

Citron Acquisition – Customer FAQs

Welcome to **pH**! We've compiled key information to address any immediate questions about your service transfer from Citron Hygiene. Our FAQs aim to cover as much as possible, but if you need further assistance post 30th June, our Customer Services team will be available using the contact details below.

IMPORTANT: The information provided below is accurate from the 30th June 2025. Until this date, you should continue to contact Citron Hygiene for all enquiries.

pH Customer Services

Telephone: 02920 851000

Email: citroncustomersupport@phs.co.uk

My**pH** Portal log on/registration: my.phs.co.uk

MyCitron Portal log on/registration: my.citronhygiene.co.uk

pH Website: www.phs.co.uk

01. Will anything be changing with my contract once pH take over from the 30th June?

There will be no change to your contract. You will continue to receive your services in line with your Citron contract, and our **pH** Customer Service team are on hand to support any day-to-day queries you may have that are not covered in this document.

02. I have a Citron and a pH contract, how will my accounts be managed?

Your Citron account will be brought across to **pH** and will remain separate to your **pH** account. This is so that we can minimise any disruption to your servicing during the transition of services. Following on from the initial takeover, your account manager will be in touch to introduce themselves and will be happy to discuss how we manage your accounts moving forward.

03. I have a query regarding my contract; who should I contact?

Your Account Manager is best placed to answer any questions relating to your contract. They will reach out to introduce themselves in the weeks following 30th June and provide you with their contact details for future use. If you need to discuss your contract prior to having your introductory call, please get in touch with our Customer Service Team who will be happy to put you in touch.

04. I have a service, billing, or invoice query; who should I contact?

pH are responsible for your contract from the 30th June. If your query is related to a future service date, or you need a copy of a **pH** invoice, you can register for your own My**pH** portal from the 30th June, where you will be able to view your service information including **pH** visit dates, and retrieve copies of documents such as invoices and service notes.

If you have an enquiry that relates to services or invoices pre-30th June, please visit your Citron portal, where all Citron information will remain available to you. If you were not previously a portal

user with Citron Hygiene, you can still register, simply visit my.citronhygiene.co.uk where you will maintain access to all Citron invoices and service history.

If the information you require is not available on either the Citron or **pH** portal, please contact our Customer Service Team who will be able to assist you with your enquiry. Our Contact Centre telephone lines are open Monday-Friday, 8am-6pm, on the details provided at the top of this document.

05. I need to pay a bill; how can I make a payment?

If your invoice has been issued by Citron, you should continue to make payment in the usual way using the existing payee details held for Citron.

When you receive your first invoice from **pH**, this will include all the payment information you need along with a helpful invoice explainer.

06. Will my account number change? If so, how do I know what my new account number is?

Yes, you will have a new account number. This will be available on all documentation such as invoices and Duty of Care. It may be referred to as your Account Number, or Customer Reference Number. If you need to reach out to **pH** prior to receiving your new **pH** account reference, please have your Citron details to hand and our team will be able to assist you.

07. I currently have my washrooms serviced by Citron, will there be any changes?

Your washrooms will continue to be serviced in line with your Citron contract. We will service like for like on your serviceable product lines and will continue to replenish any existing products with the relevant consumables, where appropriate.

08. I currently have my offensive waste (bulk waste) collected by Citron, will there be any changes?

If your bulk waste is currently collected in small vans by Citron, then this service will seamlessly transition to **phs**, and we will continue to collect according to the frequency of your contract.

If your bulk waste is collected by a subcontractor, then for the short term this service will continue as normal. However, as **phs** offer an in-house solution for this service, post 30th June we will begin to look at how we can integrate the service into our own operating rhythm. We will be sure to keep you fully informed of any changes as and when they happen.

09. I currently have mats serviced by Citron, will there be any changes?

Your mats will continue to be serviced in line with your Citron contract, with no disruption.

10. I have healthcare/clinical waste services with Citron, will there be any changes?

Whilst the service provided will continue to be in line with your existing contract, one notable difference is that the clinical waste containers (i.e. sharps, eco-loc, pharmaceutical bins) we use are aesthetically different to those you will be used to receiving.

We are proud to use hard-wearing and tamper proof clinical waste disposal containers that are made from up to 100% recycled material. The units differ from other containers due to their dark grey base, with a coloured lid appropriate to the type of waste you are disposing. You can be sure that our units are UN approved and meet all necessary legislation(s).

11. Will my regular driver be coming to service my products?

As we are integrating the Citron services into the **phs** operational rhythm, we cannot guarantee that it will be the same driver that you are used to. We will, however, always strive to ensure a regular service driver attends your site (with exceptions of holidays and other absence).

Important to note, as the Citron team will be part of the **phs** family, you may get a visit from a service technician in a either a **phs** van/uniform or a Citron van and/or uniform. All drivers will carry dual branded ID cards, that can be shown prior to allowing our drivers on site.

12. How do I know what day to expect my washroom service?

Our aim is to provide a reliable and efficient service. To help us achieve this, we use a dynamic routing system to schedule our visits. This means that your service may not always be on the very same day every week or month but will be scheduled in accordance with your contracted service frequency.

You can find lots of useful information including future service dates on the Customer Portal. If you are yet to register, please visit my.phs.co.uk.

In addition to this, we offer a pre-notification facility, where an email is sent around 24 hours in advance of any service. If you would like to request to be set up for pre-notification emails, which include information such as date, location, products to be serviced and driver name, simply log a query on your online portal providing contact information for the most appropriate person at site, and we will do the rest!

13. Who do I contact if I have a problem with my service?

If you are not entirely satisfied with your service, please contact the Customer Service team on the details above, who will be happy to discuss any concerns.

14. I have an ongoing Citron service query – how do I get an update?

If you require an update to an existing enquiry, please contact our Customer Service team on the details above, who will be happy to review this with you.

15. My site requires security clearance/passess/etc – who should I inform?

We have captured any existing information from Citron to ensure as little disruption to your services as possible. If you have any concerns, or if there are any changes to the information previously held by Citron, please contact our Customer Service team on the details above, who will be happy to discuss further and update your information where applicable.

16. I have a product that needs replacing due to a fault, will this be replaced with a Citron or phs branded item?

Where possible, we will aim to use like for like when replacing a product already in situ. In the instance where a product line may no longer be available, we may then need to install a **phs** product.

17. Will I need to complete a new Pre-Acceptance audit for my hazardous waste collections?

No! We have transferred across all pre-acceptance audits, and as such will be in touch when your audit is next due for renewal. Just a heads up, we have a fantastic online audit form that you will be asked to complete; it's a quick and easy way to ensure you remain compliant!

18. I have a hazardous waste collection; how will I receive my consignment notes?

Your consignment notes will be shared with you by email after each hazardous waste collection has taken place. Please ensure you maintain copies of these in line with current legislation. If you think your contact details may not be accurate, please let us know and we can update your details to ensure the documents are sent to the most appropriate person in your business.

19. I have an unresolved query raised prior to the 30th June, how will I receive updates?

The Citron team will be in touch to discuss any ongoing queries raised prior to the 30th June, however if there are any additional points you wish to raise as part of an ongoing query, please contact our **phs** Customer Service team on the details above, who will be happy to discuss this with you.

20. I need to amend my billing address details, how can I do this?

The easiest way to let us know new/updated information is via your **Myphs** portal. Please visit my.phs.co.uk to raise a query on your portal, or for those that don't have a portal account, please visit www.phs.co.uk/contact-us to raise a query via the website.

Alternatively, please contact our Customer Service team on the details above, who will be happy to assist.

21. I've received an invoice from phs, what should I do?

Please follow the payment instructions included on the invoice, to make payment.

We have also included a direct debit mandate if you would prefer to make payment this way, that way we can take care of everything.

22. I have received a new invoice from Citron after the 30th June, who should I pay?

You should make payment to Citron for any invoices that are issued by Citron. Please only make payment to **phs** for invoices issued by **phs**.

23. What happens to my Direct Debit from the 30th June?

Invoices will continue to be issued by Citron until the end of July. For this reason, you should retain an active direct debit through your bank so all Citron invoices can be collected appropriately. When the responsibility for billing transfers to **phs**, we will send a new direct debit mandate for you complete and return, so that we can get your payment method updated.

24. If I want to change the way I pay, what are my options?

We believe direct debit is the easiest and most convenient method of payment. To set up a direct debit, please contact our Customer Service team on the details above, who will be happy to assist. For information, our alternative payment options are BACS (see invoice for details) or credit card, by calling 02920851000 and selecting option 1 to pay a bill.

25. I would like to purchase additional phs products and/or services, how can I do this?

Please call our Contact Centre on 02920851000 and select option 2 for Sales. Alternatively, if you have been introduced to your Account Manager, please reach out to them directly.

26. I have a Citron contract set up to receive consumables, will I still receive deliveries?

Yes! We are pleased to confirm that we will honour all consumable orders set up through Citron so you expect no disruption to this service. One difference to be aware of is that the consumables orders will no longer be fulfilled by Janitorial Express on behalf of Citron. Instead, these will be delivered through a **phs** Group business, Mayflower, and so you should expect to have your deliveries in Mayflower vans.

27. I place adhoc orders for consumables through the Citron website, will this be changing?

As we are integrating the Citron business into **phs**, there will no longer be access to order your consumables through the Citron Website from the 30th June. However, great news!! We have a fantastic range of products available through our **phs** consumable business, Mayflower, and so you should visit the Mayflower website for all your consumable needs. Please visit www.mayflowerws.co.uk to get started!

28. I have placed an order for consumables on the Mayflower website, who do I contact to discuss any queries with the order?

Any order queries can be directed to orders@mayflowerws.co.uk or 020 8317 6390 and select the option for Customer Services.

29. My regular standing order for consumables has not arrived, who do I contact?

Please email orders@mayflowerws.co.uk or contact 020 8317 6390 and the team will be happy to help.

30. What will happen to my contract when I want to renew?

Your contract will be automatically renewed, as per your Citron terms and conditions. If you would like to review this, your account manager will be happy to discuss. If you have not yet been contacted by your account manager, please contact our Customer Service team on the number above who will be happy to organise that contact.

31. If I sign a renewal with phs, will my washrooms be updated with phs products?

When a contract is signed with **phs**, if the products listed on the agreement are **phs** products, then we will install the corresponding product on site. Should the renewal be for Citron products, Citron products will be installed.
