

Client: LOST Youth Theatre
Sector: Arts Charity
Savings: Gas 39%



Auditel's role in managing costs for the LOST Youth Theatre Company wins heartfelt plaudits

After almost ten years on the road, the LOST Youth Theatre Company finally moved into its own premises – to be faced with potentially crippling utility bills.



Left to right: Mark Magill, LOST Youth Theatre Company Chief Executive and Auditel Consultant Neil Crook

Profile:

LOST Youth Theatre Company was founded in 1979 at the London Oratory School before moving to Fulham in 1982. In 1999 redevelopment work at Fulham Broadway forced it to move out and it remained a 'homeless' travelling theatre until 2009 when in that December it moved into a new complex on the Wandsworth Road.

Each year LOST present 9 plays directed by respected industry professionals open to anyone who is 27 years or under. There are two other groups that focus on people under 21 and under 16. LOST also runs three Festivals that encourage new writers and directors to stretch their talents.

Alongside all this there are classes and occasional question and answer sessions with well known actors.

Its Patrons are Sir Dereck Jacobi and Ralph Fiennes.

Savings breakdown:

CATEGORY	% SAVING
Gas	39%
Electricity	32%
Other categories:	
Improved insurance cover and telecoms tariff.	
Sorted out water supply	
Currently optimising solar panel returns	

Auditel was recommended to Mark Magill, Chief Executive of LOST, by fellow thespians, Questors Theatre Company who had benefitted from Auditel's services in the past.

He contacted Auditel Head Office in Autumn 2009 and was soon explaining to Auditel Consultants Neil Crook and Mike Mackintosh how he had tried to contact a number of energy suppliers in an effort to reduce the theatre's running costs, all to no avail.

Ruefully Mark remembers, "I naively thought I could go onto the internet and find a better deal, but it was a waste of time. The supplies weren't even registered in some cases and when I did manage to get through to them on the phone, they just weren't interested."

"It was a worrying time, because the utilities costs were as much as three times the amount we'd budgeted for. So it was such a relief when Neil and Mike took over."

The complex that LOST had moved into was a new build and the developer had left Mark with quite a few headaches.

The contract to supply gas was registered to an incorrect address and tracking the supplier down proved complicated. However, once identified, Neil was able to negotiate a new contract saving the Theatre 39%, backdated to December 2009.

The electricity supply was equally problematic. Not least because potential suppliers wouldn't tender without a minimum of ten months historical data. Not easy in a new build!

Mark continues, "Through hard work, patience and an unparalleled diligence, Neil turned each of these bills to our favour. He worked incredibly hard for us and, thankfully, was able to reduce our utilities costs significantly."

"I can honestly say that if it hadn't been for Auditel, we might not be here anymore."

In fact Neil has not only reduced their electricity bill by 32%. He has also managed to have the Theatre's insurance cover increased for the same premium, negotiated improved tariffs for their phone and internet usage and helped sort out the water and waste disposal contracts.

He is currently working on optimising the return on the Theatre's solar panels, so that excess power produced by the roof panels can be 'sold on'.

Mark adds, "This work would have been impossible for the staff at the theatre to have achieved. The contacts that Auditel have along with their combined knowledge meant they were not only able to obtain the best possible deal for us, but also ensure that our VAT & charity status were taken into account by the utility companies."

"Auditel's on-going work in ensuring that we always receive the best price/contract is a great weight lifted off mine and my staff's minds. We are safe in the knowledge that our utility bills will always be at the most advantageous to us as possible."

– Mark Magill, Chief Executive Officer



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