

Case Study: Veolia Water Central

Location: Middlesex, Essex, Hertfordshire, Bedfordshire

Value: £8m per annum

Term: Three years with a two year extension

Scope: Mains renewal

Our programme of mains renewal is driven by bursts and leakages, which are monitored by Ofwat. We renew or replace mains in areas where there is a high burst frequency, or in order to improve domestic supplies, according to Conor Bray, Operations Manager.

The team is getting more involved at an earlier stage of planning, with the selection of works. This approach means stakeholders can be given a longer lead time, and planning works together drives efficiencies.

Key Challenge

Planning is overseen by Conor who says: *“The challenge is to be cost effective and ensure the work is done quickly and to a high standard, at minimal disruption to end users. Effective planning enables accurate communication, which is key to customer care.”*

To enhance our collaboration with Veolia Water Central, the contract’s Design Manager, Tony Summerscales, has been integrated with the client’s planning team in Hatfield and manages design work for Veolia’s entire area, including works carried out by the other contractors.

There have been other challenges this year, including a delivery programme where 70% of the scope needed to be delivered in the last six months of this financial year. The Enterprise team has already delivered the year-one base line target of 65km, a full five weeks ahead of schedule.

Sensitive to Differences

Customer service is crucial, and the teams work with local communities to manage expectations. Although more end users are affected when work is done in urban areas, urban end-users are often more accustomed to works and limitations, than the residents of a local village for example. According to Conor, it’s important to be sensitive to these differences.

“We held surgeries in Bishop Stortford shopping centre, designed to inform the local community about works that were due to start in the area in Mid-March.”

We also attended local village fetes with equipment and machinery in tow, to show local young people and educate them in the dangers of playing near works,” he says.

The team also uses technology to improve the experience for the end-user. Conor explains: *“One of the ways we reduce disruption is by using trenchless technology rather than open cut. Although this technology is by no means new, the ratio by which Enterprise uses it is higher than some of our competitors. On average 85% of our work is trenchless.”*

Forward Thinking

It seems our forward-thinking approach has impressed our client since the relationship began in 2005. Dave Rooney, Commercial Manager, explains, *“We believe we were awarded the AMP5 contract because we provided a good level of service in AMP4 and showed continuous improvements in the form of efficiency and systems.”*

One area where the contract has improved is with health and safety. The team has reduced the number of cable strikes by introducing a new permit system and safety stand down days. On these days,

all work stops and the entire team reviews any recent issues and works together to come up with solutions. This has helped to improve the damage occurrence rate from one every 2.5km to one every 3.6 Km during 2010.

Dave Barlow, Head of Below Ground Asset Delivery for Veolia Water Central, commented:

“We are impressed by the manner in which Enterprise has successfully engaged and integrated with the wider team and stakeholders and continually strives for opportunities to improve performance. As we start to plan for the following years’ delivery we look forward to a continued long-term relationship.”

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