

AQUATRINE

WINTER 2013 news

Ten years of Aquatrine!

In the coming months Aquatrine will be celebrating its tenth anniversary. *Aquatrine News* takes a look at some of the key benefits delivered since the project was launched.

✓ **Reduced leakage by more than 25% across the Estate**

Our most significant joint project achievement to date has been assisting the MOD in meeting its Sustainable Operation Government Targets 11 years early. Our proactive approach to leakage has led to improvements in managing the water and wastewater network

✓ **Improved security of supply to many parts of the Estate and improved compliance with Drinking Water Inspectorate standards**

✓ **Significant investment to improve asset condition profiles**

After gaining an understanding of the asset base and condition, a programme of asset improvements has been built for the lifetime of the contract. The first 10 years have seen significant investment in order to meet contractual requirements. The Aquatrine Supplier Association works together to resolve common issues to improve the level of service provided to sites.

✓ **Improved water provision infrastructure for fire fighting to comply with Crown Fire Standards**

Investment made in fire systems to meet crown fire standards and, where not, these have been identified and the risk is known.

2013
RoSPA Gold Award for Occupational Health and Safety

The Aquatrine Supplier Association has embedded best practice and common standards across the MOD Estate. Each Service Provider possesses a RoSPA Gold award for our performance in health and safety and the initiatives we've used to keep our employees and customers safe.



2012
Sanctuary Award winners
Aquatrine providers commended at Sanctuary Awards 2012

• Kelda Water Services Defence (KWSD) at Loe Pool in Cornwall and Llyn Penrhyn in Anglesey, were awarded the winners in the "Environmental Project" category at the Awards in 2012. KWSD worked with a number of organisations and the MOD to find information which could be used to manage the sewage treatment works in the most environmentally friendly way, and to ensure that all of the partners involved were happy with the outcome.



• Severn Trent Costain also received a Highly Commended in the Awards in 2012. The Meter Maintenance Project Team put forward their entry for their project on solar-powered water meters.



• Veolia Water Nevis invested in several sites to introduce potable water supply where there was none previously at sites including Campbeltown, Loch Ewe, BUTEC sites Applecross and Rona and Tulloch training camp.



2011
Partnerships Bulletin Award shortlist for best operational project

2010 
UTILITY INDUSTRY ACHIEVEMENT AWARDS
2010
Utility Industry Achievement Award winner

Top tips for winter driving

- > Consult the weather forecast before travelling
- > Carry warm high viz clothing, a snow shovel and anti-slip shoe spikes to use in icy conditions
- > Consider whether your journey is absolutely necessary
- > Carry emergency food and a flask of tea or coffee on journeys
- > Use snow socks and winter tyres



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Raft race raises funds for WaterAid

A big thank you to all who sponsored the Raft Race team who took part in this year's Aquatrine Challenge raft race which took place on Saturday 14 September at Carsington Water in Derbyshire.

Twenty teams took part altogether in various qualifying heats, competing against each other to be victorious in the final.

The Aquatrine Raft crewed by Hayley Arcscott, Heather Woodhead, Leanne Swallow, Jon Hanson (all from Kelda Water Services) plus David Sillitto and Mathew Smith from Severn Trent Costain, managed to safely complete the course. However, their very cautious time failed to get us through to the later rounds.

In total the raft race sponsored by Severn Trent Water, managed to raise an incredible £11,230 for WaterAid, which provides clean



water, safe sanitation and hygiene education to the world's poorest people with Aquatrine partners contributing over £1,400 to the cause.

Mathew Smith, member of Team Aquatrine was delighted with the event. "The day was a great success with thousands of pounds raised for charity and everyone had a great time. I enjoyed it more than I thought I would and am now looking forward to next year's event."

Thank you to everyone who turned up on the day to give their support and especially to those who sponsored the team.



The Aquatrine raft crew took up the challenge for charity



Protecting empty buildings this winter

With arctic conditions on the way, it's important to avoid unexpected bursts in buildings that may stand empty this winter. Water leaks not only increase bills but can also cause extensive damage. Here's a reminder of some of the preventative measures you can take:

- Turn off the water at the main supply point**
 Ensure the water supply is turned off completely at the mains.
- Drain all water that can be drained**
 Turn off the water supply tap, running the taps until they run dry.
- Turn down the heat, but don't turn it off**
 If you are not draining the water pipes, set your thermostat to a level that keeps the inside temperature above freezing to keep things dry. About 13-14°C is a recommended temperature to ensure buildings are kept warm to prevent damp.
- Drain water outlets**
 If you are in an area where freezing pipes can be a problem, drain toilets, water heaters (turn off gas or electric supply first) and if on a pump system, the expansion tank.
- Close sink drains**
 If a house is vacant for a long time, you may prevent water in a toilet's trap from evaporating (and thereby permitting sewer gases to enter the home) by raising the toilet's lid and seat and covering the bowl with saran wrap.
- Turn off the water heater before you drain it**
 Drain water from a pump by using its drain plug. For dishwashers, refrigerators (with a water dispenser or an ice maker) and clothes washers, follow the manufacturer's directions. Remove any water filter inside the refrigerator.
- Make sure that your insurance is adequate for being absent during winter**
 Due to the increased potential for something to go wrong (for example, burst water pipes, leaking gas heating systems, etc.), insurance companies can be tough on requirements.
- Have someone make regular checks**
 If there is someone close by, ask them to check regularly for any issues. Always consider the safest option for your specific building and circumstances. If you have an oil fired central heating system or use electric heaters, you may consider the risk of fire to be higher than draining your tank and water pipes.

Acting responsibly over the festive period

A health and safety risk that increases over the festive period is drink driving.

Don't get drunk the night before and expect to drive and work safely on site the next day. Alcohol takes time to work its way out of the body. The rough guide is a single unit of alcohol will take 1 hour to leave a person's body with an additional hour on top. Therefore, one bottle of 13.5% wine contains 10 units and therefore could take 11 hours to work its way out of the system.

The legal limit for drinking and driving is 80 milligrams of alcohol in 100 millilitres of blood (80mg/100ml). This is equivalent to 35 micrograms in 100 millilitres of breath.

While it is clear that someone's ability to drive is affected after one drink, it's very difficult to convert the legal limit (80 milligrams of alcohol in 100 millilitres of blood/35 micrograms in 100 millilitres of breath) into a number of drinks because it's different for each individual.

Therefore, the recommendation is to think before you drink. Don't drink and drive.



The sky's the limit for Aquatrine Air Show support

This year, Kelda Water Services and Veolia Water Nevis were invited to take part at RNAS Culdrose and RAF Leuchars' Air Shows. As well as supplying water and waste water services to both sites, both Service Providers have worked closely with the bases to support infrastructure changes in recent years.

Kelda Water Services was responsible for installing new Crown Fire Standards systems and the construction of a Foam Containment Area for the Fire Training School on site at RNAS Culdrose. On the day, the team met visitors and spoke to them about the work we do on site and demonstrate some of the equipment used. One of the team commented: "Of course, a water meter will never be exciting as some of the aircraft on display elsewhere but it's always interesting to think about how we can sometimes take clean water provision for granted at the turn of a tap."

The Veolia Water Nevis team also helped with the RAF Leuchars Airshow this year, which attracted around 40,000 visitors. Key tasks on the day were to check the concessions along the taxi way to



An impressive array of flying machines were on show at both bases.

ensure that nothing was getting tipped down the surface water drain and that all the temporary toilet water and foul connections were working following the previous day's set up. The team was on site before the crowds arrived until after sundown. As well as meeting visitors throughout the day, they saw the Red Arrows display and had some time to look around.

Nevis project commissioning


Veolia Water Nevis is in the final stages of commissioning two projects that show the diversity of work required on the Aquatrine contract from a large sewage treatment works upgrade on the largest site in the Nevis portfolio to a minor modification to a potable water service on a remote training estate.



AT HMNB Clyde, the team is completing the performance testing of an upgrade to the main sewage treatment works servicing the 6,000 people based there. This project has seen installation of automated screening at the inlet works, refurbishment of mechanical assets throughout the site and construction of a new pumping station and tanks.

Working at this sensitive site has seen the Nevis team working hard to deliver a high level of engagement with the base to ensure that all works completed have the minimal impact on the base while still maintaining a level of construction efficiency and safety. The combined project team have successfully navigated the numerous complexities and protocols required to support the base and maintain its critical services.

An equally challenging but very different project has seen the near completion of a potable water project at Cape Wrath in the extreme north of Scotland. Previously supplied with bottled water, Cape Wrath is fed from the main potable network via a pumping station and extended leg, some two miles across sand dunes to a large on-site reservoir. The site sees a significant variation in demand based on operational activities so the team had to develop a solution that could maintain potable water standards for the three people regularly on site but also maintain quality during peak demand periods for a couple of hundred people during exercises. This has been delivered by installing a floating chlorination unit in the reservoir to maintain the chlorine residual, a simple technical project but a significant logistical exercise when access to the site is at the most northern tip of Scotland and accessed across dunes. With the support of the site rangers and a high level of planning the project has now delivered potable water to the kitchens on site.




In June 2014 Elliot Dale and Severn Trent Costain's Chris Walters will undertake arguably the toughest transatlantic rowing challenge, 3,246 miles from New York to the Isles of Scilly, as they attempt to break the current two men in a boat, transatlantic record of 55 days, which has stood for 117 years.

Chris and Elliot have chosen Children's Hospice South West (CHSW) as their partner in this incredible challenge, and want their heroic efforts to raise funds and awareness for this charity. Chris' motivation to complete this challenge is clearly obvious: "A few months ago we visited Little Bridge House in North Devon, the very first hospice out of the three hospices that Children's Hospice South West have. We both came away from that inspiring visit and decided that Children's Hospice South West was the charity for us. So it seems that like everything that has happened in my life has led to this, the record I want to break and the charity I want to do it for."

CHSW cares for in excess of 400 families, providing palliative care, emergency care, planned respite. Families are also supported through the bereavement team after the death of a child.

• To find out more about this incredible challenge and how you can help raise vital funds for CHSW, please visit www.chsw.org.uk/precious-lives-atlantic-challenge



The Transatlantic Challenge takes place in 2014.

Aquatrine – what has it done for us?

Prior to Colin Hobbs' departure from his post as PMO Leader, *Aquatrine News* caught up with him to find out his thoughts on Aquatrine over the past 10 years.



Colin Hobbs

“It's been 10 years since our industry partners took up responsibility for providing MOD's water and waste water services, so it is probably time for a recap and a personal view on how the arrangements have performed.

A surprising number of you reading this will have been with the project since the beginning in 2003 but many have joined since, so it is useful to remember what drove MOD to set up Aquatrine and bring in industry experts to provide these essential services. I thought a great starting place would be to put Aquatrine's achievements in context.

'In the beginning' it was recognised that water and waste water (WWW) infrastructure and services were not managed strategically across the Defence Estate and that requirements competed poorly with other defence needs. The chronic lack of investment had reduced asset standards and security of supply. This, coupled with the impact of the 1998 Strategic Defence Review, and the implications of the removal of Crown Estate immunity from UK or European environmental legislation, highlighted an urgent need for action. The provision of water and waste water services were not MOD core business and therefore an arrangement was needed that brought private sector expertise into the heart of MOD service provision. Timing was perfect as Private Finance Initiatives (PFI) were the new mechanism for introducing private sector capital up front, for such large scale infrastructure projects as Aquatrine.

A key component to these arrangements is risk transfer and those which were moved over to our partners were:

LEAKAGE: Much of the water supply was being leaked into the ground before it got anywhere near the customer. Financial incentives within the arrangements mean that leaks are now fixed promptly and the overall demand is reduced. This is great news for both the customer and the environment, demonstrating that MOD and Service Providers are behaving responsibly reducing wastage and increasing security of supply.

ASSET CONDITION: Leasing of the WWW assets to our Aquatrine Service Providers (ASPs) to manage has given them the flexibility to operate and maintain assets in the most economical way. Also, obligations were placed on the ASPs so that by the end of the contract life span asset condition levels would be improved and could be adopted by any water and waste water operator without disproportionate investment. There have been opportunities for ASPs to find efficiencies using expertise in asset management, the knock on effect being an increase in security of supply and a reduction in environmental risk.

ENVIRONMENTAL COMPLIANCE:

The relationship with the Environment Agency was transferred to the ASPs who were better placed to manage it properly and give the correct level of oversight. Much better for the environment!

WATER QUALITY:

Potable water compliance and internal ASP targets keep improving, there are occasional blips but compared with the number of quality breaches in the past drinking water standards are the best they have ever been.

However you will recognise that PFIs, as a brand, have not had a very illustrious track record. Aquatrine though can be considered one of the success stories. If you think about how much money was spent on water, which just leaked away, and then realise that this problem has now gone away, my personal view is that our client now gets a vastly improved service, complete visibility of what is being used, additional asset investment and a robust environmental compliance regime.

We cannot pretend that it's all been plain sailing though. Service delivery standards for the customer are priority and while customer experiences are never uniform, these standards continue to attract significant effort from all parties to maintain and improve. To achieve this we have all gone through some tough patches where robust debates have been had on what the contract actually says and what its intent was. These were often difficult but always pursued professionally, openly and with honourable intent. Something I think all those involved should be very proud of. Naturally, challenges are not all behind us. In relationships over so many years new priorities and drivers will inevitably materialise from all sides and the ability of our arrangement to accommodate these is its real measure of success. The strong relationships which have built up at all levels mean that these hurdles are easier to navigate for all parties.

As DIO goes through its current round of change it's the long term service delivery provided by trusted partners which becomes the bedrock of its reputation with its customers whether they be Heads of Establishment, Service families or other partners. So it's important to recognise all of your past and future contribution to the MOD effort and thank you all for the hours you have, and continue to put into, delivering what is often an unseen but immensely vital service.”

Colin Hobbs



The new KWS Swindon office

Kelda Water's Swindon office opens for business

KWS have recently opened their new Swindon office. This follows the planned demolition of the office at RAF Lyneham which is being redeveloped as part of the new Defence Technical Training College.

The Swindon office is located within the Water Research Council office building in Swindon, and provides desk space and meeting rooms for our regional staff to use. There is also additional IT provision at this location providing computer network access and video conferencing facilities.

The central location just off the M4 gives great access to many of the sites and will help to reduce miles travelled by our staff. Acting as a central hub office within Kelda Water's operational area the facility provides an environment very similar to the head office in Yorkshire and provides desk space for 12 staff on a day to day basis and can accommodate many others for meetings, conferences, training courses etc.

The new office will enable us to provide an even better service to our customers.