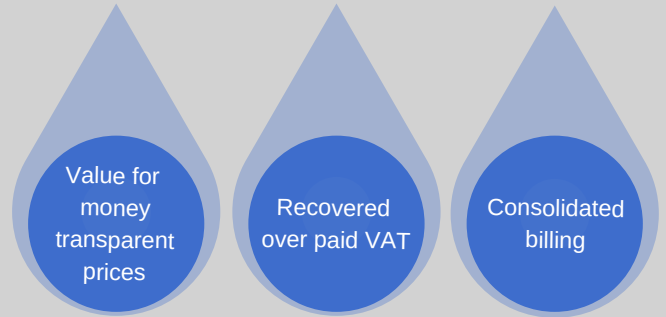


# Established Midlands Care Home Operator - saves time and money when switching to FBW



## Case study

### Multi-site Care Home



Our client is an established care home based in the Midlands. With four sites and almost 100 patients, this nursing home had a large number of bills and were finding their current situation confusing and ineffective.

Wanting to take advantage of the open market they wanted to consolidate all their bills and change suppliers as they faced a number of issues.

Working as part of their team, we worked closely with their staff to gain an in-depth understanding of their water usage. Undertaking an in-depth analysis of their portfolio and bills we identified two key problems with the data:

- One of their sites was classified as a domestic water supply despite being a commercial premises
- VAT was being charged on the water supply for one of their sites.

Keeping them informed throughout the entire process, we provided a supply contract that **consolidated all their water and wastewater bills and saved them 5% in costs and administration time**. We also liaised with their wholesaler to move incorrectly classified sites to the open market and also **helped them recover overpaid VAT from their previous supplier**.

*"With all the changes to water management we were a little confused and feeling rather daunted. The team at First Business were a pleasure to work with from the get go and simply explained everything. Not only did they save us time, money and help us recoup costs, but we know that they will only ever be at the other end of the phone which is a huge relief."*

**- Rakesh Kotecha, Director - West Midlands Care Association -**



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