

Dear Customer

From 29<sup>th</sup> June 2026, our trading legal entity will change from **Evoqua Water Technologies Ltd** to its sister company **Xylem Water Solutions UK Ltd**. This change will be reflected on all commercial documentation, including invoices, order confirmations and statements.

In addition, we would like to make you aware of two further important changes:

- As part of our ongoing commitment to better serve our customers, this June our Xylem UK & Ireland business will transition from multiple legacy ERP systems to a single global ERP platform, SAP S/4HANA. This move represents a significant investment in modernising our operations and enhancing the overall customer experience.
- Warehouse relocation: We will also be moving to a new warehouse facility from Warrington to Derby. While this transition is planned carefully to minimise disruption, there may be temporary impacts to lead times during the changeover period.

All customer accounts will be migrated and fully operational from 29 June. As we approach our ERP Go-live date on 29 June, we ask that you take a few important actions to help ensure continuity of supply and make the transition as smooth and seamless as possible:

- **Confirm that we can hold your up-to-date contact information** via email to [UKtreatmentquotes@xylem.com](mailto:UKtreatmentquotes@xylem.com) including delivery addresses and key contact details, **by 29 May 2026**.
- **Review your stock levels** and consider increasing them to cover the Go Live and transition period.
- **Review non-standard items** (products without part numbers) for any orders you may wish to place between May and July, as part number creation will have extended lead times during this period.

Your local Sales Lead will be making contact to help you prepare and to minimise any potential disruption to your business. For any immediate questions please refer to the [FAQ](#) or contact [UK&I-ERP@xylem.com](mailto:UK&I-ERP@xylem.com).

Thank you for your continued partnership and support.

Yours sincerely,  
**Xylem UK & Ireland**

[xylem.com](http://xylem.com)



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