

Pan-LEP London Water Contract 2018 – Operational Features and Benefits

FEATURES	BENEFITS
<p><i>CONTRACT features</i></p> <ul style="list-style-type: none"> Wholesale Plus tariff – Can deliver ~5% cost reduction on wholesale charges Reliable billing and debt management – bills on time, regular reliable format, including EDI and CSV formats Consolidated and direct to site billing and payment options Data transparency and access for Model Hospital reporting 24/7 online account access via the MyWater portal – view your portfolio, check consumption, raise and track queries until they are resolved – backed up by a dedicated human account manager High consumption alerts straight to you or nominated building manager – monitor changes in consumption, spot issues, take prompt action, save money and water Annual portfolio health-check and Personalised savings plans Support with sensitive site planning if you need it Tariff optimisation and benchmarking services Pan-London Water Footprint (your short form Water Footprint report FREE) Annual customer conference facilitated by LEP 	<ul style="list-style-type: none"> Properly specified contract designed to meet your cross-departmental business requirements, designed by authorities and trusts for authorities and trusts In-built authority/trust-focussed performance management and clear KPIs Comprehensive and collective supplier management through LEP, getting what you need to happen done Greater control over water operations and spend Greater sustainability of supplies – reduced consumption and waste Quantified financial savings and contribution to further efficiencies
<p><i>LONDON ENERGY PROJECT participation features</i></p> <ul style="list-style-type: none"> Supply market/procurement/operations insight and intelligence and direct engagement with key players Easy-access one-stop call off contract with an experienced NHS supplier - no additional procurement costs for ancillary or value added services (Lot 3) High quality authority-defined core service specification and contract KPIs Service and quality aligned to your business priorities – value for money, safe efficient 24/7 services, demand reduction Measured on 3 key things: <ul style="list-style-type: none"> ☺ Satisfaction - Customers rate the service 8/10 🕒 Effective – Accurate bills delivered on time £ Quantified savings - % savings / £ spent; % £ saved /£ savings identified Bureau and Validation provider coordination – whole value chain oversight LEP Team strategic supplier management – Strategic coordination and representation of collective customer issues and experience - performance, contract issues, service development, innovation, technology advancement Collective customer buying power/'real voice' over supplier, contract manager and framework provider performance, 30+ local/public authorities across London/South East participant stakeholders genuine sector-based strategic coordination and representation through LEP 	<ul style="list-style-type: none"> Public Contract Regulations compliance Transparency of water and contract savings and performance levels Reduced individual authority procurement and water management costs – time/cost savings for officers and their managers Greater control over the whole service supply chain Category expertise that is market-neutral, impartial and independently financed through individual authority membership - If it's not good/vfm, LEP won't recommend it Category expert team support to staff across multiple functions – facilities, energy, estates, procurement, finance Free template management reports, performance benchmarking, data analytics tools – fast and easy

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<ul style="list-style-type: none">• An agile workforce - Collaboration and learning opportunities for staff via webinar, teleconference, workshops• Additional wider social, environmental and local economic benefits – individual water footprint, local employment and SME outcomes built-in• Full customer led governance and assurance process for risk management and accountability – LEP Category Board scrutiny and direct reporting into London Council's and LPP's Strategic Management Boards	<p>preparation of senior management reports/decision papers</p> <ul style="list-style-type: none">• Sector-based strategic contract scrutiny and supplemental authority category support• Free-up time and build capacity/ collaboration in your teams - manage water operations with confidence; look beyond billing and debt management to operational efficiency and sustainability