



From Error to Resolution

Achieving Cost Savings and Billing Resolution with Smarta Energy and Smarta Water



Stock Hall Care Home's is a well-established care facility located in Lancashire, UK, operating as part of the Stocks Hall Care Home's Nursing Group, a respected provider of residential and nursing care services. With a commitment to offering high-quality care tailored to individual needs, Stock Hall provides a warm, safe environment for older people, including those living with dementia. Like many care facilities, Stock Hall faces the challenge of balancing high operational demands with the need to maintain cost efficiency, particularly across utilities such as energy and water.

In the healthcare and care home sector, utility management is not just a cost-saving opportunity; it's a crucial aspect of ensuring uninterrupted services, safety, and comfort for vulnerable residents. That's why Stock Hall Care Home's approached Smarta Energy and Smarta Water to identify inefficiencies, improve billing accuracy, and reduce unnecessary water consumption, without compromising quality of service.

Stock Hall Care Home's

The situation was increasingly untenable. Stock Hall Care Home's needed an expert partner who could step in, take the issue off their hands, uncover the root cause, and help them get back to focusing on what they do best: caring for their residents.

That's where Smarta came in to help.

This case study analyses how Smarta Energy worked with Stock Hall Care Home's to address the challenges they previously faced.

Years of Inefficiencies and errors

The Challenge

Inefficiencies and errors

Stock Hall Care Home's, like many care facilities, faces the dual responsibility of delivering high-quality, 24/7 care while also managing operational costs within tight budget constraints. One of the most pressing issues they faced was an unexpectedly high water bill, which persisted over several billing periods and did not align with their estimated consumption.

Initial internal checks revealed no obvious cause; there were no visible leaks, and no significant changes in occupancy levels or operational activity to justify the rising costs. This led to frustration, as the care home's administrative team struggled to identify whether the issue lay within their infrastructure or with their suppliers billing accuracy.



Smarta Energy and Smarta Water carried out a thorough analysis of the site's water consumption, reviewing historical data, meter readings, and supply arrangements. We identified a water-saving opportunity that had previously gone unnoticed.

At the same time, we meticulously investigated the billing issue. By challenging the supplier on behalf of Stock Hall Care Home's, we were able to secure a favourable resolution, correcting the discrepancies and ensuring the client was only charged appropriately.



"Smarta Energy and Smarta Water's attention to detail made all the difference. They not only helped us reduce our water costs but also resolved a complicated billing issue we had struggled with for some time. We are extremely pleased with the outcome and the level of service provided."

Stock Hall Care Home's Representative

A Completely Resolved Dispute and Renewed Trust

The Outcome

Through strategic escalation and persistent advocacy, Smarta Energy secured a successful resolution for Stock Hall Care Home's:



Key Results:

- **Water Savings Identified:** Through efficiency improvements and better monitoring, we helped Stock Hall Care Home's reduce water waste, translating into sustainable cost savings
- **Billing Accuracy Resolved:** The resolved dispute ensured the client received reimbursement for incorrect charges and moved forward when confidence in their future billing
- **Client Satisfaction:** Stock Hall Care Home's particularly appreciated our attention to detail, proactive communication, and the comprehensive support provided throughout the process

Why this matters

This case highlights the importance of tailored energy and water management in the care sector. For facilities like Stock Hall Care Home's, working with a partner who understands the sensitivity of the environment and delivers results without disruption is vital. Smarta Energy and Smarta Water continue to support care providers by offering expert guidance, compliance, and peace of mind, so they can focus on what matters most: their residents.

Looking Ahead: A Partner You Can Trust

Get In Touch

Stock Hall Care Home's experience is one we're proud to share, not because the issue should have happened, but because we resolved it in a way that reflects our values.

We listen before we act.

We fight for fairness.

We turn frustration into progress.

Whether you're dealing with historic billing issues, energy contract confusion, or navigating your Net Zero journey, Smarta Energy is here to help you take control and come out stronger.

BOOK A FREE CONSULTATION TODAY

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