

To whom it may concern,

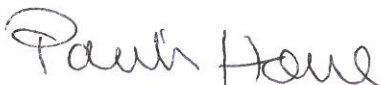
Respondez Europe Ltd is a contact centre in Hartlepool, managing a wide variety of communications activities, from inbound customer service and support, to outbound sales activity, and offer a range of traditional services, across multiple contact channels and languages, to provide a 'one stop shop' for a fully managed business process outsourcing service.

While actively managing our other utility costs, we had not challenged our water costs which had seen only gradual increases over the years, based on the annual tariff increases from the water company. We were then recommended to consider the services of Water Management Solutions (WMS), water cost reduction specialists helping many organisations across the UK to obtain refunds and reduce on-going water and sewerage costs. As they work on a fair "no win, no fee" basis with good references and reputation, we had nothing to lose and retained their services.

Upon instruction, WMS completed a thorough review of our billing, historic consumption and operational activities, which quickly identified a potential error in our tariff, along with higher than expected consumption on one of our metered supplies. Site investigations by their engineers and in conjunction with our maintenance staff confirmed both the tariff overcharge and internal wastage. The internal wastage was quickly rectified and is on course to save over **£1500** per annum, and following negotiations with the water company, correcting the tariff over charge resulted in a reduction of a further **£4,000** in our annual water costs.

What was really shocking was that this overcharge had been in place for many years, and acknowledging WMS's claim, the water company refunded over **£30,000!**

To say we are pleased with the results of WMS's work is an understatement. This has been hugely beneficial, and has been carried out in a thorough and professional manner, using a minimum of our resource but giving us a significant windfall, a reduction in our on-going operating costs, and valuable understanding of our water costs. We would wholeheartedly recommend any business take advantage of their expertise.

A handwritten signature in black ink that reads "Pauline Howe". The signature is written in a cursive, flowing style.

MS Pauline Howe

Financial Controller