



Data analysis serves the best solution for busy restaurants

Find out more about our [Water Efficiency Services](#)



Mitchells & Butlers Leisure Retail Ltd (M&B) is the leading restaurant and pub company in the UK, running brands such as All Bar One, Toby Carvery, Harvester and Browns.

With over 1,700 businesses, serving around 135 million meals and 435 million drinks a year, they needed a water retailer that understands the hospitality sector and can make managing their water across multiple sites easy.

A single point of contact

As a large organisation, M&B benefits from a single point of contact through our account management service. Since they first became a customer in 2017, Wave has maintained consistent communication and worked closely with M&B to get to know their portfolio.

Each month, Wave's account manager analyses the meter read data to show which meters have been read and which have been missed, meaning the customer is kept up to date with meter and billing performance. The report also flags any issues such as faulty or damaged meters which can then be addressed quickly.

Improving bill accuracy through data

As many of M&B's premises are busy pubs and restaurants with long opening hours, they've committed to installing [LimpetReader devices](#) for all their sites. This is to ensure that meters can be accessed without disruption to their day-to-day business and are read safely and regularly.

These data collection devices fit to water meters taking regular images that are uploaded straight into our billing system. This means that M&B is able to monitor their water use, spot high consumption and bills will be more accurate as they're generated from true meter reads.

Working together, Wave and M&B have also created a site list which provides contacts for each site, saving time and resource addressing site-level queries as well as during the installation process.

A great partnership

Wave and M&B's relationship has gone from strength to strength, resulting in the customer recently renewing their contract and adding an extra 468 sites to the portfolio.

Carl Wassell at M&B, said: "My contacts at Wave work tirelessly on our portfolio. They always go the extra mile and are the epitome of customer service."

Su Romain, Account Manager at Wave, said: "M&B has always been highly co-operative with myself and Wave and we've developed a strong relationship. We're constantly monitoring and working on all aspects of metering and billing to ensure the most accurate data is presented and utilised at all times."