

TEAM's core services make a difference at London Council



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Royal Borough of Kensington and Chelsea (RBKC) covers an area of 5 square miles. It provides services for 158,000 people and has approximately 4000 employees.

This case study outlines the work in progress between RBKC and TEAM. The Council originally purchased TEAM's *Sigma* software, before outsourcing to its Bureau and Consultancy services.

The need for the Council to carry out Monitoring and Targeting (M&T) was highlighted through the development of three energy targets:

- Decrease energy consumption by 2% per annum
- Decrease CO₂ emissions by 10% by 2008
- Increase consumption of renewable energy to 10% by 2008

TEAM's *Sigma* software was introduced to help address a number of issues preventing progress with these targets. Firstly, there was no data management system in place for the collation of meter data from any of the sites. Only a limited amount of data was available and this made compiling energy reports a complex and time-consuming task. Energy management was fragmented, not least because individual sites were responsible for payment of their own invoices.

Stage one of the solution involved the Council commissioning an external meter reading company to undertake quarterly readings across all of the Council's operational

properties. *Sigma* was then introduced in order to manage and analyse the data.

Commenting on the impact of TEAM *Sigma* Keith Harper, Buildings and Maintenance Manager, for RBKC, said: "*Sigma* allowed us to have access to complete consumption data for the Council's 120 sites. With *Sigma* we could begin to carry out M&T on our energy consumption and take action to improve energy efficiency".



Left:
Chelsea Old
Town Hall

The Council decided to implement a formal M&T structure and appointed TEAM's Bureau and Consultancy services to provide accurate site profile information and energy market advice.

The Council explored ways in which it could make valuable savings in costs and resources, and these are now achieved through TEAM Bureau's bill validation and cost recovery service. Tasks and responsibilities undertaken by TEAM currently range from taking meter readings, to analysing data and training staff.

Keith said: "TEAM's Bureau and Consultancy services work together to provide technical solutions and a variety of practical measures. These are discussed by TEAM at our Corporate Energy Group meetings. A recent training session delivered by TEAM was particularly useful in teaching staff energy saving measures they can adopt at home and in the work place".

The contract involves TEAM receiving copies of gas and electricity bills for all accounts supplied



through the Council's Corporate Energy Supply Contracts. Bills are processed and validated by the Bureau within three days and originals are



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Keith Harper, Maintenance Manager, RBKC

sent to the account payer. The current work in progress can be broken down into the following areas:

- Valid site and supply
- Against duplicate or part duplicate of issued invoice
- Calculation errors
- That consumption is in defined tolerance and corresponds to supply characteristics
- That consumption is based on actual meter reads or reflective of consumption
- That maximum demand, agreed capacity, and power factors are within acceptable limits
- That correct contract rate has been applied
- Correct additional costs have been applied
- Any queried invoices resolved directly with the supplier

Keith said: "The bill validation service has been extremely beneficial to us. We are able to compare billed data with actual consumption data for all of our sites.

"In the past obtaining such data had proved to be difficult, particularly as many of our sites, such as schools, were responsible for their own

budgets. Now we can compare spend against actual usage".

A further advantage of the Bureau service is its web-based database, *Signet*. *Signet* allows designated users 24 hour access to energy consumption data.

Through *Signet*, RBKC staff members can gain access to reports, league tables, analysis and validated invoices for site M&T. *Signet* particularly assists the council to conduct a Year on Year comparison, look at gas consumption modified to Degree Days and compare own read consumption against invoiced consumption.

Keith concluded: "TEAM carries out time consuming administration tasks on behalf of the Council. This allows our staff to concentrate on core service delivery matters".

Future plans

The Royal Borough of Kensington and Chelsea have engaged TEAM to undertake the services detailed above until 2011 and very much hope to strengthen their energy operations further with TEAM's support.

With the energy environment constantly evolving, the Royal Borough will no doubt need to adapt and pioneer various projects to remain at the forefront of their service delivery. RBKC and TEAM have already earmarked a number of potential projects. These currently include the evaluation of various renewable energy generation options that could be implemented to supply the Council's sites.

The Royal Borough envisage to continue to benefit from TEAM's support over the next few years and further develop the progress already achieved from the appointment.



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