

Water Premium Recovery

Cumbria County Council



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Historic billing errors revealed that the water company owed hundreds of thousands of pounds in refunds to Cumbria County Council.

Our Team was appointed by Cumbria County Council after becoming aware of the cost reduction results we had been able to achieve for other councils across the UK.

After we had received the water billing data, we wasted no time getting straight down to the detailed and painstaking review of years worth of bills levied by the water supply company. Our water billing experts were able to identify many irregularities within the water billing and this amounted to hundreds of thousands of pounds.

The audit was a huge success for Cumbria County Council and we were able to achieve in excess of £350,000 in refunds for them. This windfall of money was a welcomed surprise for Cumbria County Council.

Areas of investigations included :

- Auditing bespoke/unusual tariffs and charges levied by the water company
- Identifying opportunities for surface water & highways drainage charge reductions
- Investigating meter sizes and related charge reduction opportunities