

# CASE STUDY

Support Services Charity - Surface Water Drainage (Water Services)

## *The Challenge*

The client, a support services charity, contacted Catalyst as they were concerned about their rising water bill costs. It was felt they were being unfairly charged for surface water drainage costs on their site. So catalyst arranged for a water engineer to survey the site and provide a report on our findings to the client.



## *The Solution*

A surface water drainage survey was carried out to determine whether there had been any overcharging. This involved Catalyst undertaking exercises involving dye testing, drain tracing and mapping.

- ✓ Supplier band analysis
- ✓ Desktop audit survey
- ✓ Surface water drainage survey

## *The Outcome*

Following the surface water drainage survey, it was established by Catalyst that the water company had incorrectly measured the chargeable area.

After the application was accepted, the charging band was reduced from Band 10 to Band 8 resulting in an annual saving going forward of £14,062 plus a refund based on the amounts previously overcharged totalling £9,375.

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**Headline Figures: Refunds: £9,375**

**Annual Savings: £14,062**



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