

Water Premium Recovery

Queens Park Ranger Football Club



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QPR recover monies from a unknown leak plus, long term billing errors and duplicated charges.

Our Team were contacted by Queens Park Ranger Football Club as a result of rising costs for water and effluent at their Loftus Road stadium. We agreed to undertake a full water audit to investigate usage at the ground with a view to eliminating unnecessary wastage and driving down costs.

We started to review the current plus historic water charges and we immediately identified areas of high consumption within the stadium and overcharges which had been going on for years.

We profiled the water usage and was able to identify high usage through faulty equipment. This was successfully rectified and monitored. Although we were unable to obtain a retrospective refund for this type of fault, it significantly reduced the ongoing annual spend for water and sewerage.

We also revealed that the water company had been charging the stadium for a meter that had been removed four years earlier! These charges were not valid and we successfully challenged the water company to refund the club all of their money back over the 4 years period.

Finally, the billing revealed that an undervalued allowance had been applied to this account for the irrigation of the football pitch. We have now optimised this allowance for Queens Park Rangers FC.

Overall this project has yielded substantial refunds and has also significantly reduced the annual ongoing spend for the club.

Areas of investigations included :

- Meter Charges
- Leak detection
- Non return to sewer allowances
- Duplicate charging and incorrectly applied tariff
- Investigation of faulty equipment