



Redcar & Cleveland Borough Council
Corporate Resources Directorate
Energy Management
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To whom it may concern,

Located in the Tees Valley in the North East of England, Redcar & Cleveland Borough Council serves a population of 135,000 and manages a substantial estate of properties. As part of a continuous drive to deliver best value the Council's Energy team sought an independent review of their water costs. A pilot review was agreed, and Water Management Solutions (UK) Ltd (WMS), a water cost reduction specialist helping many organisations across the UK to obtain refunds and reduce on-going water and sewerage costs, was invited to take part.

The review was to be carried out on a no win no fee basis, and therefore at no financial risk to the Council.

After being given invoice data for 9 sites including primary schools and community facilities, WMS collated the remaining required data direct from the water company and other sources such as site plans and their own databases, and then carried out a desktop assessment to check consumption, current and historic charges, suitability of tariffs and efficiency measures.

The assessment revealed very efficient use of water which was pleasing to hear, but WMS did find potential overcharges for a number of our sites. Investigations at each site followed and confirming the overcharges at five, WMS then commenced negotiations with the water companies. There were various types of overcharge, but WMS's expertise resulted in removal of all, delivering a reduction in our operating costs of over **£5,300** per annum.

These overcharges had been in place for many years, and although restricted by Northumbrian Water's policies, WMS were able to successfully argue for refunds beyond the current financial year in two cases, generating a total refund of over **£11,000**.

To date, I have been very impressed with their professionalism, efficiency, and especially their ability to achieve some significant savings and rebates even after earlier water cost reviews. This has proved a very worthwhile exercise for the Council which we hope to roll out to other sites. Bearing in mind this has all been achieved at no financial risk, we would have no hesitation in recommending WMS and their services to any organisation.

Yours Respectfully

Stewart Kerr
Energy Management Specialist