



**ConservAqua®**  
Trusted by the Planet

**Our mission is clear** - reduce water usage and reposition high-volume users from relying on potable water use.

# Why Choose ConservAqua?

We offer a complete, transparent service for non-household water users:

✓ **Smart Devices & 24/7 Monitoring**

Real-time reads through our Aqua Manager portal

✓ **Tailored Solutions**

Bespoke packages for high-usage clients with a dedicated Account Manager

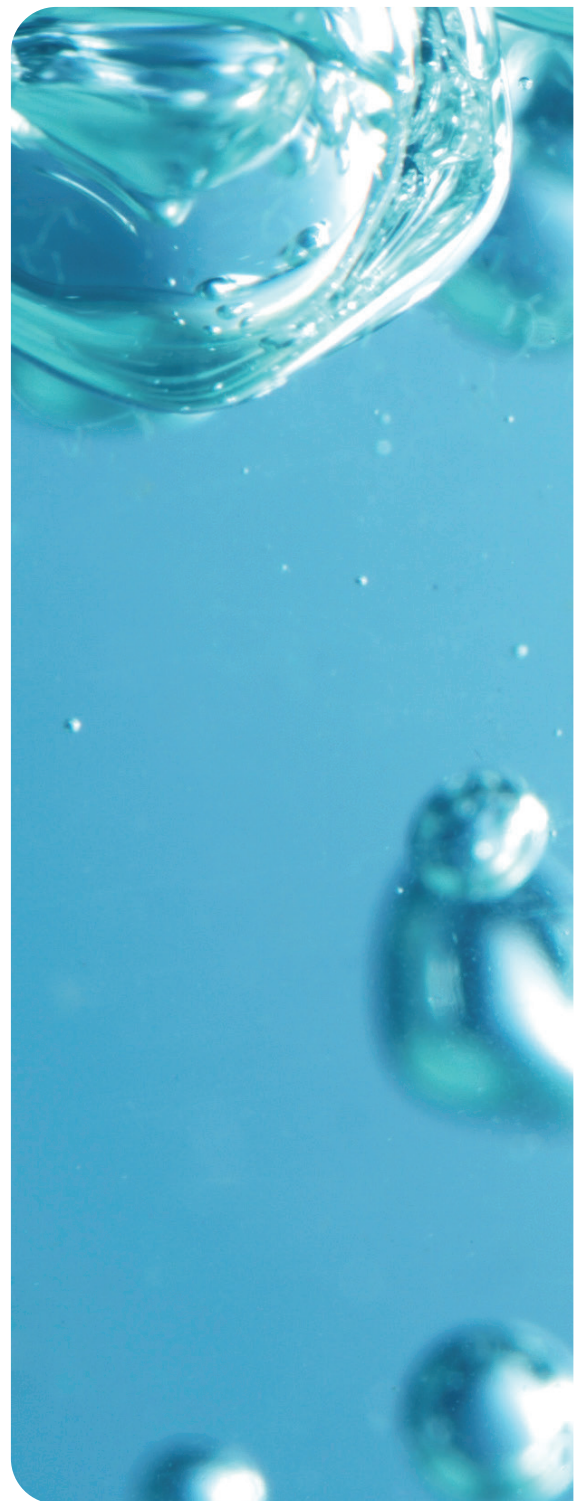
✓ **Shared Savings Scheme**

We are the only water retailer incentivised to reduce our client's usage

## Our Vision

The focus and DNA of ConservAqua is Sustainability and helping our customers reduce their bills and digitalise their water consumption.

Our emphasis on real time reads, using modern meter reading technology and the user-friendly Aqua Manager online portal provides our customers with a comprehensive 24/7 – 365 days service.



# Our Services at a Glance

We offer a complete, transparent service  
for non-household water users:



**Monthly Usage  
Analysis & Reports**



**Multi-site &  
Consolidated E-Billing**



**Smart Devices  
& Leak Detection**



**Trade Effluent  
Expertise**



**Water Efficiency  
Site Surveys**



**A Dedicated Account  
Manager**

# ConservAqua Customer Service

We offer a complete, transparent service for non-household water users:

✓ **Trusted Service**

Provide a fair, transparent and honest service

✓ **Solid Advice**

Advise customers on new water saving technologies and good practices

✓ **Honest Experts**

Provide information that is complete, accurate and not misleading

✓ **Experienced Account Managers**

All our Account Managers have a minimum of 3x years experience in the water industry

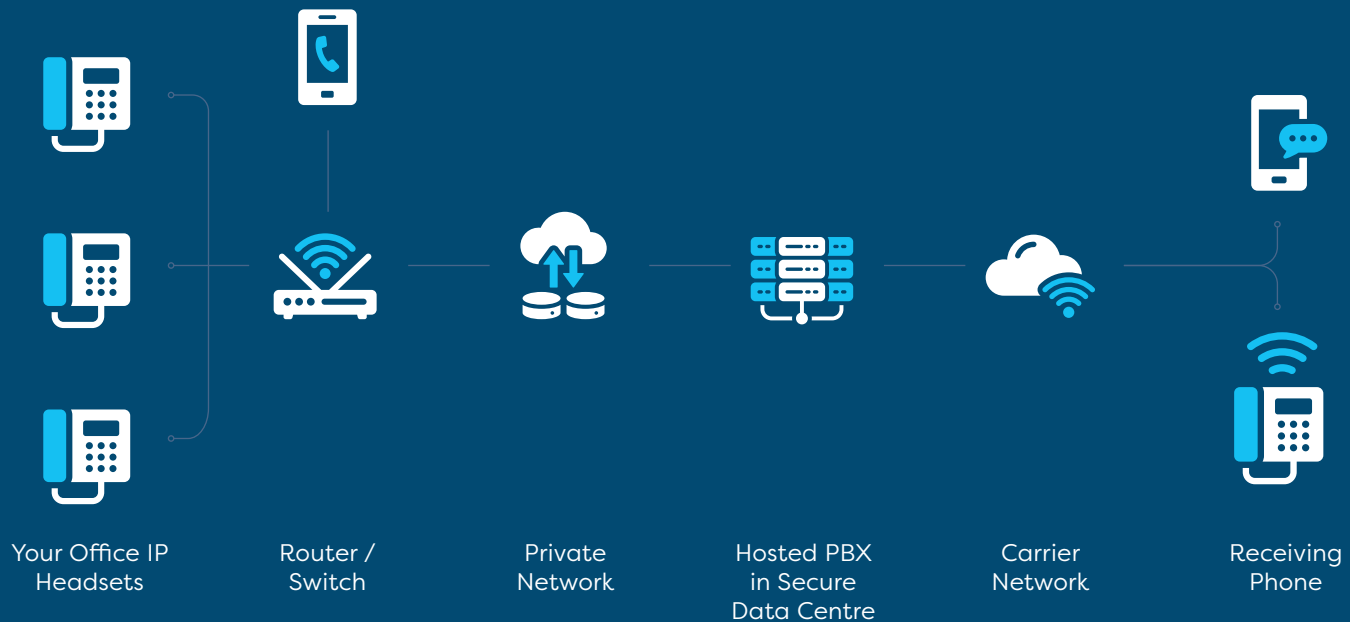


# Account Management

Our Account Managers act as a single point of contact for all customer accounts.

Using a VoIP (Voice over Internet Protocol) solution, each Account Manager can be reached on one direct dial number, wherever they are.

To maintain strong relationships and reduce our carbon footprint, Account Managers arrange at least two customer meetings per year, either in person or via webinar, as well as additional sessions for any escalated issues.



**ConservAqua®**  
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**Preserving  
Tomorrow,  
One Drop at  
a Time.**



A large, artistic photograph of water splashing, with several droplets frozen in mid-air, creating a sense of motion and freshness. The water is a clear, vibrant blue.

## Licensed by the UK Government

ConservAqua holds a Water Supply & Sewerage Licence (WSSL), authorised by the UK Government. This means we're fully approved to deliver regulated services including:



**Bill Validation**



**Site Surveys**



**Consolidated Billing Reports**

### Our mission

To deliver the DEFRA water use reduction target for non-household customers of 9% by 2038 and to help businesses reduce water costs, cut waste, digitalise water management through innovative technology and personalised support.

# Bill Validation Experts

**Our 3-step validation process helps customers save:**



## **Check Past Bills**

Spot overcharges and claim refunds where applicable



## **Identify Savings**

Through tariff analysis and water saving exercises



## **Ongoing Monitoring**

Using AI to monitor the network for any spikes in usage or constant flows

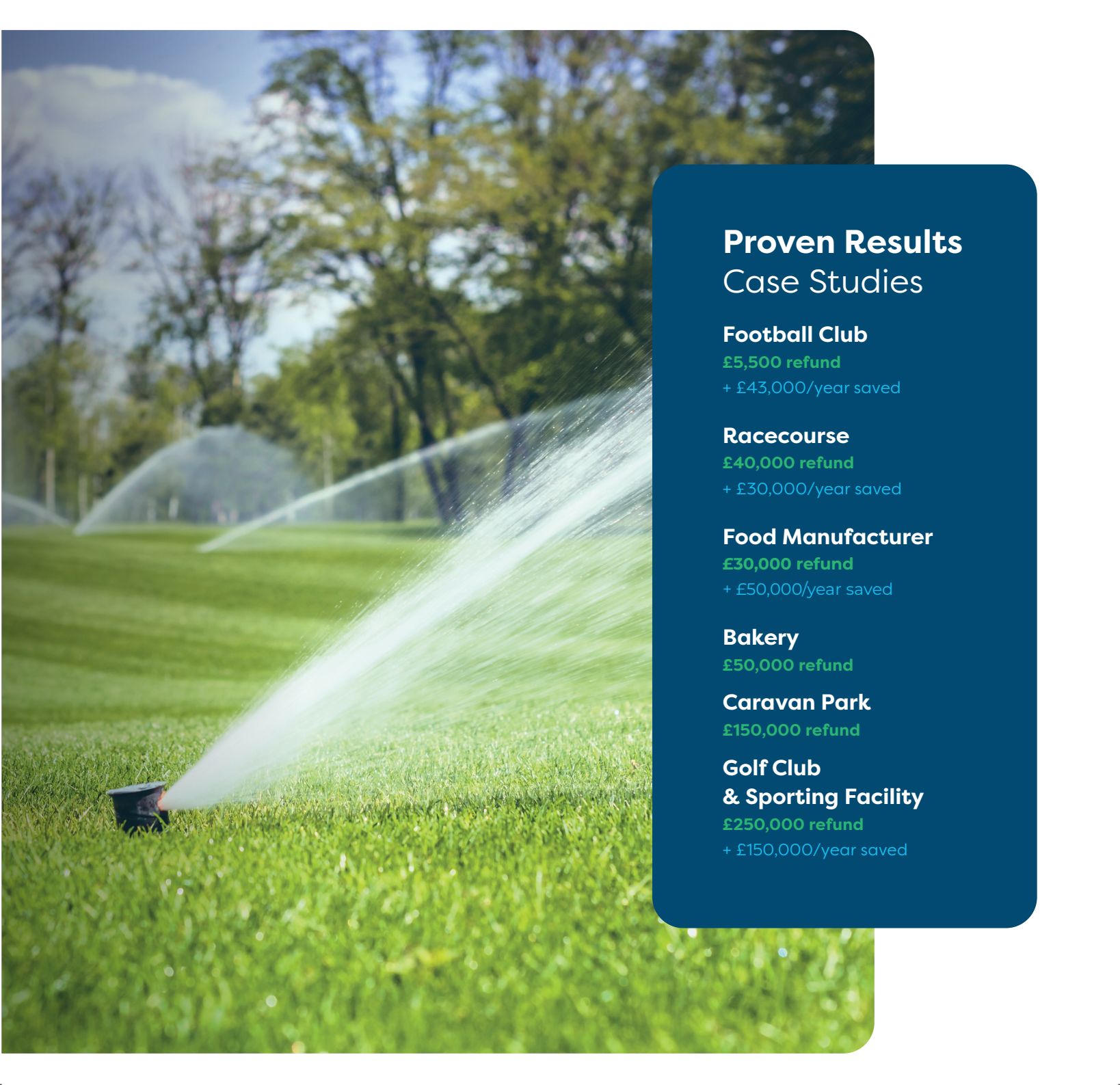
## **Water Efficiency Site Surveys**

We save customers on average 10% through:

- ✓ **Water-saving device installation**
- ✓ **Smart Devices & Flow Monitoring via Aqua Manager Portal**
- ✓ **Rainwater harvesting, reuse, recycling & alternative supply solutions**
- ✓ **Leak detection & repairs**

**We save  
customers  
on average  
10%**

**Proven results:** Refunds & savings secured across multiple sectors.



## Proven Results Case Studies

### Football Club

**£5,500 refund**

+ £43,000/year saved

### Racecourse

**£40,000 refund**

+ £30,000/year saved

### Food Manufacturer

**£30,000 refund**

+ £50,000/year saved

### Bakery

**£50,000 refund**

### Caravan Park

**£150,000 refund**

### Golf Club & Sporting Facility

**£250,000 refund**

+ £150,000/year saved

# Certified Sustainability

We are proud to be ISO 14001 certified, showing our commitment to responsible environmental practices and ongoing improvement in everything we do. Our next step is an AWS certification for water stewardship.

We entered the water market with one goal: to prioritise sustainability. Our mission is clear - reduce water usage and shift high-volume users away from relying on potable water. Whether it is industry, agriculture, or urban infrastructure, ConservAqua is committed to smarter water solutions that preserve our planet's most vital resource.



## Outstanding Service

The service we have received from the management at ConservAqua Limited has been outstanding and we are very happy clients. We were called about 6 months ago by the director who alerted us to the anomalies in our water bills, and it turns out he was spot on. The director was so sure that we had anomalies in our bills that we didn't know about, that they arranged for a data logger to be fitted on our water meter and also engaged his technical director to conduct a site survey at the hotel.

The survey report confirmed the extent of the leaks at our hotel, as well as outlining that we could be due total potential refunds of £8k and ongoing savings on our water bills, and approximately £8k per year due to the savings on our heating demands at the hotel.

As a side note we have now switched our water supply to ConservAqua as they delivered on all their promises. I would recommend ConservAqua to any other businesses looking for a new water supplier in a heartbeat.

**Lismoyne Hotel**



## Outstanding Friendly Service

Our Preferred Supplier was taken over by Castle Water. As expected, the service we experienced with Castle was abysmal. The accounts weren't billed correctly, accounts not billed at all, the issues were endless. They were a nightmare. Thankfully we were put in touch with ConservAqua. ConservAqua have been truly amazing in assisting us with our supplies and the Management Team are one of the best. They give an incredible service, and we are so happy we made the move. I would highly recommend them to anyone looking for a professional, friendly company with an outstanding service.

**Shane Etheredge**  
**Coal Pensions**



## Very Pleased with our New Association

Very pleased with the new association we have with ConservAqua. They have dealt with an issue from Severn Trent quickly and efficiently.

**Anthony Moon**  
**Copt Heath Golf Club**



## Really Helpful Customer Service

Really helpful customer service. Brand new community building, no idea how to join the water market, no SPID etc., and ConservAqua came to our assistance, and fully sorted us out. Much appreciated help.

**Pete Dee**  
**Duxford Parish Council**



## Game Changer!

We moved to ConservAqua in November 2024 because we were looking for a more responsive customer service without being willing to compromise on quality of provision. We are so glad we did. Charlotte has been proactive and helpful, and we are loving our new data loggers that she helped install for us. They're so accurate, we can spot when someone left a single tap running overnight at one of our premises! It's a game changer for our estates team.

**Matt**  
**Healthworks Newcastle**



## Amazing Attention to Detail

We work very closely with Conservaqua for our client and we couldn't ask for a better team to work with. The level of service and attention to detail is amazing. Kerry is an integral part of everything we do and we could not be without her !!!!!

**Mel**  
**Broker**



## Extremely Responsive

In a market lacking good customer service, ConservAqua stand out from the crowd. A retailer that has continually gone the extra mile for my clients and has their interests at heart. Extremely responsive with genuine intentions and innovations for reducing consumption, my clients have felt the benefits that ConservAqua offer during their contract terms. Special mention to Kerry Cole of whom no request is too big.

**Lee**  
**Broker**

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# ConservAqua. Helping You Save Water, Money & the Planet.

**Call us**

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Start saving today [conservaqua.co.uk](http://conservaqua.co.uk)

