



## Alexander Hotels & Utopia Spas

SES Business Water delivers annual 2% saving and £30k billing error rebate for UK hotel group

**Alexander Hotels & Utopia Spas was having to manage separate water suppliers for the three hotels it runs across southern England. Billing was inaccurate, often estimated and administration complicated. Sometimes meters were read just once a year resulting in incorrect estimates and financial adjustments. SES Business Water approached the group and proposed to bring all locations under a single supplier to reduce costs and improve service levels.**

### Challenges

- Three stand-alone sites across three separate supply regions
- Excessive administration managing different suppliers for each site
- Erratic meter reading and billing

### Solution

- Water Supply & Waste Water service from SES Business Water
- Dedicated account management
- In-depth service and billing health check
- Consolidated billing with detailed breakdown of charges and consumption

### Benefits

- Delivers an annual saving of 2%
- Identified £30,000 overspend from a billing error
- Replaced multiple providers with a single supplier and single billing
- Single supplier unlocks volume discounting, lower-band pricing, key account status
- SES Business Water quality of service led to additional waste-water service

*"Alexander Hotels & Utopia Spas had three sites across southern England with separate water utility providers, multiple bills and erratic metering and billing. SES Business Water approached us and proposed a more efficient, single-supplier solution. We've seen a two-percent cut in costs and - for a small business - we now get dedicated, one-on-one support. An SES Business Water health check spotted a billing error at one site which led to a £30,000 rebate. We've been very impressed with the service and expertise from SES Business Water and look forward to a long and lasting relationship."*

**Michael Thomas, Group Financial Controller, Alexander Hotels & Utopia Spas**



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DISTINCTIVE HOTELS JUST OUTSIDE LONDON

For further information about our services, please visit our website at [sesbusinesswater.co.uk](http://sesbusinesswater.co.uk) or call **0203 750 9300**