



Client:
The Celtic Manor Resort

Profile:

The Celtic Manor Resort is a five star hotel, spa, conference, leisure and golf complex set in 1,600 acres of parkland in South Wales. It hosts the Welsh Open each year and is the venue for the Ryder Cup in 2010. With 410 bedrooms, 3 championship golf courses, 4 restaurants, 2 health clubs and the largest free form spa in Europe; it is an impressive conference venue that holds up to 1,500 delegates.

Savings achieved:

Total rebates of 18%
and ongoing annual
savings of 11%.

Auditel and Celtic Manor

Russell Phillips, Facilities Manager at Celtic Manor Resort initially asked Auditel Consultant Chris Baker about possible ways to reduce energy expenditure at Celtic Manor Resort. These discussions soon moved on to water costs, which form a significant amount of the Resort's total expenditure.

Russell explains, "During the last twelve months we have worked closely with Auditel to help benchmark our current utility providers against the market in line with our focus on energy management. Prior to this relationship we had worked with a number of other companies to review our utility expenditure, but were never fully satisfied with the level of service."

As water is effectively a privatised and regionalised monopoly, Celtic Manor Resort is unable to change suppliers, but Chris felt confident savings could still be achieved with Auditel's assistance. The site is so large that it requires thirteen separate meters and the expenditure runs into hundreds of thousands of pounds. Realising the magnitude of the task, Chris invited fellow Auditel Consultant John Heathcock to assist him with the project.

Chris and John began by reviewing the non-return to sewer possibilities. Chris explains, "After several site visits and further investigations, we were able to achieve a backdated refund of 16%, as well as ongoing annual savings. We then analysed the swimming pool and spa's backwashing systems and found, by treating the backwash as trade effluent rather than sewerage, unit charges in this area could be reduced by 58%. Our on-going analysis of the surface water drainage is likely to produce further backdated credits and ongoing savings via installation of new groundworks and metering."

The work conducted by Auditel at the Celtic Manor Resort has resulted in total rebates of 18% and ongoing annual savings of 11%.



from left to right
Chris Baker, Auditel Consultant;
Russell Phillips, Facilities Manager,
Celtic Manor Resort;
and Auditel Consultant
John Heathcock.



"The savings achieved by Auditel have far exceeded our initial expectations. During the review period all members of the Auditel team working on the project were professional and always kept us informed of their progress... I would have no problem in recommending Auditel to any company wishing to review its utility expenditure."

Russell Phillips, Celtic Manor