

Ravensdale Junior School

Bill validation service supports the overturn of significant water bill.



Ravensdale Junior School in Derby, part of the Transform Multi-Academy Trust, encourages and supports its children to achieve their best and develop the skills necessary to be independent learners.

We had been supporting schools within the Transform Trust for a number of years, helping them to achieve the best energy prices, validating bills, and managing any queries through to resolution directly with suppliers. The Trust made the decision to align the rest of its sites, including Ravensdale Junior School, under Zenergi in April 2020.

Water scheme allows access to savings and benchmarked consumption

Since the deregulation of the water market in 2017, we have also helped the Trust achieve a better price for its schools' water under our water scheme.

Zenergi's water scheme allows customers to access savings of as much as 5% compared to the 'deemed rate' that would be offered without

engaging in the market and switching supplier. In addition to the savings, our scheme also offers excellent customer service and bill validation, helping to identify any unusual water consumption and ensuring that customers are not paying more for their water than they should.

The service also benchmarks customers' consumption to evaluate whether sites are consuming water at a level above what would be expected, potentially identifying a leak or any overuse that should be investigated.

In October 2020, Ravensdale Junior School's water invoice was significantly higher than usual at £14,000 and therefore flagged for investigation under Zenergi's checking and confirmation service. Unfortunately, an adjoining school that shares the same site although it is not part of Transform Trust, had suffered an arson attack that had taken more than a day and a half to extinguish. The fire brigade had needed to use Ravensdale Junior School's water supply to put it out, causing the significant bill.

We worked with the investigation team to resolve the issue, ultimately managing to have the entire £14,000 bill written off.

£14,000

Water bill written off



Switching our energy and water to Zenergi has meant that we have benefitted from significant savings. But more than that, the team helped to alleviate the shock and distress of an arson attack on our adjoining school by taking care of managing everything for us and avoiding us having to pay a significant water bill. We were regularly updated and supported throughout the case which was one less thing to worry about during a stressful time.

Melanie Albutt
School Business Manager
Ravensdale Junior School