



New technology reveals leak

Hatch End High School joined Wave back in January 2019 under the London Borough of Harrow contract, which is part of the CCS framework. As well as water and waste-water billing, the North London high school have also received our additional water management services from Wave, including Leakage Find and Fix.

Meter reading review leads to early leak detection

In June 2020, a water meter on the school's grounds was selected to be part of a very limited trial of the new LimpetReader technology. This automatic meter reader works by taking pictures of the meter display register and converting and securely uploading the data directly into Wave's billing system using optical character recognition.

Having access to this regular, accurate data meter meant readings could be monitored to check for any unusual activity as a leak was suspected at the school. Their bill in early 2021, combined with the data from the LimpetReader confirmed the leak, and the repair was carried out by Harrow Council.

Leakage allowance claim support

To make sure the school wasn't charged more as a result of the leak, their Wave Account Manager, Jennifer Armes, completed a leakage allowance claim on behalf of Hatch End High School which was approved by their Wholesaler. This provided them with an allowance of 5,282m³ over a four month period for waste only.

The benefits of new technology

In summary, installing the new LimpetReader technology allowed the customer to not only keep track of their water consumption and identify a leak on their premises, but also get it fixed in good time. Support from their Account Manager meant they were also able to recoup just under £5,000 thanks to their leakage allowance claim, which covered the cost of the wastewater bill.

Suzanne Fenn, Finance & Operations Manager has said: "The help from Wave and in particular, Jennifer Armes, was invaluable in solving our serious leak problem very speedily, with minimum input from the school."

Their Wave Account Manager, Jennifer Armes, added: "Leaks can cause a lot of extra pressure on budgets, not only the cost of repair but also the cost of the lost water. By spotting this leak quickly we were able to minimise water wastage as well as protect our customer from large unforeseen bills and act quickly to try and obtain the leakage allowances that covered a portion of the cost."

"All of my customers across the public sector and the schools I work with do a fantastic job so it's very rewarding to get the best possible outcome for them. We'll continue to work together with the team at Hatch End High School to manage their water and reduce waste wherever possible."

Need our support?

Our [Active Water Management](#) services are available to all our customers to help them reduce water waste and become more efficient. So whether you're a single or multi-site organisation, we can help you monitor your water consumption, find and fix leaks and help you embrace innovative new technologies.

Get in touch with your account manager about how our efficiency services can save you money.

Watertight Utility Support
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