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STL Join Institute of Customer Services

COVENTRY, United Kingdom –May 29, 2007 – Severn Trent Laboratories (STL) have recently confirmed their commitment to customer service by joining the Institute of Customer Service (ICS). An independent professional body, the ICS helps organisations who wish to develop their customer service culture by sharing good practice, benchmarking performance and advancing staff through formal and informal development programs. The Institute's primary purpose is to "lead customer service performance and professionalism" by supporting members in delivering continuous improvement of customer service.

Joining the ICS supports STL's commitment to a customer service culture and provides development opportunities for individuals. Rachel Henton, STL's Managing Director believes the membership will "help STL to raise the standards of customer service we deliver, enabling us to attract and retain customers."

One of the key benefits of membership for STL will be the ICS Professional Awards, a development program, with three levels of achievement, designed to advance customer-facing staff and recognise their achievements. STL will be encouraging employees to join the program, which represents an opportunity for individuals to develop their skills through recognised training and to gain a professional qualification.

About Severn Trent Laboratories

STL offer leading solutions in Water, Land and Waste analysis, providing scientific services in Chemistry, Microbiology and Ecotoxicology. We also offer a range of support services including Sampling, Scheduling, Field Services, equipment for hire, Key Account Management and Project Management to help our customers find a solutions package that meets their requirements. We are committed to delivering a reliable, consistent and quality service for our customers.

About Severn Trent Services

Severn Trent Services (www.severntrentservices.com), with global headquarters in Fort Washington, Pa., is a leading supplier of water and wastewater treatment solutions. The company's broad range of products and services is concentrated around disinfection, instrumentation and filtration technologies, contract operating services and state-of-the-art residential metering products and services. Our analytical services group is the United Kingdom's leading environmental testing organization, and our international management services business provides support in all aspects of water and wastewater utility operational development and business transformation. Severn Trent Services is a member of the Severn Trent Plc (London: SVT.L) group of companies. Severn Trent is a FTSE 100 company.

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