

London Borough of Sutton

The London Borough of Sutton is located in the South West of London and consumes over 70,000m³ of water per year across 106 sites. These range from high consuming civic offices, to garden allotments. Prior to market opening, it was usual practice for Sutton to receive separate bills for drinking water and sewerage, with the processing costs of this creating a substantial administrative burden. In addition, Sutton had already contracted a third party to validate their current water billing and reduce water consumption, but inefficient data flows between the incumbent retailer and the third party caused delays.

Following market opening, LASER ran a mini tender under their Public Procurement Regulations compliant framework for the Sutton portfolio taking account of Sutton's bespoke requirements. Six retailers responded, including with innovative offerings relating to electronic billing, portal availability and price savings. The tender process put Sutton in the driving seat, allowing them to specify their requirements relating to EDI billing and consumption alerts, which were not provided by their previous retailers.

LASER's detailed analysis of retailer responses concluded that ADSM offered the most economically advantageous tender. This was largely based on ADSM's ability to offer cost savings through the streamlining of invoicing and data, in addition to improvements in customer service responses.

Sutton switched to ADSM in April 2018. Since then, the ability to receive all billing electronically from a single retailer has substantially reduced the administrative burden. Sutton is also anticipated to save approximately £15,000 in reduced water price over the three year contract, on top of any water efficiency and administrative savings.

“The switch was smooth and painless and has led to a huge improvement in customer service. Our new retailer's portal also gives us increased visibility of cost.”

Energy Manager of the London Borough of Sutton
