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DYNO-ROD DEMONSTRATES NATIONAL CAPABILITY WITH BRITISH GAS CONTRACT

When in early in 2000 British Gas were looking at adding additional home services to offer their vast customer base, one of the ideas examined was the possibility of offering drainage services. Following a selection process with potential partners, British Gas chose Dyno-Rod to develop the programme. Six years later the operation has proven to be a major success. It has grown at a remarkable rate from an average of 600 drain clearance jobs a week in year one to a staggering 4500 by year four to almost 6000 in 2005, with the two companies continuing to operate together under the Centrica umbrella.

Dyno-Rod was a national partner for British Gas for this operation. With its market leading position, recognised brand, national coverage and well established network, Dyno-Rod was able to meet all British Gas requirements. At the outset, a highly successful regional trial was undertaken with British Gas North West Area Service Team, based at Stockport. The programme then had a national launch and was rolled out as an exclusive two year contract awarded to Dyno-Rod from January 2001.

So successful was the initial two year contract that Dyno-Rod were offered a new two year national, exclusive contract under the British Gas Plumbing & Drains cover, from January 2002.

The services now provided to households include the unblocking of drains using Dyno-Rod's proven expertise. They also include CCTV Surveys and reports, tree root cutting and removal as well as drain repairs. Plumbing services, including leak identification, are also undertaken by Dyno-Plumbing Services engineers. The plumbing service was also expanded to cover cistern repairs, replacements and leak detection.

A very good partnership and close working relationship has been developed between Dyno and British Gas to meet the needs of all customers. Dyno-Rod also provides British Gas customers with advice on how to deal with the resolution of drainage problems through their insurance companies, should they fall outside the British Gas remit. Overall, all issues are dealt with quickly and effectively to provide total customer satisfaction.

Jim Lowe, Dyno-Rod National Account Manager responsible for developing the British Gas Plumbing & Drains relationship reflected "The opportunity of working with a highly sophisticated customer centred organisation such as British Gas was a great challenge for our business. We have helped British Gas to build one of the UK's most successful Plumbing & Drains contract schemes which is a testament to both our people and our determination to deliver effective and tangible results for our customers."

Bob Osborne, Plumbing & Drains Manager, British Gas commented: "Equally as important, in this expanding business environment, Dyno-Rod has been able to innovate and change in order to continually improve its service offer. This has included developments such as the replacement of video tape drain surveys with electronic WinCan reports and the development of a quality control regime which reports individual engineer performance and provides a process to make improvements. Customer focussed training packages have also been developed for engineers and franchisees."

Press Information



Working with Dyno-Rod has had major advantages for British Gas. Firstly, Dyno-Rod's national network has allowed British Gas to provide a totally consistent level of service to its customers, wherever they may be based. Some other companies, trying to establish similar services, have suffered from having to employ more than one contractor to provide national coverage, resulting in variances in service levels and procedures. The ubiquitous Dyno-Glo vans encapsulate the nationally consistent presence of Dyno-Rod. Just as importantly, Dyno-Rod has demonstrated that its infrastructure can rise to the challenge of dealing with the unforeseen rapid growth in demand for its services.

Today, the Dyno-Rod/ British Gas partnership has developed into one of the UK's largest and most successful Plumbing & Drainage services. British Gas has a national reputation for delivering high quality service to its customers and for excellence in customer care - issues that have always been part of the Dyno-Rod ethos. It is also the case that Dyno-Rod has benefited and improved its own operational effectiveness, through a process of review and development, as a direct result of this partnership. Undoubtedly an even closer working relationship will develop in the future, particularly with Dyno's rapidly expanding plumbing services.

Dyno-Rod currently carries out over 6000 jobs per week, nationally and exclusively and has held the British Gas contract for over five years. This clearly shows the company's service strength in-depth, technical capability, flexibility and business commitment. This makes Dyno-Rod a significant business partner to any major business and demonstrates clearly why Dyno-Rod remains the brand leader in drainage services. Centrica, owners of British Gas, also recognised all of these qualities and in October 2004 purchased the Dyno Group. The stated and continued aim is to build the Dyno-Rod business into a major multi-sector operation, bringing high levels of service, customer care excellence and new, creative groundbreaking developments in draincare technology to the market place.

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