

Water Framework Update: One Year On

INTRODUCTION:

We are now a year into our Managed Water, Wastewater & Ancillary Services Framework with the supplier Wave Utilities. Since going live in November 2020 we have had an exceptional uptake and now have 24 Members on-board and a further 27 Members going through the transfer process.

The framework gives TEC Members access to a direct award, a simplified and fast switching route to market, with defined quality standards supported by robust KPIs and by the combined specialist procurement and sectoral knowledge.

The fully managed service is led by our very own Water Specialist Ollie Arthurs, so our Members benefit from expertise, with a focus on quality and driving efficiencies through water reduction, flexible billing and overall water management.

WHAT HAPPENED:

Working in partnership with the framework supplier Wave Utilities, we can ensure a robust onboarding, transitioning and registration process for Members. Resulting in all sites transferring successfully within the industry timescales, whilst providing a detailed implementation plan.

We have found of the Members that have transferred to date, some can have legacy issues outstanding with their incumbent supplier, from sites not being billed for a long period of time or incorrect charges. Working to resolve these issues is part of the on-boarding process for members and the managed service provided by TEC.

THE RESULT: How are Members are benefitting from our Managed Water Framework

Our Members who are part of the framework are already seeing the benefits, the transfer has been simple and informative. Members have already seen savings vs current default tariffs. To date, of the 24 members who have successfully joined the framework, this has resulted in an annual forecasted saving of **£297,750** Vs market default tariffs.

A reminder of some of the benefits included on the framework:

- Looking after your needs – a framework centred on quality focussing on water reduction. Working with the supplier to look for high or unusual consumption and action on this to reduce both consumption and spend.
- Driving costs down – Our Members will benefit immediately from competitive charges with further discount on supplier margin to reflect future portfolio growth.
- Flexible Billing and payment arrangements - which include a range of billing formats such as Consolidated billing and EDI, as well as various payment types, including payment discounts.
- Tools and reporting – online access to account management tools where you can raise and track queries, view previous bills, monitor consumption, and input meter readings.



What Our Members Say

OXFORD BROOKES UNIVERSITY

"Oxford Brookes University moved over to the new water framework in June 2021 due to poor service level provision from our former water retailer. The move couldn't have been simpler and we were skilfully managed through the process by our Member Services Advisor Ollie, who was fantastic. The transfer process was informative, simple to navigate, and adaptive to our particular needs and expectations around data and billing requirements. We are looking forward to building on this positive relationship over the coming years and proactively managing our water framework with TEC."

Michele Morley

Environmental Sustainability Manager, Oxford Brookes University

"Godalming College recently switched from our existing water supply contract to the TEC water framework. The switching process and the on-boarding process were all very straight forward, primarily led by TEC with minimal input required from myself. TEC were also very helpful in helping us to resolve some outstanding issues with our previous water retailer to help enable the switching process. I would highly recommend their service."



Sarah Baudains

Finance Director, Godalming College



"Middlesex University has been working over a number of years to consolidate its Utilities Procurement towards one Broker where it can establish a constructive working relationship and focus on cost/emission reduction. We have found TEC to be extremely pro-active at each stage of this process, and the water on-boarding has been similarly efficient. We have been particularly impressed that Ollie has foreseen our needs proactively managed the process. Examples being ensuring that our site and supply list was fully complete, aligning contract change dates to guarantee a smooth transfer, and ensuring that PO's were proactively raised by the University and loaded by the supplier. TEC have also assisted with exiting the previous incumbent supplier, which has been extremely useful to the University, in avoiding some accounts remaining with a legacy supplier and the associated issues."

Mark Wilkinson

Environmental Manager, Middlesex University

"The onboarding process was really easy, and I felt thoroughly supported throughout by TEC, this also includes helping resolve any outstanding issues with our existing supplier, and ensuring that the transition period was both smooth and simple. All queries were replied to with clear responses, and this has also meant I spend a lot less time devoted to trying to resolve issues or get answers that have arisen with our billing."



Rory Day

Administrator - Finance and Business, Victoria & Albert Museum

CONTACT US

If you have any questions, then please do not hesitate to contact Ollie Arthurs our Water Specialist (ollie.arthurs@tec.ac.uk) and/or your Member Services Advisor