



Water, Wastewater & Ancillary Services Webinar Q&A

Framework & Contract

- Q** Do we need to join on an anniversary of the contract, or can we join at anytime during the year?
- A** The framework currently runs until 26th October 2024, you are free to join the framework at any time. TEC can carry out a pricing exercise with your data and, on agreement, manage the switching process in line with any notice period you may be required to give your incumbent supplier.
- Q** How frequently will aggregated water competitions be undertaken?
- A** The framework has competed all the cost and service elements to deliver a single supplier, direct award route to market. Aggregated water competitions are not applicable under the TEC water framework as margin has been agreed. The margin will provide savings but our real focus is on service and water efficiency backed by TECs own water expert and a water partner in Wave.
- Q** When are we going to receive the data sheet?
- A** If you have not received a data sheet yet – please do contact ollie.arthurs@tec.ac.uk
- Q** Is there a window before the end of existing contracts when we're able to switch, like the 90 days for domestic supplies?
- A** If you are on a default contract there is no window. On joining the framework Wave will provide a notice period to your incumbent retailer of the switch. Only those customers that have signed into a water retail contract since deregulation will have a possible notice period. This will be checked on engagement.
- Q** What is the recommended notice of switch to the current supplier we are with if we do not have a contract with them?
- A** If you are not in contract then notice will be provided to your incumbent supplier when Wave initiate the transfer. We recommend members obtain a statement of account from your incumbent retailer to ensure there are no outstanding balances on your accounts. Wave will take an opening meter reading, which they will also submit to your incumbent retailer to use to final bill your account.
- Q** Will there be support to resolve outstanding disputes with the old supplier?
- A** Yes - support will be provided by both TEC and Wave as part of our fully managed service and framework KPIs.



- Q** When we are provided with a price, how long is this offer valid for?
- A** The offer is open ended but we would recommend requesting a reprice if there has been a 3-month gap in decision making. Wholesalers only tend to change their pricing on 01st April each year. The retail element is fixed with Wave for the life of the framework with the opportunity of further discounts for all as the whole portfolio grows. There are 8 levels of discount built into the framework.
- Q** With regard to Wales, is the 50 mega litre limit on an individual site by site basis or can this be aggregated across all sites?
- A** The 50 mega litres per annum in Wales is in relation to a single site. If you are receiving a bill at present with a supply point ID (SPID) showing – this would indicate that the supply is eligible.
- Q** How many suppliers have you tendered to and how do you deal with problems of getting data from suppliers?
- A** We engaged with the whole retail market but it was clear that not all were capable of delivering the standards required of the procurement. 3 submitted responses to the Invitation to Tender, from that one was awarded as the purpose was to deliver a single supplier framework and focus on service. All data is held in the central market database (CMOS), all we require is your Supply Point ID (SPID) information by completing the data collection template. Wave will abstract the relevant data, with no requirement to engage with your incumbent supplier.
- Q** Bristol has a lot of domestic meters for houses with individual households, though the University still pays the bills. Can these be included?
- A** Only those properties classed as Non-Household would be eligible to join the framework. If any properties are on the incorrect classification, then a challenge can be made to the relevant wholesaler for this to be corrected. TEC can support this and any questions on classification.
- Q** Do you have a tender report explaining the procurement process undertaken to award to Wave?
- A** Yes – the TEC Water Procurement Outcomes Report can be provided.
- Q** What is the rough turnaround time from requesting to join the framework to implementation?
- A** From the signing of the order form to going live with the switch to Wave is roughly 30 business days. There is the data gather and discussion to identify needs before this for which we would allow circa 20 days.



Q We have a lot of meters tied up in one SPID. To split these now would mean higher costs if we stick with our current supplier - can we do a comparative cost exercise in advance of splitting these out?

A The SPIDs are set up by the wholesaler, these charges are passed onto the retailer. Switching to the framework would not impact this arrangement. However, part of the framework and onboarding process includes tariff optimisation. Any suggested changes to tariffs will be discussed before raising the relevant changes but they are intended to benefit the member.

Q When pricing will you take into account the effects of Covid 19 on the last year's consumption?

A The framework pricing is based on meter size (above/below 80mm), so consumption would not have an impact. However, to provide indicative costs Vs default tariff consumption data is used, meter read data prior to the Covid 19 impact is used to provide these indicative costs. Once the SPID data is provided, we can then provide a breakdown of comparable costs Vs default tariffs.

Q Who is responsible for the accuracy and validation of meter readings obtained over the 4 year period?

A Reading of non-household customer meters is the responsibility of the retailer, meaning Wave will be responsible for the reading of meters throughout the life of the contract. It is also a KPI they must report against.

Q Are any other members willing to share their successful water projects in the interest in knowledge share?

A TEC fully support members sharing any successful projects and this forms part of the various regional member discussion groups and any case study we produce during the lifetime of the framework.

Q Where properties are incorrectly classified as domestic rather than commercial - would it be better to seek reclassification with the incumbent supplier before a switch to the framework or add afterwards?

A TEC would recommend this is carried out after the switch to the Framework/Wave takes place as there will be more control on raising the relevant market change requests with industry SLAs and monitored through the KPIs on the framework.



Ancillary Services

- Q** Would we be able to have access to real time HH data to feed into our own utility management systems? Will the AMR meter readings be linked to invoicing?
- A** Automatic Meter Readers (AMR) can be provided as part of the ancillary services under the framework, this is a chargeable service. A proposal can be provided, please speak to ollie.arthurs@tec.ac.uk to find out more. For any member that have their own AMR in place at present, then Yes, this data can be used for billing purposes and the same applies to those looking to install AMR in the future.
- Q** Would AMR be fitted only to supplied above a specific sizes e.g. 80mm?
- A** Meter size does not determine where an AMR logger can be fitted, they can be fitted on all sized meters. It is more the meter type that determines AMR logger requirements. Please do contact ollie.arthurs@tec.ac.uk for a proposal to install AMR loggers across your site.
- Q** Can they connect to existing AMR devices already fitted on meters?
- A** Further information would be required based on the meter. An investigation can be carried out, initially from a desk top study and then a site visit, to determine If the meter is pulse enabled, also if there is a logger already in place then a splitter cable can be installed.
- Q** Will there be historical water bill auditing included in the ancillary services?
- A** As part of the on-boarding process, tariff optimisation will take place to ensure you are on the correct tariff. TEC can also support historical bill auditing queries.
- Q** Does the limpet system overcome issues like the meter being below ground or underwater?
- A** Yes it does. However, we would recommend a site investigation to understand if a limpet devise is the most appropriate solution. Where required requests can be made to re-site the meter and/or understand why the pit is filling with water.
- Q** Is there any space for leak detection (tracing) and rectification service and where does this fit? Ancillary services?
- A** Leak detection is part of the ancillary services within the framework and would be a chargeable service. Please contact ollie.arthurs@tec.ac.uk if you require further information on this service.



Q Any information on charges to use the Framework and Ancillary Services?

A Once the data sheet is returned, a proposal can be provided in relation to the framework and gathering of information on requirements in relation to ancillary services. You will also be provided the TEC Water Procurement Outcomes Report.

Q On the AMR would that be via a SMS service?

A Yes - 15-minute meter reads, profile data and user consumption alarms are automatically transmitted over 3G and 4G networks to a host computer or data centre every 24-hours.

Billing / Data

Q Will we have a single point of contact for both TE and non-TE sites, particularly if there are billing queries?

A Yes – there are named points of contact at Wave to support any billing queries, including trade effluent. All members will also be supported by TEC’s water expert, as part of the managed service.

Q Can Wave provide a Larger User Tariff for campus based universities similar to South West Water for Business?

A The large user tariff is set by the wholesaler, so will remain upon joining the framework and transfer to Wave.

Q Can you link into SystemsLink and can the EDI file use the meter number as the unique identifier to get over multi meters on one SPID in SystemsLink?

A Bills can be provided in various electronic formats including CSV (comma separated values), Excel, EDI (Electronic Data Interface) and PDF. Wave’s billing system is compatible with EDI, including Tradecomms 26 v3 or XML. Wave will dedicate resource to any TEC Member who require EDI and work in partnership to tailor the EDI solution to meet their needs e.g. to conform with specific energy management software (such as SystemsLink, TEAM, Optima) prior to the start of the contract. Each billing output will follow the same static header data layout so that it can automatically upload into these systems.

Q Does the service include a commitment to registering new supplies in a timely manner? We have struggled to get new supplies registered and billed at times?

A Yes – registering of a new supply will be submitted via Wave to the wholesaler, with an SLA provided. The new supply will be required to be set up in the market by the wholesaler, who in turn will notify Wave the account is ‘Live’ and billing to be arranged. This is also part of the KPI reporting to TEC.



Q When would the carbon emissions reporting be in the calendar year?

A The report would be produced annually on the anniversary of the switch date to the framework/Wave. However, calculations can be provided in between times i.e. end of University financial year, if required.

Q Are you referring to Scope 3 on carbon emissions?

A Correct – scope 3 emissions can be provided in relation to delivering water to site and taking wastewater away.

Q Can you explain how the high consumption would work and is that charged for?

A Active Water Management is included as part of the framework, this will look at a 20% variance in consumption based on meter read data and alert any high consumption. Tolerances will be reviewed over the duration of the framework to make sure Active Water Management has the impact it is designed to do.

Q Will Active Water Management bring together all your supplies in one place and combine data and can it report Carbon Emissions?

A Yes. If you currently have multiple retail suppliers, then the framework will bring together all those commercial supplies into one place. As part of your Wave annual portfolio health check, reporting on water and wastewater carbon emissions will be provided.

CONTACT US

If you have any further questions, then please do not hesitate to contact ollie.arthurs@tec.ac.uk or / and your Member Services Advisor.