

## Case Study

# Watford Borough Council

### Background

Watford Borough Council joined the Watermark project in December 2002 and has embraced the project wholeheartedly, witnessing dramatic results.

The council accepted Water Services Contracts (WSCs) from ADSM for seventeen of its sites, including council buildings, leisure facilities and accommodation for the elderly.

### Measuring and Targeting the Problem

The Water Services Contract (WSC) provided Watford with a comprehensive water-efficiency programme, tailored to the borough's specific requirements. This included:

- ▶ Initial site survey
- ▶ Supply and installation of water-saving technology
- ▶ Mains distribution replacement or repairs, where commercially viable
- ▶ Annual maintenance of installed technology
- ▶ Bill validation service
- ▶ Regular monitoring and targeting reports
- ▶ Monthly key performance indicator reports
  - ▶ Measured savings versus targeted savings
  - ▶ Accuracy of monthly invoices
  - ▶ Advice of unusual consumption activity
- ▶ Helpdesk service
- ▶ Environmental certification

### Future Plans

Watford Borough Council and ADSM are continuing to work together to reduce water consumption. As part of the WSC, ADSM offers a fast-response leak detection and repair service, not only for the 17 sites, but for the entire portfolio of council buildings, including council housing.

### Water-Saving Benefits

In the first year, Watford Borough Council witnessed a reduction of 13,169m<sup>3</sup> in water consumption, equating to **22%** of the annual bill. Five of the sites reduced water consumption by over **50%**.

Watford Council's Energy Manager David Haygarth said, "ADSM works constantly to deliver innovative solutions to the Borough, which enable us to reduce substantially our water consumption and costs. The reports that we receive each month provide my department with the management information that we need for submission to our annual sustainability report. We are pleased to be working in partnership with ADSM"



### OGCBuying.Solutions

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### Contact Information

Email: [marketing@adsm.com](mailto:marketing@adsm.com)  
 Telephone: 01753 833880  
 Web: [www.adsm.com](http://www.adsm.com)