

CUSTOMER:

Pet Vaccination Clinic

COST SAVING PROCESS:

Multi-site procurement, billing dispute and rebate, capacity cost reduction, contract alignment and tariff analysis.

RESULT:

£14,001 - Total savings achieved.

BACKGROUND:

The customer was struggling to manage multi- site procurement for numerous sites with all contracts ending at different times of the year.

The customer has a half hourly meter and was not aware that their capacity (KVA) charge was higher than required.

CHALLENGE:

To achieve better renewal rates, align contract end dates for gas and electricity, reduce capacity charges and resolve billing query where CES identified double charging errors by the electricity supplier.

THE SOLUTION:

CES procured savings of £10,975 for combined gas and electricity meters and reduced the capacity charge with an additional saving of £537 per year. CES aligned electricity contracts so they have a common end date. CES identified that Pet Vaccination Clinic were charged twice for the same supply and arranged for a refund of £2,489.