



WATER COST REDUCTION

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Water Cost Reduction
East Staffordshire Borough Council
Savings & Refunds: in excess of £21,000

East Staffordshire Borough Council uses a considerable amount of water in its main offices, cemeteries and leisure facilities. These supplies are generally metered however the Council is also charged for surface water drainage which is not metered but simply estimated. Having identified this as an area for potential cost savings the Council's Programmes & Transformation Officer, Simon Humble, employed H₂O Building Services to carry out a water audit and review the bills received from the water and sewerage suppliers over a 12 month period. "They didn't find any leaks", says Simon, "but they identified that we had been charged some incorrect water supply and sewerage tariffs. The refunds obtained, some dating a number of years, amounted to over £15,000."



Rolleston Cemetery had been overcharged for surface water drainage and H₂O Building Services claimed a refund for the previous year of £1,700. Uttoxeter Leisure Centre has also been overcharged for surface water drainage. An extensive site survey and discussions with the building's architects and with the sewerage provider resulted in a reduction from a Band 11 down to a Band 8 tariff and a £3,000 refund for the year. H₂O Building Services also found that the Council was being billed for water supplies to parts of the Town Hall that had been sold and a refund of £4,000 was obtained. Surface run-off from a traffic island is collected and used for irrigation but the sewerage provider had been charging for wastewater and run-off for several years. The provider agreed with H₂O Building Services that the charges should not have been applied and refunded over £4,000.

"We found H₂O Building Services very easy to work with", says Simon, "and there were no hidden costs. We built up a high level of trust and they've been helping us reduce water consumption and validating our bills."