

**boxfish**  
Ethical utility management



hello.

## THE BOXFISH WAY

We're Boxfish—an expert team of utility consultants with 25 years' experience in saving money for businesses across the UK.

We've got a wide range of services and can help with any type of utility project. In other words, we've got lots of ways to make your life easier.

We know that streamlining your utilities and sourcing the best value for money from suppliers can be complicated. That's exactly why we'll do it for you. Starting with your free, no-obligation review.

**Let's dive in.**

## ENERGY MANAGEMENT

Juggling the many aspects of your business energy can be tricky and time-consuming. So we'll jump in and manage it all for you.



## FOCUS ON | DC THOMSON GROUP

### Overview

DC Thomson is one of the leading media organisations in the UK. They publish newspapers, magazines and books, and have diversified into new media, digital technology, retail, radio and television.

### Solution

Boxfish managed to negotiate significant annual savings on gas and electricity—including the recovery of overcharges. The Boxfish team also helped to reduce costs in other areas, such as telecoms and general office supplies. In fact, we cut the total annual office expenditure by over 50%.



**£170k**

annual savings

**£44k**

recovered in electricity  
overcharges



DC Thomson appointed Boxfish as energy advisors in June 2015. Since then, they have helped us to deliver and implement a transfer of energy suppliers for our group without issue, resulting in significant savings. Boxfish has also been proactive in highlighting further cost savings and service-improving initiatives over the past 9 months, which has really turned our energy programme around.

**MARK SMITH, DIRECTOR OF PROCUREMENT**



## UTILITY DISPUTE SERVICES

At odds with your utility supplier? We'll do the heavy lifting, fighting your case on your behalf and making sure you don't overpay.



## FOCUS ON | WILLIAM PURVES

### Overview

William Purves are one of the UK's largest independent funeral directors, providing help and assistance to bereaved families for over 130 years. After an in-depth selection process, Boxfish were delighted to be chosen as the group's new energy and water management partner.

### Solution

We focused on providing high-quality, comprehensive and proactive management support services designed to support the team at William Purves. We were able to introduce a number of value added services, culminating in the identification of mis-sold utility contracts that were brokered by their previous incumbent.



# £100k

reduction of costs due to renegotiation of contracts onto market-leading rates

“

We are delighted with the ongoing utility management support we've received from the Boxfish team and would highly recommend them to any other business. Not only have they reduced the amount of time that our staff spend dealing with suppliers and complex queries but they've also renegotiated a contract our previous broker had put in place that has saved us over £100k by eliminating the excess hidden commission. A brilliant result every time and a great extension to our team.

COLIN BROWN, DIRECTOR

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## UTILITY TECHNICAL SERVICES

We can help you roll out the best strategy for a range of technical projects—from improving efficiency and exploring renewable energy, to ensuring legislative compliance.





## FOCUS ON | ALZHEIMER SCOTLAND

### Overview

Alzheimer Scotland provides a wide range of specialist services for people with dementia and their carers. Boxfish have been providing comprehensive utility management for Alzheimer Scotland across their full property portfolio since 2014.

### Solution

Our work involves technical project support, utility procurement, consumption management, invoice validation, management information reporting, and day-to-day management of various contracts and suppliers. We have also managed compliance with the UK Government's Energy Saving Opportunity Scheme (ESOS).



**£50k**

financial savings



We initially started working with Boxfish in 2014 on a single water audit project, but the relationship quickly expanded due to the good results achieved. Their approach of building a long-term partnership met our specific requirements and now we view the Boxfish team as a valuable external resource helping to meet the needs of the organisation. They share our aims of working to ensure the long-term sustainability of our organisation.

**LAURA MCAULEY, HEAD OF PROPERTY**



## WELCOME TO THE REEF

At Boxfish, our goal in launching The Reef is our commitment to a greener and more energy-efficient way of managing our client's utilities. Our clients have the peace of mind that they're doing their bit to help our planet. Expert services such as procurement using green suppliers, purchasing excess energy, and technical services which specifically focus on a low carbon future, ensure the utility needs of our clients are both sustainable and cost-effective. On The Reef, we:

- **Work with suppliers who provide 100% green energy**
- **Source Green Power and Green Gas**
- **Work with clients on Technical Projects such as ESOS or SECR**



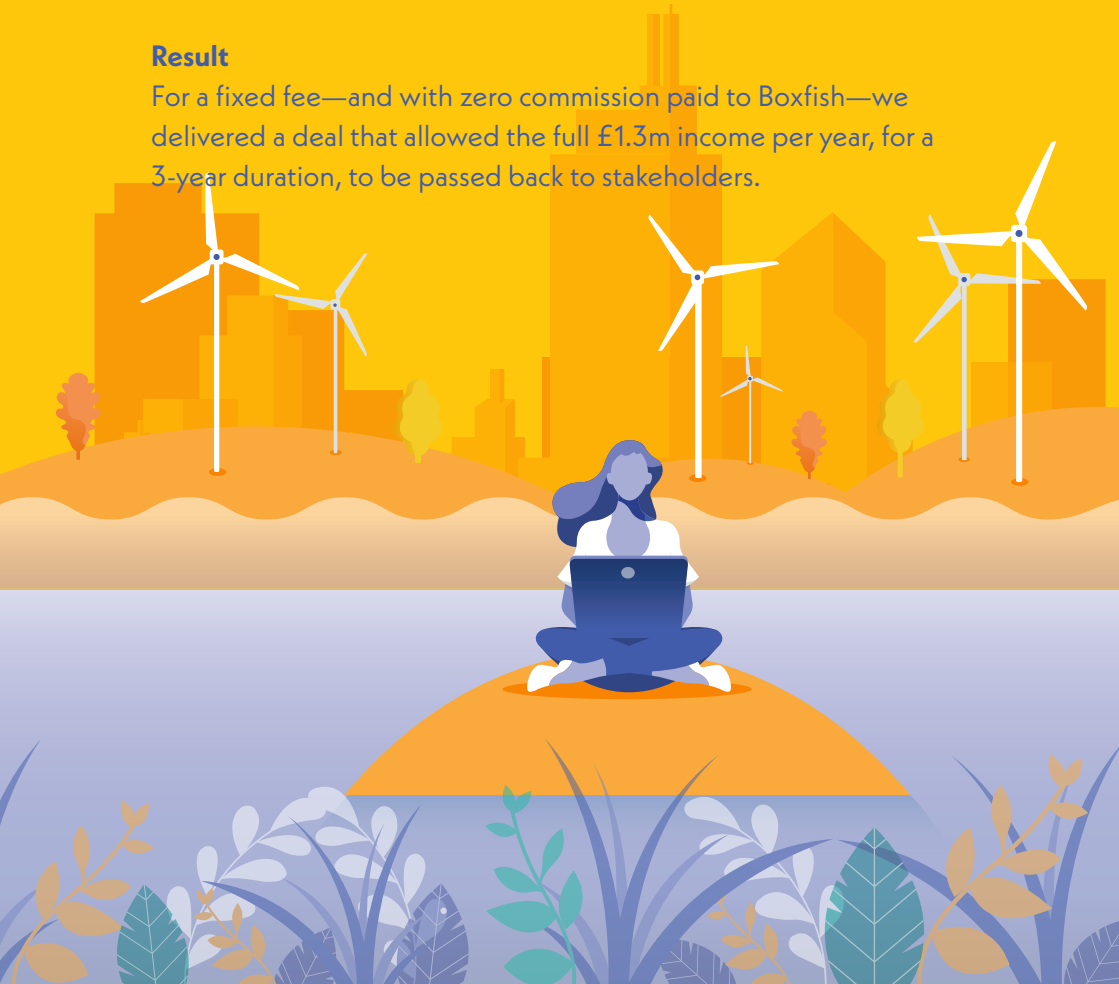
## THE REEF | CASE STUDY

### Overview

Working alongside an international developer, the Boxfish team delivered a project to review a Combined Heating and Power Estate (CHP) across 13 different developments in London—including heritage sites and new builds. We investigated load and excess power running profiles in order to go to the market and procure Power Purchase Agreements (PPA) that would raise funds. This, in turn, allowed the developer to pass the benefit back to the residents across the estate, thus reducing their energy costs.

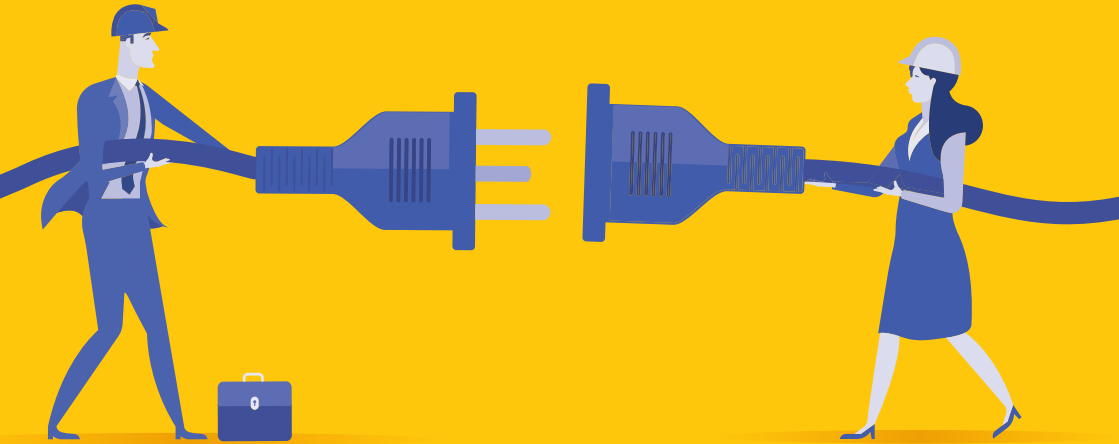
### Result

For a fixed fee—and with zero commission paid to Boxfish—we delivered a deal that allowed the full £1.3m income per year, for a 3-year duration, to be passed back to stakeholders.



## UTILITY SITE SERVICES

Whether you're energising new sites, installing smart meters, or looking to reduce consumption—we've got the right connections to carry out your site project.



## FOCUS ON | THE BALLYMORE GROUP

### Overview

The Ballymore Group is an international property development company, based in Ireland. During the summer of 2016, The Ballymore Group tasked us with full management of their electricity procurements and the initial energising of sites for a large-scale project, including the set-up of temporary substations.

### Solution

We supported The Ballymore Group with a significant number of individual meter installations for their exclusive luxury developments across London—including Arrowhead Quay, London City Island, and Embassy Gardens. We continue to manage energy contract renewals, billing verification, and utility management.

**WE REMOVED THE TIME, HASSLE AND STRESS INVOLVED IN PROCURING NEW ELECTRICITY CONTRACTS AND MANAGING UTILITIES.**



Boxfish have partnered with The Ballymore Group in successfully delivering effective management, procurement, and installation of utility hardware and utility supplies, and in energising three exclusive development projects across London, in a fuss-free professional manner.

**AARON CAFFREY, TECHNICAL DIRECTOR**



## UTILITY PROCUREMENT SERVICES

Securing new utility contracts can seem like a tall order—but with our unrivalled experience, we can conquer the utility markets and get you the best deal.



## FOCUS ON | CRITIQOM LTD

### Overview

Critiqom, based just outside Glasgow, provide a range of specialist mailroom services to their diverse client base—including data management, document composition, printing and personalisation, postal optimisation, scanning, archiving, and virtual support.

### Solution

Since 2015, we've been providing comprehensive utility management support across the Critiqom portfolio—including the procurement of gas, electricity and water contracts, ongoing contract and supplier management, as well as dispute resolution advice.

**£22k**

saved on energy & water

**£11k**

water rebate



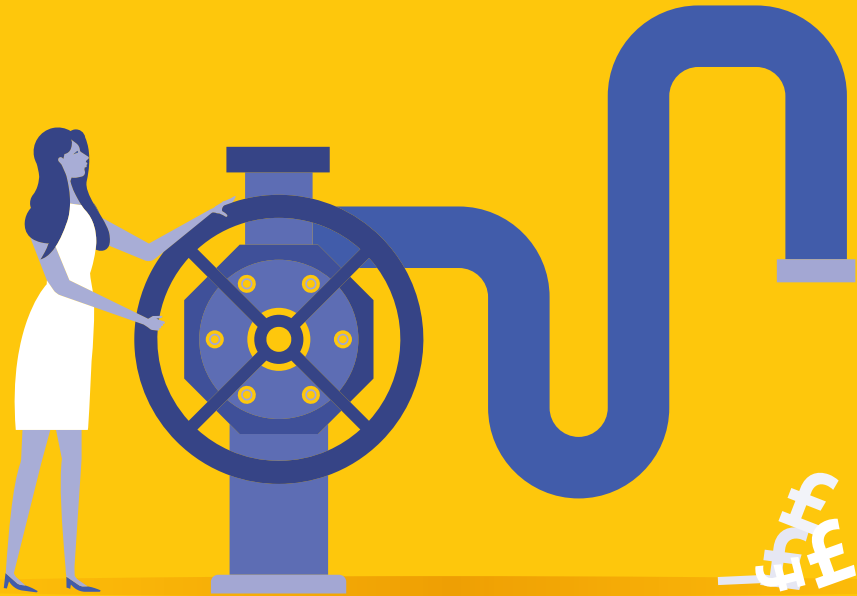
Having worked with other brokers and third party intermediaries in the past, we were looking for more transparency and independence from our utility partner. Boxfish promised a more open and impartial approach to the management of our utilities that would put our needs first and I can say they've delivered on these promises. We've built a successful relationship with the Boxfish team over the years and view them as an integral partner for our business.

**COLIN JOHNSTON, PROCUREMENT MANAGER**



## WATER MANAGEMENT

There's a lot to consider when it comes to managing your business water supply. We can take the wheel, ensuring everything runs smoothly.





## FOCUS ON | AEGON

### Overview

Aegon UK is a pensions and life assurance company with main offices in Edinburgh.

They appointed Boxfish in 2011 to review and manage water services for their sites throughout the UK.

### Solution

During our thorough review, we identified several overcharges. We then undertook intensive research and on-site surveys, which also identified errors in water charges. Initially the water suppliers disputed the overcharges, though we were able to win the case on behalf of Aegon.



**£117k**

saved per annum

**£461k**

rebate



Boxfish have delivered beyond our expectations. Their specialist knowledge and attention to detail has enabled us to achieve exceptional water cost savings and rebates across our estate. Boxfish's management of our water services also allows us to have greater confidence in managing our costs. We are very happy to recommend Boxfish for their thorough and professional approach.

**DAVID WALKER, HEAD OF PROPERTY**



## FREE UTILITY AUDIT

We're always looking to reduce our clients' running costs—and our free utility review is designed to identify, fix, and help claim back any overcharges associated with errors or other anomalies in your energy and water invoices.



## WHAT WE DO

We don't need much from you to get started; just a few historic energy and water invoices. Then our friendly, knowledgeable team of experts will undertake a thorough review of the detail. This review is designed to spot any overcharges relating to technical errors or other anomalies, rather than your unit prices and tariffs—although we can also help to optimise these if required.

Where we find something of interest, not only can our team help you to fix these issues going forward, but many of the historic overcharges can be back-dated (up to 6 years) and refunded from suppliers, creating an immediate boost to your bottom line. What's more, fixing these issues can also help to improve your green credentials and make your business much more sustainable—it's a win-win!

// We've been with our incumbent broker for years, so when Steve from Boxfish asked to benchmark our utility deals for free, I was sceptical. I was pleasantly surprised when Steve came back to me and told me that the broker had done a good job and that I should stay with them. I didn't expect this, nor the good advice he gave me (again, free of charge) on how to tackle my next round of negotiations with the incumbent. The Boxfish experience was an easy one, which has resulted in peace of mind regarding my utilities—all thanks to the company's ethical and transparent service as promised.



**ALLAN GORDON, MAJESTIC LAUNDERETTE**

## GET IN TOUCH

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