

# AQUATRINE

## AUTUMN 2014 news

### Veolia wins Queen's Award

On September 11, Veolia was presented with the Queen's Award for Enterprise in Sustainable Development – the UK's highest accolade for business success.

The award recognises Veolia for setting the sustainability benchmark and for its new business strategy, which focuses on manufacturing green energy and calories and places it at the centre of the circular economy.

Beyond satisfying statutory requirements, Veolia distinguished itself as a social sustainability leader. Year after year it devotes 20,000 hours to charity work, donating £50 million pounds to community projects and systematically engaging with schools and helping unemployed people get back into work.

Estelle Brachlianoff, Veolia Senior Executive Vice-President UK & Ireland, said: "It is an honour to be recognised by Her Majesty the Queen for the work we have done over the last five years in transforming the business.

"This award highlights the work that all 14,000 members of staff have undertaken in continuing to drive the business forward. For us, sustainability is not part of our business, it is our business!"

For more information see [www.veolia.co.uk](http://www.veolia.co.uk)



THE QUEEN'S AWARDS  
FOR ENTERPRISE:  
SUSTAINABLE DEVELOPMENT  
2014

### Veolia Water Nevis has a new home!



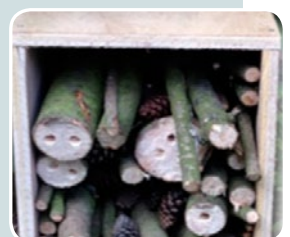
In July Veolia Water Nevis was one of four offices and business functions that moved to a single location, creating a new Head Office for Veolia in Scotland. The coming together of these separate Veolia businesses reflects the 'One Veolia' strategy.

Veolia Water Nevis continues to have a secure office environment for Aquatrine. However, it now benefits from a closer working relationship with more internal departments, increasing its self-delivery capability.

The new office address is: 1 Masterton Park, South Castle Drive, Dunfermline KY11 8NX (Telephone: 0203 567 8150).

### In this issue...

Kelda improves biodiversity



It's a pirates' haul for WaterAid!



Interview with...  
Cath Bowen, DIO  
PFI, Aquatrine  
Team Leader



If you have a story to include, please email: [DIOSDTFM-AquatrinePMO@mod.uk](mailto:DIOSDTFM-AquatrinePMO@mod.uk)

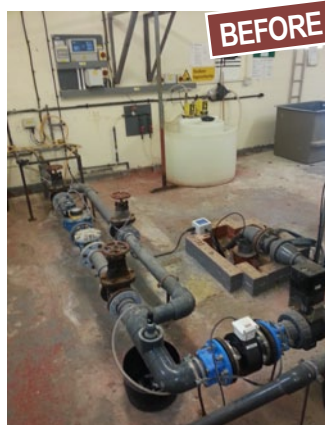


# Improvement work at RAF Honington delivers reliable and efficient water treatment

The use of new technologies and automation in water treatment at RAF Honington has ensured a high-quality potable water supply. An added bonus is the delivery of efficiencies through a reduction in energy and resource use, as well as time spent on site.

Severn Trent Services (STS) provides water and wastewater services to RAF Honington, which is located in an agricultural area predominantly used for pig farming. RAF Honington's potable water supply comes from two boreholes located on site. Due to the surrounding land use, nitrate levels in the water from the boreholes fluctuate throughout the year, so nitrate removal is required.

Seasonal changes meant that at certain times of the year it was difficult to ensure consent levels would be met by the existing nitrate removal plant. With this and recent growth of the site (which had increased water demand), it was decided that a new nitrate removal plant was needed – one that could be adjusted in line with fluctuations in incoming water quality – to ensure continued compliance with consent limits.



**BEFORE**

A new plant was built at the second borehole that would run alongside the existing plant. This new facility treats 80 per cent of the total flow, thereby reducing the burden placed on the old plant, which in turn should prolong its life in service. Together the two assets have enabled a higher rate of water flow through to the site.

Nitrate removal at the plant is done by an ion exchange system that can be adjusted daily depending on the nitrate level in the incoming water. This is more efficient because only the amount of water requiring treatment goes through the process, resulting in reduced energy use and less salt being required to maintain the resin in the ion exchange system.



**AFTER**

The chlorination plants at each of the boreholes were upgraded and are now automated.

The performance of all aspects of the plants are now monitored using SCADA telemetry, providing STS with a remote view of the chlorine and nitrate levels and the total volume of water going through the plant. STS is also automatically alerted to any issues at the plant, so can resolve any problems promptly.

With the use of new technology to improve the water treatment plant at RAF Honington, STS has provided a more resilient solution, ensuring that high-quality potable water reaches the customers' taps 365 days a year. Automation at the plants also means the works are more efficient in terms of energy, resources and the time required at the site, thereby reducing the overall running costs.

## Kelda improves biodiversity

**In a project led by Heather Woodhead and Sarah Maiden, Kelda Water Services staff left their desks and vans to take part in a hands-on activity to improve biodiversity.**

Working with an advisor from the RSPB, the volunteers made a variety of bird boxes and bug houses for placement on water and wastewater assets on the MOD estate. The bird boxes will provide ideal nesting places for species such as blue tits, nuthatches and house sparrows, while the bug houses should attract a variety of insects, including lacewings, bees and ladybirds, that will use them to lay eggs or hibernate over winter.

Dozens of the completed boxes were distributed around the KWS operating area, helping wildlife and nature to thrive and flourish.

Other conservation schemes are in the pipeline for the autumn, including tree planting at RAF Cosford STW.



## KWS installs new EWS tanks

**Kelda Water Services has installed two new emergency water storage (EWS) tanks at Colerne, near Bath.**

The new tanks will provide the necessary fire cover for two hangars, ensuring that flying operations are safeguarded and that the Bristol University Air Squadron can continue using the site.

The construction phase required close liaison with site staff in order to minimise disruption to site activities. It also involved partnership with the Regional Prime Contractor while other upgrade works were taking place on electrical systems.







# It's a pirates' haul for WaterAid!

The three Aquatrine teams that entered the WaterAid Raft Race on Saturday 6 September put in a huge amount of effort, raising more than £1,500 in total!

The "Raft of Rogues" and "Shanghaied 6" from Severn Trent Services were joined by the "Kelda Aquatrine Pirates" from KWS at Carsington reservoir.

Both STS teams did really well and won their first heat to go through to the second round. And this was despite Raft of Rogues being disqualified for a technical infringement in their first round (they were reinstated following an appeal)!

The Kelda Aquatrine Pirates entered into the true spirit of the event by having no desire to be competitive at all. In fact, they spent a good 10 minutes on the water looking for buried treasure, ensuring that their sponsors got their money's worth in entertainment value alone.

Raft of Rogues were knocked out in the semi-final but the Shanghaied 6 made it all



the way through to the final for the second year in a row. Despite a valiant effort, they ended up in fourth place, narrowly missing a podium position. Undaunted, Operations Manager Rob Button said: 'There's always next year!'

Everyone really enjoyed themselves while also raising an amazing amount of money for a very worthwhile cause. Many thanks to everyone who donated and to the valiant members of our three teams. Bring on next year!

## Well done teams!

### Raft of Rogues

**Howard Lancashire** (Team Captain)

Cash Analyst

**Steven Sidhu**

Water Compliance Technician

**Tom Holdsworth**

Finance Assistant

**Darren Kelly**

Business Development Manager MOD

**Mark Westwood**

Senior Proposals Technician

**Peter Dignan** from Severn Trent Water

### Shanghaied 6

**Rob Button** (Team Captain)

Operations Manager

**Dave Godfrey**

Project Director

**Matt Green**

Networks Operator

**Simon Weir**

Network Control Manager

**Alex Harrison** from Severn Trent Water

**Liam Draper** from Severn Trent Water

### Kelda Aquatrine Pirates

**Leanne Swallow** (Team Captain)

KWS Security Officer

**Heather Woodhead**

KWS Environmental Officer

**Hayley Arscott**

KWS Account Manager

**Damon Worth**

Friend of KWS

**Jon Hanson**

KWS Coordinator

**Lynne Oakley**

Water Supply Team Planner



## STS keeps it in the family at RAF Marham

Severn Trent Services donated £500 to support RAF Marham's Family Day in August. It's an annual event for the families and friends of personnel based at RAF Marham, including service personnel, civilian colleagues, industry partners, contractors and members of the local community who directly support the station. As well as providing a great opportunity to find out more about what happens at RAF Marham and to meet site personnel, the event helped build links with the local community and suppliers.





# Interview with...

## Cath Bowen, DIO PFI Aquatrine Team Leader

### How long have you been in your role and what were you doing previously?

I took up post as the DIO PFI Aquatrine Team Leader in December 2013. Leading up to that point, I was working as Assurance Team Manager, having first joined the wider team in June 2009. I used to work in Human Resources, so joining Aquatrine was a complete change but one I have not regretted. Although I've experienced a very steep and challenging learning curve, it's a very interesting area to work in.

### Describe your typical working day.

I work with three separate Aquatrine contracts – and therefore three different service providers – to deliver on five key user requirements, so there's no such thing as a 'typical working day'! My day can be a combination of personnel and team issues, internal MOD business, or engaging with customers, DIO colleagues, our Aquatrine service providers or external third parties.

### What do you feel are the key successes Aquatrine has achieved?

We've met our primary objective: enabling the MOD to exit non-core business and concentrate more on frontline services. We've used our water industry expertise to improve and enhance the MOD's performance in terms of environmental compliance and sustainability. This has delivered significant reductions in leakage outside buildings, reducing gross water volume by 25% and meeting the government's sustainability targets 11 years ahead of schedule.

The contract drives a proactive approach to managing the water and wastewater network, which also positively increases the security of supply to many parts of the estate. All service providers pride themselves on having achieved improved compliance with Drinking Water Inspectorate Standards and continued high water-quality levels.

Environmental compliance is a high priority. We're meeting that consistently

and the service providers continue to manage the relationship with the Environment Agency effectively. There has been significant investment in assets in order to meet (and in some cases exceed) the asset condition requirements of the contract. A particular area of investment is fire systems and meeting Crown Fire Standards.

### What are your expectations for Aquatrine over the next 12 months?

I expect that our service providers will continue to meet and deliver on the key user requirements. They will keep working closely with other industry partners on the estate to ensure that our customers' needs are met, enabling MOD personnel to live, work and train.

Ian Gardner has been appointed to head up the DIO Infrastructure PFIs and the teams have moved from Service Delivery to Finance and Commercial. We look to retain close working relationships with our colleagues in Service Delivery and the Infrastructure Managers on the ground. With this in mind, the members of my team will continue to work with their DIO colleagues to support Aquatrine's service providers in meeting their responsibilities. They will also help support the Authority's Local Representative in facilitating access to site, consents to carry out work, completion of Statement Known Hazard forms, reporting of service failures and so on.

We will also continue to work towards achieving improved appropriate and timely engagement with Projects and Disposals teams to ensure that water and wastewater implications are considered early in any estate change activity. This will prevent unnecessary issues arising, such as the introduction of non-adoptable assets, the creation of any future liabilities for MOD and lack of capacity. We have already established links with our Army Basing Team colleagues to advise/facilitate engagement with our service providers in sharing relevant water/



Cath Bowen

wastewater information. We'll continue this theme to support the work of Army through to 2020.

The DIO Aquatrine PFI team is building on the leakage reduction already achieved by our service partners by implementing a water consumption reduction programme in buildings. CH2MHill will be carrying out surveys and defining potential areas for saving, targeting some 150 high-consumption sites. This programme is being managed by Water Resources Demand Manager Chris Boulton, with support from our three regional representatives. They are working alongside our utilities colleagues to implement appropriate saving measures and behavioural strategies, with ongoing maintenance built into NGEC.

Finally, with the introduction of the Strategic Business Partner we will also look to work together to maximise value for money of the contracts and further develop our contract management skills across the whole team.

### What hobbies do you have?

I have always enjoyed sporting activity to keep a basic level of fitness – tennis is my sport of choice and I enjoy both social and competitiveness tennis. I have represented the MOD in the Civil Service Interdepartmental Championships with some success and have forayed into national competitions with little success! However, enjoying a high standard of the game, I have had the honour of playing at Wimbledon on Court 18 – famous for a certain match but I will leave that for those of you who wish to find out why?!

