



## United Utilities: 'Find and Fix' on the Network Maintenance Alliance

Enterprise has a strong track record of helping its clients to manage the seasonal fluctuations and challenges placed upon their Water networks. An example of this can be seen in our approach to improving leakage performance as part of United Utilities' Network Maintenance Alliance (NMA).

In response to the client's annual leakage challenge, it was decided that from February 2011 to June 2011, Enterprise would trial a unique 'Find and Fix' model to both Detect and Repair Leaks in two of the client's most densely populated regions, Liverpool and Manchester. This approach was the outcome of a detailed investigation into the root causes behind a significant increase in leakage over the winter period.

### Identification of Drivers

A detailed study performed by the Integrated Contract Management Team identified that, although the major drivers behind this increase had been external factors such as inclement weather, there

were a number of internal performance factors that could be addressed in order to drive improvements.

By far the most significant of these internal, or 'human', factors was the number of aborted visits to site. This was the main area targeted by our 'Find and Fix' Model; by enabling staff to locate and raise their own Leaks, it was believed that we would drive a significant reduction in aborted visits and therefore improve the client's overall leakage performance, bringing it in line with annual targets.

### Response

As such, Enterprise recruited an additional 10 Leakage Detection staff in February through its flexible DSP Model. These 10 staff were then paired with a number of our 80 existing Repair teams on a geographical basis and it was their responsibility to work alongside our standard site agents, checking as many repair jobs as possible throughout the day and then reactively supporting our operatives whenever a dry

hole (or any other issue preventing first visit completion of the job) was discovered. Whenever such an incidence did occur, a Leakage Detection team would attend site, relocate the leak which had been incorrectly raised by one of the client's direct labour teams, and enable our repair team to undertake the required works.

### Results

By operating in this manner, Enterprise helped to reduce the proportion of jobs resulting in aborted visits by around 34% in the Manchester area and 21% overall.

Furthermore, by correctly identifying and resolving this additional proportion of leaks before leaving site, we have helped to reduce the customer impact of our works and improve the overall customer experience by reducing repeat visits.

As predicted, Leakage Performance also benefited from this approach with Year End DMA leakage spot levels brought back in line with targets and eventually beneath

those present at the start of the regulatory year. This contributed to United Utilities announcing that it had met its leakage target for the fifth year running, despite the most severe winter for over 100 years.

John Lyons, United Utilities' Water Delivery Manager on the NMA stated:

***"This is a remarkable achievement given the size of the task facing us in January. This is in no small way down to fantastic effort by Enterprise and its teams in working with your United Utilities Operational colleagues to prioritise and turn round leaks raised as quickly as possible."***

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