

CASC Assure – Water Offering

CASC Assure aims to design and implement a sustainable and robust smart water management strategy, to deliver budget certainty and price protection not just for today but for years to come for you and your club.

The Market

Following de-regulation of the English and Welsh market for business customers in 2017. The British Government tasked new suppliers to work with wholesalers to improve customer service and costs.

The Wholesaler is responsible for the maintenance of the physical infrastructure and networks, as well as the sourcing, treatment and transportation of water, and the collection and treatment of wastewater. However as water companies invest in the network, innovation and infrastructure, wholesale and retail costs will continue to rise.

Wholesalers own the supply of water and sell the commodity to the suppliers, conducting annual reviews of the charges associated to the product, which are also subject to inflationary increases.

The **wholesale element** to a bill accounts for **roughly 95% of the annual spend** and is a **pass-through charge** which the suppliers are responsible for, and in-turn incorporate this cost within a customer bill.

As part of the audit, the use of water, steam production, cooling, part of product output, washing would all be assessed, and a report produced offering solutions to reduce the consumption and improve the water usage strategy.

What We Do

Around 85% of businesses are currently paying out of contact rates subject to supplier increases. We will secure a tariff which will:

- **Retail Tariff** - deliver a reduction in fixed costs
- **Secure Agreement** - secure a contract for the next 5 years which will offer budget certainty and price protection against a rising market.
- **Water Rebate** - We will review the last 12 months of bills and identify any opportunities to pursue a claim for incorrect charging by your existing supplier and share any savings recovered.
- **Smart Water** - We take a very holistic approach and support our clients with a sustainable and robust smart water management strategy with a focus on driving down usage and controlling the annual spend. We're able to drive water efficiency and savings by installing AMR metering for our clients which is invaluable in increasing leakage detection and visibility of actual recorded usage, meaning our clients are billed accurately.
- **Dual Aspect** - mitigate wholesale cost increases by reducing consumption with smart measures. Control and fix retail costs with a competitive tariff.
- AMR (Automatic Meter Reading)

- AMR devices capture reads on a 15-minute cycle and recorded data is visible on a specially designed AMR platform. The devices track any spikes in usage and a number of alarms can be set in line with user preference. They also measure the night line of the meter, again, providing an in-depth detailed insight into recorded usage and prevent the risk of un-detected leaks.
- Water Audit-One of the key exploration areas to identify how to better understand how water is being used on site, benchmarking against similar site profiles in the sector is to consider the option of commissioning a water audit.

Switching Process

- **Step One** - inspect the clients bill and approach our panel of approved suppliers for the most competitive tariffs
- **Step Two** - Arrange a retail agreement to secure a reduction in fix costs for the next 5 years and deliver budget certainty against a rising market
- **Step Three** - work with existing and new supplier to secure a successful switch in the next 14-28 days
- **Step Four** - Provide a bill health check which will include not only historical data but we'll look for further areas to reduce your current annual spend by optimizing your tariff to asses whether you could be paying less on your future spend

Engagement Facts

- 60% of the Scottish Market has engaged since 2008
- 15% of the English market has engaged since de-reg in 2017
- Most customers are paying out of contract rates and the current supplier hasn't ever informed them of the changes
- Business customers are unaware that they could be due a rebate from historical overcharging
- Wholesalers assumed that the return to sewerage allowance for business premises would be 100% which is not the case and when challenged, yields excellent savings

Reasons for your club to engage;

- Retail savings
- Fixed costs and price protection
- Specialist account management
- Customer service from existing supplier
- Complex requirements- Trade Effluent, Multi Site
- Consolidate to a single supplier
- Water efficiency/rebate

www.cascassure.co.uk