

Glenmore-Hane Group Ltd



ISO 9001:2008
UKAS/AJA
Approved

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Customer: Glenmore Hane Group

Background/Challenge: To identify and reduce increased energy expenditure across the Glenmore Hane Group and enable the customer to access their energy data through an online reporting facility.

Results:

- CES have successfully challenged a high standing charge assigned by Xoserve (National Grid). By monitoring gas meter readings over a period of time, CES have convinced Xoserve (National Grid) to accept that lower gas flow is registered at the metering point, although a large industrial meter was installed. As a result, the standing charge was reduced by £11 per day equating to an annual saving of £4,015.
- CES arranged for a disconnected meter to be removed free of charge for which the customer had been incorrectly billed. All invoices were eventually cancelled and a refund issued. Refund issued £3495.
- Savings have been secured for the customer through an active energy procurement and extensive tracking of the Energy Market twelve months in advance of the contract end date. Electricity contracts were purchased when the wholesale market was close to its lowest point. £9858 savings achieved since 2011.
- CES organised a free of charge replacement of a faulty governor which was preventing gas flow into the premises. Cost savings of £250.
- Online energy data access has been arranged for the customer. This has become an eye opener allowing the customer to keep track of their daily energy usage and expenditure.

Total Savings Achieved = £17,618

Client comments:

I am very happy with the service I have received from Adam and his team at CES who I know looks after the best interests of our Company. Working for a small business and wearing many hats it is very hard to spend the time searching the market place for the best deals that suits our needs and am confident CES do this for us every time.