

Water Billing Services Framework Guide

A woman with dark hair, wearing a red dress with a black and white floral pattern, is seated at a table. She is looking off to the side with a thoughtful expression. The background is a blurred office or meeting room setting.

Pagabo

Let's build it better

Public sector procurement can be challenging and time consuming. At Pagabo, we aim to make it quicker, simpler and more effective.

Our Water Billing Services Framework connects you to our water supplier. It's free to access, easy to use and fully compliant with UK public procurement law.



Information accurate as of 28th Jan 2025

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Water Billing Services Framework



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[Click to view other solutions
available from Pagabo:](#)

To find out more about our Water Billing Services, please visit pagabo.co.uk or email us at info@pagabo.co.uk



Pagabo

An introduction to Pagabo

Reasons to choose Pagabo

We're a different kind of Framework provider. With over 100 years combined experience in procurement, we understand your challenges and work to deliver the most value possible from your projects.

1.

We deliver: We won't let you down when it comes to delivering the number of bids your project needs. Whether its 3, 4 or more – we work closely with the contractors and consultants to make sure it happens.

2.

No project, no fee: We don't believe in engagement fees. We share the risk in the early stages of the process by only charging fees once your project officially starts on site. We don't charge a fee on Pre-Construction Services Agreements.

3.

Your contract, your way: Our Frameworks are compatible with any contract type, whether its NEC, JCT or your own organisations.



Other key benefits of using Pagabo:



Simplicity

We take the complication out of procurement, so all our Frameworks are free to access and easy to use.



Support

We provide support and advice throughout your project, from feasibility to handover through to completion.



Transparency

We don't hide costs. Our fees are fully transparent and charged as an agreed percentage of the construction costs.



Flexibility

Whether it's a Direct Award or Further Competition, our Frameworks support a range of procurement processes.



Stability

We monitor the financial stability of our contractors to ensure they continue to be a safe pair of hands for your project.



Value for money

Each of our contractors has met rigorous selection criteria around quality of work and competitive pricing.



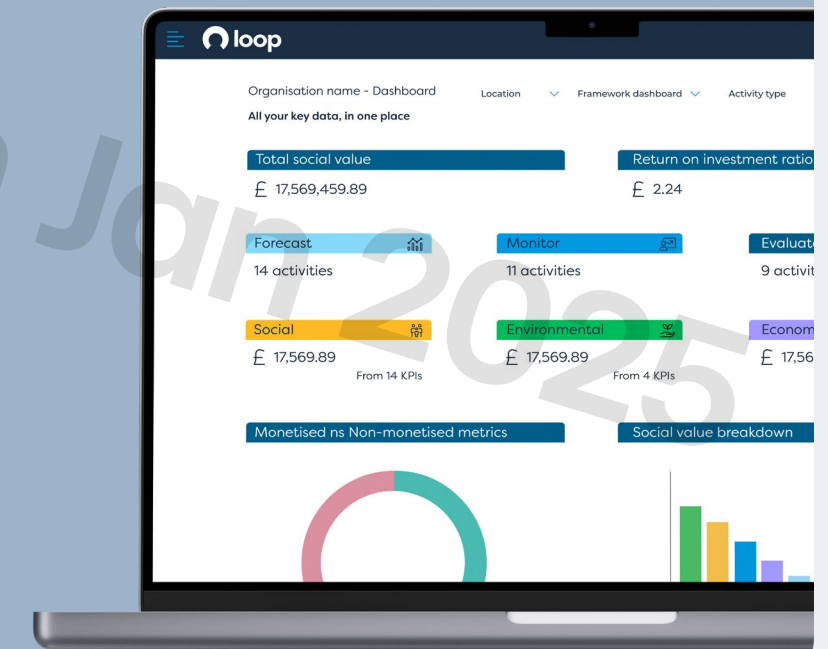
Delivering real social value with Loop

Driving real, meaningful social value and social impact is at the heart of what we do at Pagabo. Through our unique Social Value Calculator, we are able to calculate your social, economic and environmental impact and the financial value, in real monetary terms, of that impact.

Pagabo adds value through our frameworks by supporting social value at the feasibility, business case development, planning, procurement, delivery and maintenance stages of your investments.

And, as part of our ongoing social value commitment, we have made Loop software FREE to access on all Pagabo procured projects. Providing you with all the information and tools you need to report on the social value impact of your project.

To find out more about FREE access to Loop call us on 01482 975883



As of November 2023,
our frameworks enabled
£6.16bn in social value.

Apprentices

Total number
1,864

Total value
£52,142,013

New Jobs

Total number
7,082

Total value
£193,904,193

Safeguarded Jobs

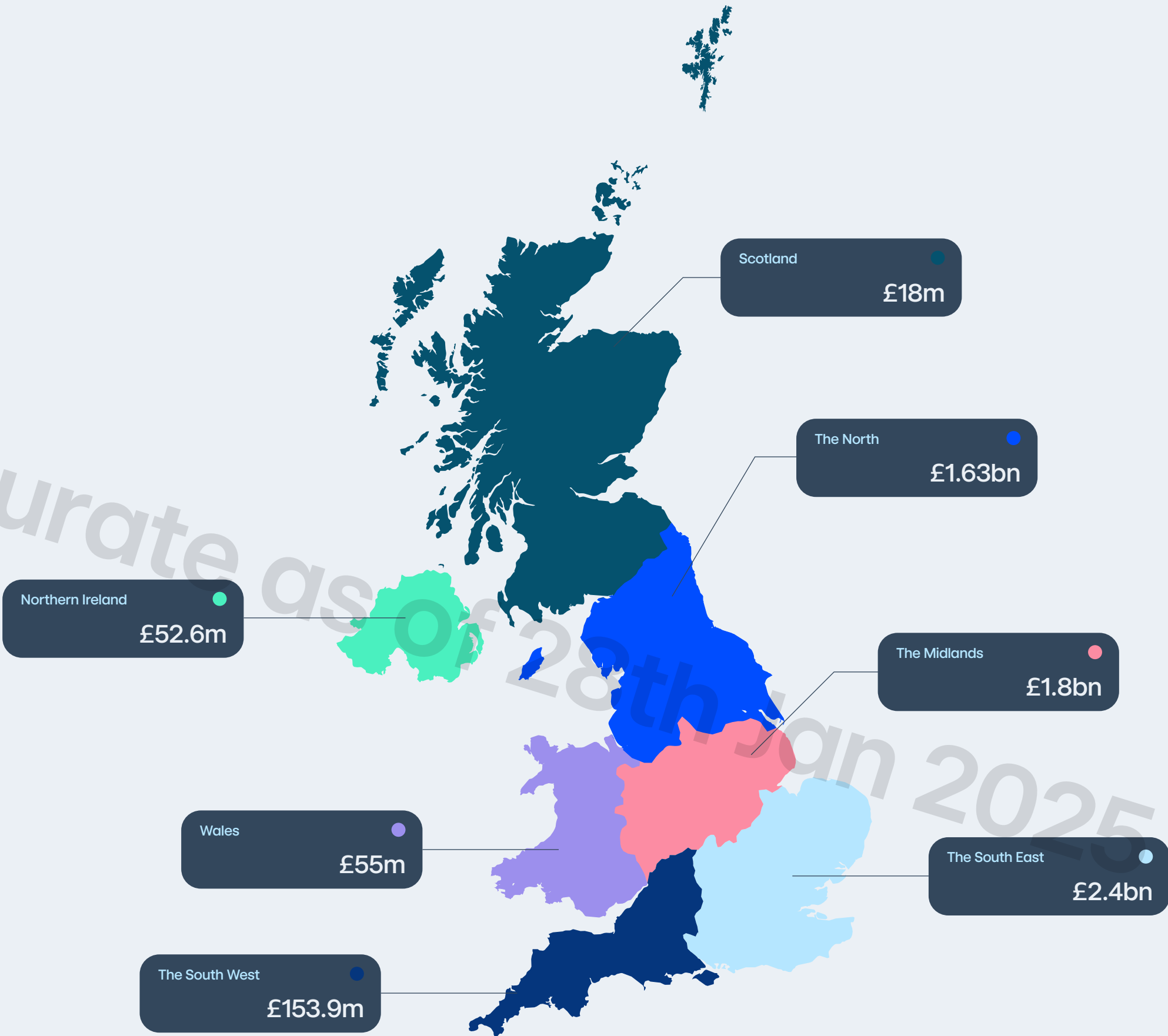
Total number
28,366

Total value
£775,820,127

Work Placements

Total number
2,259

Total value
£2,592,856





End-to-end support throughout the life of your contract

Our job doesn't stop when you have chosen a framework. We work closely with you throughout the life of the project, providing support and guidance to make sure that you get the most value from your contract.

The assistance we provide:

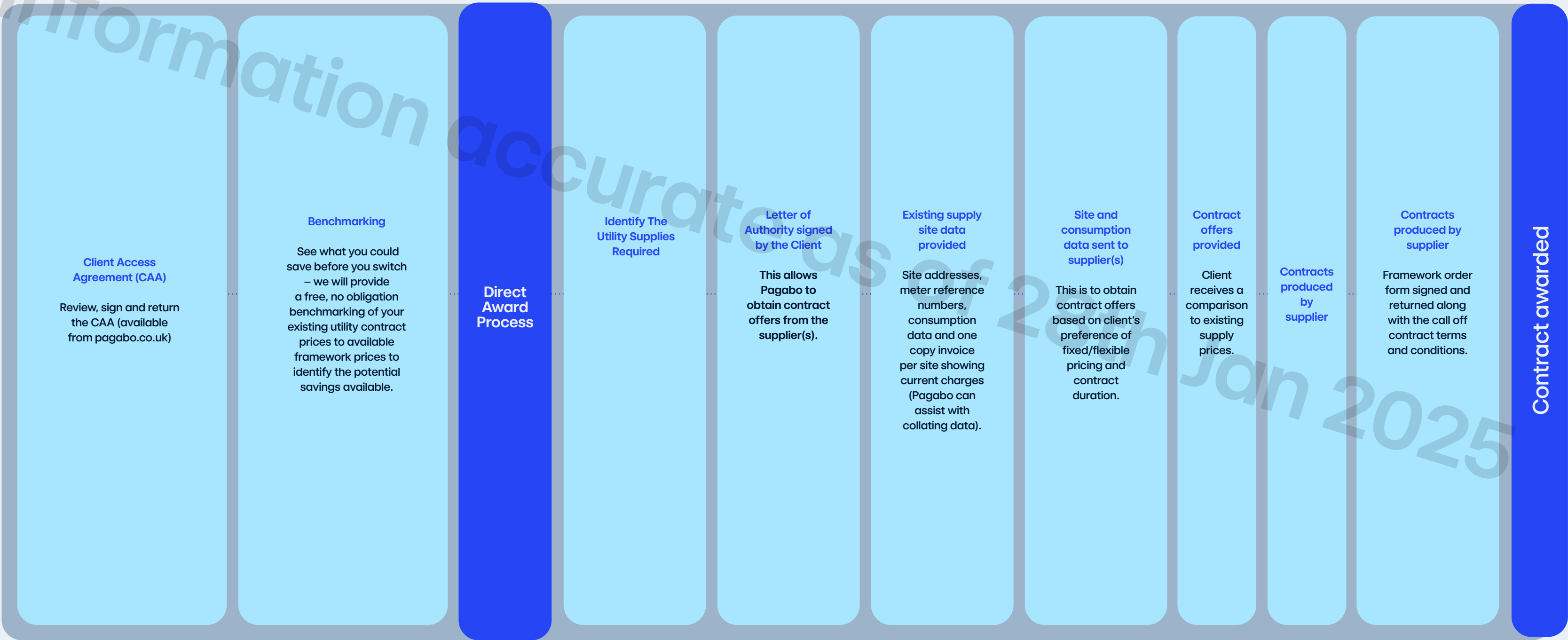
- ✓ Project Feasibility Assessment
- ✓ Procurement Advice
- ✓ Early Contractor Engagement
- ✓ Documentation Preparation
- ✓ Tender Process Management
- ✓ Tender Evaluation Facilitation
- ✓ Contractor On-Boarding
- ✓ Establishing Pre-Construction Services Agreement
- ✓ KPIs Management & Evaluation
- ✓ Contractor Relationship Management

Appointing your supplier

Our frameworks aim to make appointing a supplier easier and more cost effective than other available frameworks.

Throughout the process, we help co-ordinate the appointment on your behalf, liaising with you, the contracting authority and the suppliers to ensure all required data is available and supply contract offers are obtained as quickly as possible.

Note: new supply contracts can be placed and signed 12-18 months in advance of your current supply contracts expiring.





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Framework introduction



Water Billing Services Framework £Unrestricted

This framework contains provisions of registered providers licensed to operate as water suppliers in the UK.

The framework offers water supply and billing contracts covering sewerage, wastewater, and drainage services, all various meter types and flexible terms starting at one year.

FTS Contract Notice 2024/S 000-031828

Framework facts:

<div>OJEU Value</div> <div>£Unrestricted</div>	<div>Project Term</div> <div>Jan 2029</div>	<div>Coverage</div> <div>Great Britian</div>
<div>Suppliers</div> <div>1</div>	<div>Lots</div> <div>1</div>	<div>Contracting Authority</div> <div>Red Kite Learning Trust</div>

All regions

Information accurate as of 28th Jan 2025

LOT 1

Water Billing Services



Waterplus

Water Plus is the largest water retailer in the UK and managing water & wastewater services for many public sector organisations, from councils, schools, colleges and universities, to UK Government-owned sites, prisons, hospitals and the emergency services. They're a joint venture between United Utilities and Severn Trent, two companies with many years of water market experience.

They've helped deliver significant savings for many organisations, reducing water use and contributing to their sustainability aims. [Please click here to view a case study.](#) Water Plus will support customers to make savings, reduce water usage and increase efficiency. For example, they have provided bespoke water-saving materials to help organisations achieve their efficiency objectives. [Please click here for more information.](#)

Whatever level of support you need, Water Plus already know how to make it easy to switch your contracts. You will benefit from:

- ✓ The expertise of the country's biggest water retailer
- ✓ Accurate billing for metered customers so you only pay for the water you use
- ✓ Access to My Account Plus portal to support the management of sites and water consumption
- ✓ A unique to the industry flood risk and severe weather alert function providing information for individual sites allowing you to implement any contingency plans
- ✓ Access to our Advanced Solutions team to assist with improving your water efficiency



Direct Award - Water Plus Limited

Under this lot, Client Organisations may place gas supply contracts for:

- ✓ Water supply and sewerage services including wastewater and drainage;
- ✓ All meter types;
- ✓ A range of supply contract durations from one year upwards.

In addition, Client Organisations accessing the framework will benefit from:

- A fully transparent framework fee structure based on a percentage of contract spend payment to Pagabo from the framework supplier;
- Full support from Pagabo in placing your water supply contract(s) included in the framework fee, if required, including:
 - Expert advice and guidance from our Utilities Procurement Team;
 - Support with collating water site and meter information and consumption data from existing suppliers;
 - Advice on contract structure, contract duration, budget allocation and ensuring contracts across all sites are co-terminus;
 - Obtaining contract offers from Water Plus, analysing those offers and benchmarking against current supply costs;

Once supply contracts are awarded, client organisations will benefit from the following:

- Direct access to a Water Plus, UK based account manager backed by the experience and expertise of the country's biggest water retailer;
- A 100% focus on business water;
- Access to an online portal to view, manage and receive your water consumption information and invoices, ensuring transparency and reducing administration. The customer portal includes:
 - Dashboard capability to provide average site usage figures;
 - Group and site level water usage data to identify trends and potential water leaks;
 - Ability to search individual supply points and drill down to this level for supply point related data;
 - Ability to submit meter readings via the portal, including the capability to submit photographs of meters to confirm meter readings to maximise billing accuracy;
 - Access to the portal can be shared across the organisation / sites
 - Bespoke weather and flood alerts
- Access to additional bespoke advice and services provided through Proactive Water Management Solutions team
- Assisted management of your water supplies continuing to be provided by Pagabo, as required, including bill and data validation.

Measure



- AMR
- Benchmarking
- Water & process audits

Connect



- New connections
- Developer services
- Infrastructure

Save



- Water efficiency
- Bill validation
- Leak detection & repair

Protect



- Contingency planning & emergency water
- Legionella
- Water regulations & byelaws

LOT 1

Water Supply and Water Waste

Water pLus	Scotland	North	Midlands	South West	Wales	South East
Lot 1	✓	✓	✓	✓	✓	✓

This framework is free to access and easy to use. To start using the framework, please complete the Client Access Agreement (CAA) available at www.pagabo.co.uk

As part of our ongoing service, we will co-ordinate the appointment and manage the performance of the suppliers on your behalf. For more information please call 01482 975883

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