

# CASE STUDY

Wax Manufacturer - Surface Water Drainage (Water Services)

## *The Challenge*

The client, a medium sized single site manufacturer, who focused on wax and wax blending, were concerned that they were being unfairly charged for surface water drainage costs. This was on the basis that they felt that the surface water from their site was being discharged by an interceptor to the adjacent facing canal.



## *The Solution*

A surface water drainage survey was carried out. This involved Catalyst undertaking exercises involving dye testing, drain tracing and mapping.

The purpose of which was to determine that the flow of surface water ran into the canal via the interceptor.

- ✓ Surface water drainage survey
- ✓ Dye testing survey
- ✓ Water site audit survey

## *The Outcome*

Following the surface water drainage survey, it was confirmed to the water company that the flow of surface water ran to the canal and as such the surface water drainage charges on the client's account were cancelled and any part that had been paid by the client already was able to be refunded.

As a result, Catalyst managed to obtain a refund of £451 and annual savings for the client of £6,854.

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**Headline Figures: Refunds: £451**

**Annual Savings: £6,854**



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