



CLIENT OVERVIEW

Country Court Care Homes (CCCH) manages 48 care homes across the UK, specialising in residential and dementia care. They provide tailored care and nursing support within a comfortable environment for their residents



FACED CHALLENGES

Country Court Care Homes faced several challenges with their energy cost, efficiency and billing including:

- Estimated meter readings caused overcharging or undercharging, resulting in catch-up invoices or funds being tied up or lack of Smart/AMR metering.
- Suppliers not applying VAT/CCL relief claims as per HMRC requirements.
- Missed saving opportunities resulted from the lack of real-time energy usage monitoring of billing errors caused by incorrect tariffs, capacity or outdated meter details.
- Evidence of unfair supplier treatment in resolving pricing, back billing issues and account reconciliations.
- Increases in daily standing charges for electricity and gas, driven by regulatory changes or supplier errors.
- Fluctuating energy consumption due to site expansions and utility usage patterns.
- Higher fixed cost due to the Targeted Charging Review (TCR) legislation.
- Managing utility connections and metering for the new care home.
- Undetected water leaks

These challenges made it difficult for CCCH to manage demand, costs whilst adding administrative burden in managing utilities.

OUR SOLUTION

CES delivered tailored solutions to address these challenges, ensuring improvements in energy and water waste reduction and cost efficiency

- **Contract Management:** CES reduced utility costs by aligning contracts and renegotiating energy and water charges through higher volume purchasing and secured significant long-term savings.
- **Energy Procurement:** Implemented hedging strategies via flexible purchasing to take advantage of cheaper seasons through multiple trades to optimise on the market dip, buying when presented.
- **Supplier Dispute Resolution:** CES resolved a number of supplier disputes, challenged billing errors, secured charge withdrawals and discounts, ensured accurate billing, and obtained redress for service failures
- **Error Identification and Rectification:** CES identified incorrect metering and standing charges and ensured suppliers rectified errors and refunded any overpayments.
- **VAT and CCL Correction:** CES ensured CCL charges were removed, VAT reduced to 5% and backdated
- **Capacity Optimisation:** Conducted a comprehensive capacity check review, reduced supply capacity with approval from the estates, resulting in reduced fixed costs.
- **Consumption Analysis:** Investigated usage fluctuations across sites, linking increases to specific operational changes and providing actionable recommendations to manage energy and water efficiency and reduce waste. This was achieved by managing a monthly energy and water usage tracker and communicating with site managers to understand the causes of energy/water waste and ensuring issues are resolved.
- **New Connections:** Support with utility connections, arrange new meter installations or supply upgrades for the new sites.
- **Reporting:** CES updates CCCH on billing, cost savings and usage/expenditure via monthly reporting.
- **Compliance Management:** Ensured adherence to ESOS and SECR regulatory requirements, helping CCCH with the implementation of carbon accounting software to ensure seamless CO2e reporting to compliance agencies in the UK and EU.

OUTCOME

By partnering with CES, Country Court Care Homes (CCCH) achieved remarkable improvements in energy, water management and cost savings. CES's tailored strategies addressed key challenges, including billing inaccuracies, capacity inefficiencies, and rising energy costs. Through effective procurement, dispute resolution, and error rectification, **CES secured substantial savings, including £895,827 in ongoing cost reductions.**

CES's proactive approach ensured accurate billing, refunds of overcharges, and better alignment of energy usage with site needs. These efforts reduced administrative burdens and enhanced sustainability by identifying and addressing energy and water cost inefficiencies. CCCH now benefits from streamlined utility management, including carbon reduction management, improved supplier relations, and, most importantly, lower cost and strengthened financial performance.



QUESTIONS? CONTACT US.

If you need guidance on **flexible purchasing, compliance, or any of our energy services**, our dedicated team is here to help. Let's work together to create solutions tailored to your business needs.

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