

Multi-site portfolio reveals significant water savings

Capita is one of the UK's leading business process outsourcing and professional support services companies offering a full range of services; transforming and delivering essential support to meet the needs of their clients.

Faced with the challenge of its multi-site nationwide property portfolio, varying cost centres and dealing with geographically autonomous water suppliers, the monitoring and understanding of water invoices proved extremely difficult for Capita Business Services.

Being fully aware that all operational savings contribute to a healthier 'bottom line', Capita was very keen to implement a comprehensive water/wastewater cost reduction program. Recognising that securing all possible savings/refunds requires specialist knowledge of charges and precedent, Capita Business Services instructed EnergyQuote to undertake analysis of 12 sites within their portfolio.

This pilot project, designed to assess overall potential to reduce expenditure, was undertaken free of charge. As a result, Capita Business Services were able to ascertain their position without cost to the Organisation.

Benefits

From experience, EnergyQuote predicted that cost reduction measures were achievable on Capita's 1 in 3 premises - on average equating to approximately 45% of annual expenditure. Capita were advised that, of the 12 sites submitted to EnergyQuote, savings had been identified at 6 locations. A subsequent commercial agreement enabled Capita and EnergyQuote to work together to achieve the following savings:

Surface Water Drainage

EnergyQuote challenged the method upon which a supplier was raising Surface Water drainage charges, and extensive negotiations resulted in not only a five figure annual saving equating to a 37% reduction in costs, but also a significant refund. EnergyQuote also secured compensation for loss of interest on the overcharge.

Leakage

Capita themselves are highly successful in recognising increasing consumption consistent with leakage. However, a thorough EnergyQuote site survey at one location highlighted that Capita had 'inherited' a leak that had commenced prior to their occupation of the site.

EnergyQuote arranged the location, excavation and repair of the leak, and have commenced negotiations in order to recoup the monies from the supplier. So far, £3,841 has been secured and EnergyQuote predict this figure will be significantly



increased following further negotiations with both the supplier and the Consumer Council for Water. As a result of these works, Capita are already benefiting from a 60% reduction in annual costs.

Efficiency Savings

Capita were insistent that EnergyQuote had to demonstrate the value of their established connections within the Water Industry, their high level of expertise and ability to swiftly deliver recommendations; with their primary concern being that any available savings be secured in the minimum timescales.

Various water efficiency measures identified across 5 sites have produced average annual savings of 35%. A cumulative refund, estimated to be tens of thousands, should also be achieved across a number of these sites.

Results

The exercise proved that, despite these sites not yet falling into the partially deregulated water market, significant savings can be obtained through specialist analysis of charges levied by statutory providers. Given the success of the pilot project, Capita are now utilising the EnergyQuote service across its entire property portfolio.

Capita's Group Facilities Director said, **"Without question, EnergyQuote's extensive expertise within the Water Sector has allowed us to unlock all available savings at these sites. Analysis of the entire property portfolio will undoubtedly result in further financial benefit, and also peace of mind that our charges are at a minimum"**.

EnergyQuote services available include:

- Customer Managed – where you have full control and make all the decisions but without the frustrations and complexity
- Managed Service – our most popular service now in it's 10th year – for those of you who want to use our expertise but monitor progress as it occurs
- Electricity NHHM Service – solves the huge logistical problem faced by companies with hundreds of smaller electricity sites in the non half hourly metered market
- GasQuote – the solution for your gas purchasing requirements in the UK and European markets
- Benchmarking – understand where your current position stands against other companies with similar requirements
- European Service – provides a Pan-European centralised buying tool for Power and Gas across 11 major European countries
- Bureau Services – a fully on-line Energy Management suite with data warehousing management and financial reporting on usages and costs
- Energy and Water Audits – a service which offers variable solutions to Energy Efficiency and provides advice on schemes available in the market

- Market Intelligence – comprehensive market analysis, industry guidance and advice on timing to market that supports your procurement decisions
- Price Forecasting Service – we provide outlook reports that brief you on the level of uncertainty and risk in key markets and the range of prices that might develop over time
- Policy and Strategy Consultancy – our team of experts provide valuable analysis and advice on policy development and strategy implementation tailored to your individual circumstances

The EnergyQuote Solution

EnergyQuote offers a comprehensive range of solutions to mitigate risk and minimise cost in today's volatile energy markets. A provider of risk management structures such as hedging funds and flexible strategies for power and gas customers we are continually coming up with innovative procurement solutions and products that deliver bottom-line benefits to major energy users in the UK and Europe.

So wherever you are in the purchasing cycle we can support you with all the tools you need to enhance your position.

We offer a smart, straight-talking and sophisticated service to over 600 of the largest energy users in the UK and Europe, turning a time consuming and difficult process into a seamless activity.

Taking the next step

To discuss this service and any other services available from the extensive solutions offered by EnergyQuote, please contact us on T+44(0)20 7605 2300, F+44(0)20 7603 6415, email enquiries@energyquote.co.uk or visit our website www.energyquote.co.uk