

Case Study

Client: Global Telecommunications Provider

Services provided: Water consumption analysis and recommendations

Sector: Telecommunications

Benefits achieved: A 'cost of inaction' of £3.7m over 5 years identified with actual savings of circa £700k identified over the same period.

Summary

This organisation is one of the world's leading mobile communications providers with many millions of customers in the UK and internationally. It has thousands of sites in the UK and is a major energy user.

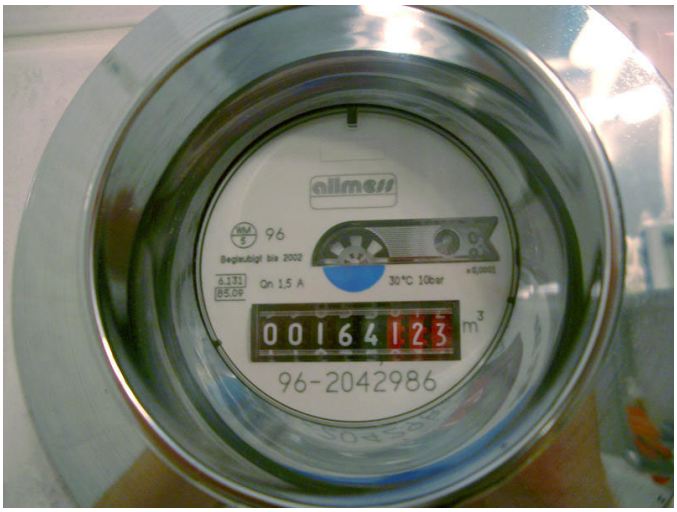
The organisation was seeking support to analyse and provide insights into their water billing and usage. JRP Solutions (JRP) was asked to investigate and make recommendations to improve billing accuracy and reduce consumption as well as assessing trends. JRP was also asked to identify next steps towards optimising water consumption and costs across the organisation's UK portfolio.

Scope

Water invoices/consumption were analysed for over 600 sites. Gaps in invoices were estimated to provide a 12-month set of data. Where possible, benchmarks were applied to determine which sites may have had excessive water usage and identify sites/areas that should be reviewed in more detail.

It was discovered that although all meters should be read by the supplier at least once every 12 months, this was not the case for much of the client's estate.

Where data was available, an initial estimate of potential annual increases and decreases in



consumption was made for a representative sample of different site types.

Priorities for reviewing identified anomalies and recommended next steps were identified for phase 2 and Phase 3 of the water analysis.

All data provided was analysed for a reporting period of 15 months. Initially raw data was cleansed – anomalies and missed data were highlighted to show where estimates were applied.

Immediate, mid-term and long-term actions were recommended for each site type with some key actions being identified for specific sites.

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Recommendations

The following high-level recommendations were made:

- Further investigation into water usage levels as this appeared to be typically higher than suggested by benchmarks relative to the number of employees using the different facilities.
- Improvements to accuracy of water consumption information as this was largely based on supplier estimates rather than actual meter readings on invoices. Improved accuracy would further support evidence based Greenhouse Gas reporting and reduce exposure to risks (reporting, costs and otherwise).
- Systems and processes to reduce water consumption be established over the next 1-2 years as wholesale water costs will be increasing significantly (30-50% depending on region) in the next five years in line with OFWAT's latest price review.
- The existing ISO 50001 standard across the whole estate should incorporate water to drive improvements in data accuracy, understanding of how water is used, consider options to use grey water (toilets, grounds) and reduce water consumption to 25% below current levels.

It was recommended that this work commence immediately with the top 25-30 water consuming sites, to drive best practice and act as a pilot for the remainder of the client's estate.

Results

The result of implementation of the recommendations of JRP's report is an estimated reduction in consumption of between 15% and 25% which over the next five years could equate to cost savings of between £660k and £720k. The potential cost of taking no action at this stage is estimated to be £3.7m over the same 5 year period.



For more information about any of JRP's services, call 0800 6127 567 or email info@jrpsolutions.com.