



The National Trust reduces annual water bill by 13%

See how we support large businesses



The National Trust is Europe's largest conservation charity, looking after historic and natural sites. The charity cares for over 250,000 hectares of land and hundreds of historic houses, castles, parks and gardens, so it's important that their water retailer understands the scale and needs of their organisation.

They became a Wave customer in 2019 when they were looking for a water retailer they could establish a close working relationship with and who could offer them support with consolidated billing and improving their meter read data. Since renewing their contract in 2022, we now service more than 700 of their sites.

Proactive account management

As The National Trust is a large organisation, they benefit from our account management service, meaning they have one point of contact for all of their queries.

Through regular meetings and consistent communication, Wave and The National Trust's relationship has gone from strength to strength. Account Manager, Max, has provided frequent meter read reports, detailing where any reads have been missed, and raised over 250 High Consumption Alerts that have helped identify increased water use.

All of this has led to their annual water bill reducing by 13%, despite new sites being added to the portfolio.

Improving data quality

Kellie Channing, Water Contract Manager at The National Trust, said: "Working alongside our account manager to identify overbilling, our annual water bill has reduced by 13% despite additional supplies being added as identified."

"When the market opened, data quality was poor. Through our contract we've improved data quality, brought supplies that were initially missed into the contract, and grid referenced each meter. We now have a good foundation from where we can start to deliver better data and better water efficiency."

Max Fido, Account Manager at Wave, said: "It's been a pleasure to work with Kellie and the National Trust who have been fully committed to understanding their water usage and reducing consumption. I'm excited for the future and confident we can uncover further savings."

Using water sustainably

Wave has also supported The National Trust with sustainable water consumption through our [Water Efficiency Services](#). We've helped them find and fix a leak that was wasting 16m³ of water daily, installed 4 Automatic Meter Readers to help capture meter reads, created detailed contingency plans for in the event of supply interruptions and liaised with Wholesalers on their behalf.