer contact on behalf of the Company and operate our Retailer Portal. They do not handle no water calls as these go into the main call centre in the normal fashion.