



Case Study



Smith Bellerby Ltd
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Braintree District Council

THE CLIENT

Braintree District Council in Essex has a population of 147,000 (2011 census). Its building estate includes Town Halls, car parks, cemeteries, allotments, public toilets and several leisure centres.

THE CHALLENGE

Braintree managed their utility billing and query handling in-house, but staff changes meant that this was no longer possible. The Council needed an efficient, innovative energy bureau service that would deliver savings from the outset.

WHY SMITH BELLERBY?

Following the successful introduction of our service in Colchester, word spread to neighbouring Braintree. We soon started work to resolve a number of outstanding issues related to the transfer of the Council's housing stock to a housing association. Rigorous account

management with both old and new suppliers secured rebates of £20,000 within the first twelve months, paying for our own fees many times over. In addition, we made changes to the way in which invoices were authorised and processed for payment, resulting in significant ongoing time-savings for Council personnel. For Braintree, our professional fees are recharged across the service areas which benefit, rather than being borne by just one specific department. This is just one example of our innovative approach to making our service work for our clients.

More recently, we have extended our service to include Leisure Centre usage monitoring & reporting. This was a major project started in 2012. It involved detailed site surveys, sub metering of gas, electricity and water supplies and implementation of a carbon management system (provided by digital energy). We handle data validation and provide ongoing consultancy support to allow accurate recharging between the Council and its Leisure Centre partners.

KEY MESSAGES

- *We generate outstanding savings from meticulous bill checking, query resolution and account management.*
- *We develop innovative ways of recharging bureau service costs to maintain relevance and sustainability.*
- *Managing 100 gas, electricity and water supply points across the District.*

SOLUTIONS

- Supplier & Portfolio Management
- Invoice & Financial Management
- Compliance – Usage Data Capture & Validation
- Management of more than 300 gas and electricity supply point throughout the UK



Smith Bellerby have taken over managing the Council's energy and water bills. They provide a truly excellent service, saving this Council money in terms of both cash and officer time.

Lee Crabb
Head of Environment and Leisure

