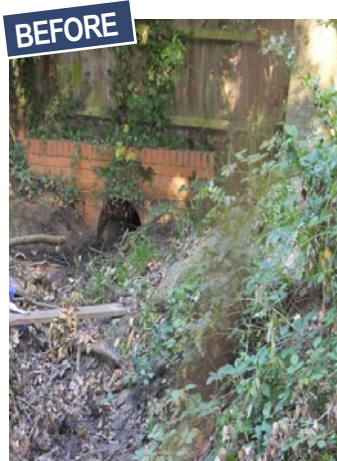


AQUATRINE

SUMMER 2014 news



STS targets flooding with MOD

Water and wastewater provider Severn Trent Services (STS) has introduced significant changes in order to reduce the number of flooding incidents on MOD sites. The move followed feedback and discussions with Mark Hutchinson, CEO of the Defence Infrastructure Organisation (DIO), and the DIO PFI Aquatrine Project Management Office (PMO).

STS has adopted a new, more proactive approach. As well as dealing with any flooding incidents that arise, they have created a register of sites at risk of recurrent flooding problems and now issues them with weather warnings.

Flood mitigation measures can be implemented to reduce the impact of flooding, but longer-term, preventative solutions are now also available too, including enhanced proactive maintenance plans, education and/or engineering solutions. STS has also accelerated its programme to develop site drainage area plans and hydraulic models.

In response to customer feedback, STS has also made big changes to how it handles calls and communications. A newly created Customer Care Team now provides a single point of contact for customers – and each team member is accountable for ensuring that issues and requests are resolved or completed.

Before jobs start, STS staff now contact customers with an estimated time for completion; and similarly, technicians call before their visit with an expected time of arrival. Each appointment is then followed up to check that customers are happy with the work carried out.

Regular customer feedback is important to STS. This is reflected in the new quarterly survey it developed for the MOD in consultation with the PMO. Results of the surveys will be closely examined and fed back to staff in order to improve systems, processes and ultimately the service STS provides to the MOD.

STS plans to share its new approach to flood management with Veolia Water Nevis and Kelda Water Services through the Aquatrine Suppliers Association, with a view to improving overall service delivery.

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Veolia champions sustainability and CE



WVN take on the mountain challenge



If you have a story to include, please email: DIOSDTFM-AquatrinePMO@mod.uk

Dodgy plumbing?



Misconnected drains pollute your local rivers and beaches.

Is your home connected right?

Aquatrine suppliers support ConnectRight campaign



Pollution from misconnected drains can have a major impact on the water environment. So if we're to meet European Directives on the health of our rivers and bathing waters it's vital for us to keep working with local authorities, the Environment Agency and others to tackle the problem.

Aquatrine suppliers are already working closely with our partners to tackle misconnections, but to step things up a gear we're supporting ConnectRight. This new national campaign is run by the National Misconnections Strategy Group, which brings together water companies, local authorities and regulators to help prevent misconnections and raise awareness about drainage and water pollution among property owners, the public and professionals.

To find out more about ConnectRight, visit www.connectright.org.uk. This new site provides information for householders about how to identify misconnected drains, as well as resources and guidance for developers, consultants and property managers who are working on misconnections.

Kelda Water Services raises safety profile at Bicester

Kelda Water Services (KWS) got involved in Safety Week activities at Bicester by manning an onsite stall on 'Market Day'.

The event provided Health and Safety Manager Trina Atkinson and Network Technician Graeme Brown with the ideal opportunity to demonstrate how KWS detects leakage and tests fire hydrants, sharing its methods of working and use of safety equipment.

A winning combination of briefings and water safety knowledge enabled attendees to

gain a much better understanding of site hazards and the controls KWS has in place to ensure their safety at all times. Many key suppliers also demonstrated their activities.

All in all, the day was a great success in raising the profile of health and safety compliance throughout the site. KWS received a letter of thanks for supporting the event, acknowledging their commitment and professionalism, and they look forward to attending similar events in the future.



Severn Trent Costain becomes Severn Trent Services



Earlier in the year, Severn Trent Costain one of the three water and wastewater service providers under the Aquatrine contract became Severn Trent Services (STS). This was as a result of Severn Trent Plc assuming full ownership of the Severn Trent Costain joint venture.

The new name was the only change to the business and STS has continued to provide the same service with the same team. Over

recent months you will have noticed a change in branding on paperwork, vehicles, uniforms and badges.

STS looks forward to continuing to help the MOD enhance efficiencies in the management of water and wastewater.

For any queries about this change, contact customercareteam@stservices.com. For further details on Severn Trent Services visit www.stservices.co.uk.



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Veolia champions sustainability and CE

A key strategic aim of Veolia Environnement is to be regarded as the champion of sustainability and the circular economy (CE). It will achieve this by focusing its CE agenda on its key achievements in safety, local employment, training, recycling and recovery, diversity and social value.

Veolia Water Nevis (VWN) provides water to MoD sites across Scotland and takes away their sewage waste. In the eight years since its Aquatrine Package B contract started, it has reduced leakage from more than 350,000m³ to around 140,000m³ – that's an impressive 60% reduction, with associated savings in energy and other resources.

The company is always on the lookout for new ways to reduce its carbon footprint and improve operations, as evidenced by the four examples shown below.

• Remote telemetry network provides early warning

VWN's extensive remote telemetry network consists of more than 150 loggers that monitor tank levels and flows across Scotland.

Most of the loggers transmit data to a remote web-hosted service every 15 minutes using GPRS communications. The data enables VWN to monitor consumption and leakage for each location, rapidly identify any bursts or step changes in demand and quickly investigate.

The system is supported by electronic

alarms that email or text emergency response personnel when defined site-specific thresholds are exceeded. The graph below indicates an observed burst on the supply to a VWN sites – take a look at the dramatic increase in flow, followed by the return to normal flows once the burst has been repaired.

• Working with clients

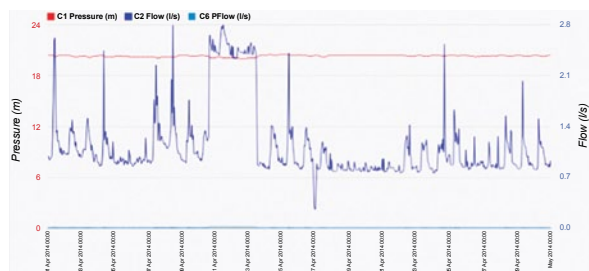
VWN is installing a new wastewater treatment works (WTW) at an army training centre in the north west of Scotland.

The local electricity main is capacity constrained, so to provide sufficient power for the new treatment works the VWN team has funded the installation of energy efficient lighting and appliances, to help the client reduce its power requirement. And it's done the trick, because the new installation is overall energy neutral.

• Energy-efficient travel

VWN promotes energy-efficient travel through its corporate travel and transport policies. All fleet vehicles must be energy-efficient with a diesel engine

and, where practical, users should car share, to reduce overall emissions. For long-distance travel, employees are encouraged to use public transport where practical, to reduce emissions and avoid the risks involved in a long car journey.



What is CE?

The circular economy (CE) is a generic term for an industrial economy that's designed or intended to be restorative and in which there are two types of material flow:

- biological nutrients that will safely re-enter the biosphere
- technical nutrients that circulate efficiently without entering the biosphere.



• Renewable power to extend battery life

VWN is investigating the use of renewable power for flow loggers at two locations, one using a solar cell and the other a combination solar cell and wind turbine. Logger batteries currently have to be replaced every five years and this trial seeks to identify whether self-powered installations will continue reliably beyond this timeframe – if this proves to be the case, it could provide real cost savings in terms of operatives attending remote sites to replace batteries.

Veolia sets sustainability benchmark

Veolia has launched its new brand with the strapline 'Resourcing the World' positioning it at the centre of the circular economy focused on tackling resource scarcity.

The announcement coincided with the company being named as a winner of the Queen's Award for Enterprise in Sustainable Development, the UK's highest accolade for business success.

The award was received for setting the sustainability benchmark with a business strategy focused on manufacturing green products and calories, and for going beyond

Resourcing the world 

statutory requirements and becoming a social sustainability leader.

Veolia devotes 20,000 hours each year to volunteering, has donated £50 million to community projects via the Veolia Trust, systematically engages with schools and helps unemployed people, including ex-offenders, back to work.

Estelle Brachlianoff, Veolia's 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 transforming the business.

"This award highlights the work that all our 14,000 people have undertaken to continue to drive the business forward. For us, sustainability is not part of our business – it is our business."



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VWN takes on the mountain challenge

WaterAid's biggest annual challenge event – WaterAid 200 – took place on 7 June. The charity's goal was to have at least one team of between four and seven walkers on top of 200 mountains across the UK and Ireland.

Ten valiant Veolia Water Nevis (VWN) employees took part in the 2014 challenge, choosing Ben Nevis as their mountain to climb. Although gloriously sunny for most of the walk, bitter conditions and winter snow remaining at the summit meant lots of layers were needed! In all, the walk took around eight hours and was thoroughly enjoyed by the team.

To date, VWN has raised £1,123.50 for this challenge.



FAST FACTS: WaterAid in 2013

- Worked in 27 countries
- Reached 1.7 million people with safe water
- Reached 2.2 million people with sanitation



WaterAid Raft Race 2014

On Saturday 6 September Aquatrine teams from Severn Trent Services (STS) and Kelda Water Services (KWS) will once again be competing in the annual Water Aid Raft Race at Carsington Water, near Ashbourne in Derbyshire.

After the success of 2013's joint KWS-STS entry (and by the way, we mean 'success' in terms of funds raised for charity rather than winning the race), individual teams will be entering this year. So Aquatrine supplier will be pitted against Aquatrine supplier, which seems altogether fitting, given that the fancy dress theme is pirates.

Carsington Water will be turned into a pirate paradise for the day, with barbecue and activities for spectating families, friends and colleagues.

All sponsorship and funds raised will be donated to WaterAid, which provides clean water and safe sanitation to areas of the developing world, transforming millions of people's lives every year.

RAF Leeming's Family Day

Severn Trent Services (STS) was proud to present a donation of £500 in support of RAF Leeming's Family Day. The event took place on Saturday 12 July and gave families and friends of those who work at the station the opportunity to see at first hand what goes on at RAF Leeming.



Squadron Leader Chris Ditch receives the STS donation from Operations Manager O&M North 2, Mike Killingbeck

