



1,500+
supplies under
management

200
emails actioned
weekly

Case study: The Arch Company

Background

The Arch Company is the UK's largest small business landlord, serving thousands of business owners who make a unique and vital contribution to the UK economy. Optimised Energy's client Telereal Trillium and Blackstone purchased Network Rail's former commercial property estate in early 2019 and have a property portfolio of approximately 5,200 railway arches, business estates, former station buildings and other properties.

Challenge

The Arch Company inherited an incredibly complex utility setup, with largely unknown metering, contracting and billing arrangements. Optimised Energy was commissioned to conduct due diligence across the estate with a view to identifying metering arrangements, consolidating billing and contracts from over 30 pre-existing suppliers, and to design and implement a utility management system for the portfolio. Given the location of most meters, communications are a challenge, requiring rigorous processes to be put in place to compensate for unusual technology challenges. With occupiers at the forefront of our clients' mind, we have scaled up a full site works facility to support new connections, reconnections, and any other utility supply arrangements required across the estate.

Quick Facts

- Over 5,000 locations
.....
- 200+ work tickets processed per week
.....
- Late payment interest fees reduced 10 fold
.....

[See the solution overleaf](#)

Solution

We very quickly resourced a new Bureau team including experienced analysts and site works specialists to scale up a facility to conduct metering works and utility expense management simultaneously. We have relied heavily on our supplier relationships to deal with I&C and SME customer services teams, our knowledge of Meter Operator and Data Collectors, and other industry stakeholders to drive results for the client.

Bureau Facility	Mobilisation	Invoice Validation & Payment Files	Query Resolution	Budgets, Targets & Reporting
	Utility Contract Procurement	Change of Tenancies	Void Premises Processing	Fiscal Meter Operator & Data Collector Consolidation
Recharging Procedures	Sub-meter Identification & Validation (MID)	Document Tenant Recharging Strategies (RICS)	Tenant Dispute Resolution	On Accounts & Tenant Recharges
Utility Due Diligence	Database Management	Desk Based Meter Investigations	Site Works	Reporting




Results

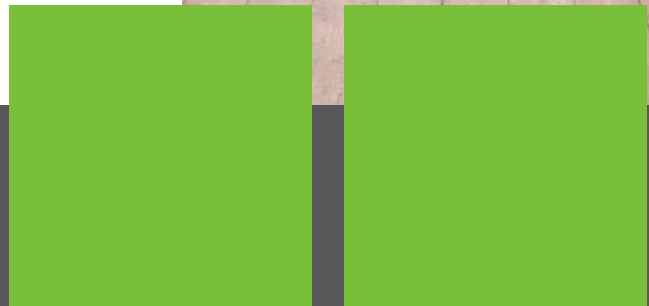
Working meticulously to trace paperwork and industry resources, we made significant inroads in consolidating the portfolio and implementing best practise. Late payment fees have reduced tenfold, savings from over-estimated reads and other billing errors have delivered significant cost savings, and legacy issues have been slowly but surely resolved. The focus is moving towards further cost reduction through procurement activities and metering upgrades, while seeking to address key sustainability objectives within this unique estate.

About Us

Optimised Energy is a full-service energy consulting business. We deliver energy cost and kilowatt hour savings for our clients through a 'Managed Energy Services' approach that combines best-of-breed hardware, software and service.

Our solutions are tailored to key market sectors including Commercial Real Estate, Manufacturing, Local & Central Government, Renewable Generators, Hospitality and Retail.

- ▶  Optimised Bureau
- ▶  Optimised Recharging
- ▶  Optimised Recovery



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