

Water, Wastewater and Ancillary Services

With a 100% renewal rate for Schools and Academies, Wave's experienced Public Sector team understand your specific requirements. We've built our knowledge over time by servicing Schools and Academies nationally.

Savings

Our customers on the YPO Framework have saved over £1.37m when comparing Framework rates to out of contract rates.

Dedicated Customer Services team

Our dedicated customer services team will manage Schools and Academies and are contactable by:

- Phone - **0333 241 4552**
- Email - **yp@wave-utilities.co.uk**
- Live Chat - **wave-utilities.co.uk**

Self-Serve Portal

Wave's My Account customer portal allows Schools and Academies to:



Keep on top of
your portfolio



View & download
current or historic bills



Download meter reads
& consumption history



Submit meter
readings



Raise queries & submit
portfolio changes

Choice of billing and metering options

Billing formats are adaptable to Schools and Academies and can include PDF, CSV & EDI. Billing structures are tailored per School and Academy requirements and comprise of direct to site, single site, consolidated, named group billing and the ability to issue bills to shared services directly for payment or validation.

Meter reading frequencies can be chosen from standard to quarterly or monthly for all or specific meters. This means the billing and metering choice will complement the way the Schools and Academies validates and pays bills, such alignment will provide a service that works for all.

Want to find out more? Call our team on **0333 207 9840** to find out how we can help

Direct access to Water Efficiency Services

The YPO Framework provides the ability to directly purchase products and services to compliment Schools and Academies' water strategy and make further proactive improvements. Services include:



AMR & Limpet



Leakage Find and Fix



Contingency Planning



Legionella Risk Assessment



Water Efficiency Audits

Corporate Social Value

YPO Schools and Academies benefit from Wave's commitments to Social Value. Schools and Academies will have access to a suite of Environmental and Social Promise collateral, including posters, "How to" guides, webinars, Innovation forum, Online training, School Packs, and various Environmental and Social Promise initiatives that are launched – STEM (for schools), volunteer clean up days and community initiatives. These are designed to give something back to the communities we serve and raise education around water scarcity.

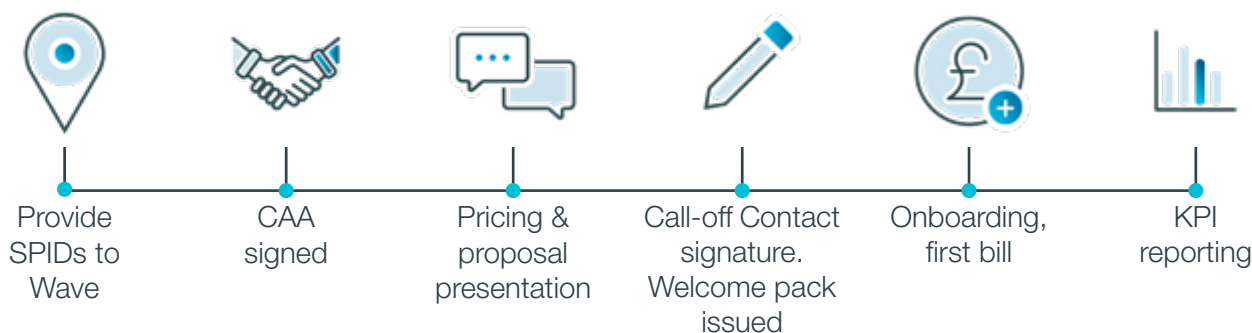
Support with the onboarding process

Wave's dedicated Public Sector team will support Schools and Academies to collate the water SPID data needed for transfer. They'll provide each customer with a 1:1 dedicated contact from initial engagement through to contract signature and first bill. Throughout the onboarding phase, Wave will complete a data cleanse and provide support around any common transfer issues which will minimize the time and resource required from Schools and Academies to initiate the process.

Easy and compliant route to market

The YPO Framework offers Schools and Academies a compliant route to market to procure for Water, Wastewater and Ancillary Services. By signing a simple Access Agreement we can provide Framework pricing, highlight any savings achievement and provide a proposal detailing our comprehensive service offering linked to the values of YPO.

Onboarding journey



Grange Primary School

An initial consumption report highlighted gradually increasing consumption suggesting a leak. During school holidays, we visited the site to do a Leak and Flow test. The test showed there was two leaks along the school's supply pipe using 25,240 litres of water a day. The pipe was replaced to repair the leaks and usage returned to 1,600 litres a day.

Monthly savings of £1,766